



Zip Books 2021/22 Guidelines

Please review the following Zip Books Program Guidelines prior to completing the application. Your application will be reviewed by the California State Library. Please send questions regarding the application to Lena Pham, Library Programs Consultant, at lena.pham@library.ca.gov. Zip Books is supported with California Library Services Act funds.

About the Zip Books Program

The Zip Books program is an alternative model for interlibrary loan service that bridges the gap between a library's regular collection development practice and an outreach/home delivery service. It is based on a project called "Zip Books—Digital Library of Northern California," conducted by the Butte, Shasta, and Humboldt County Libraries under a FY 2011/12 LSTA grant from the California State Library.

The purpose of the Zip Books program is to provide patrons with speedy access to materials they might not otherwise be able to get through the library, without the long wait times often associated with ILL requests. It also adds a patron-driven collection development approach to a library's usual process, resulting in a collection more closely matched to the needs of the local community.

Under the Zip Books program, patrons request books that the library does not own. The library then orders the book from Amazon, and the book is shipped directly to the patron's home. When the patron is finished with the book, the book is returned to the library and added to the collection.

Participant Library Expectations

Participating libraries are expected to:

- Support the program goals and adhere to the project's policies, procedures, and guidelines as established by the California State Library.
- Provide statistics to the California State Library throughout the grant period.
- Complete and submit any requested documents to the California State Library.
- Regularly monitor program spending to expend grant funds fully. Libraries are asked to only request funds that they will be able to expend fully before June 30, 2022.

- Maintain records and documents according to the library's own auditing requirements (receipts do not need to be submitted but should be available for review if needed).

Eligibility and Funding Priority

Priority for funding the Zip Books program is as follows:

- All libraries that have previously participated in the Zip Books program, and all libraries previously added to the waitlist for the Zip Books program, will have first priority.
- All new requests for program participation will be considered if funds are available.

Reporting Requirements

The 2021/22 Zip Books program grant period is from July 1, 2021 to June 30, 2022. Participating libraries will be required to submit three reports to the California State Library. Reporting forms will be provided. Reporting periods and due dates are as follows:

- Project start date - December 31, 2021: reports due January 30, 2022
- January 1, 2022 – March 31, 2022: reports due April 30, 2022
- April 1, 2022 - June 30, 2022: final reports due July 31, 2022

The elements of the reports will include:

- Number of unique patrons served
- Number of requests
- Number of books added to library collection
- Number of requests not fulfilled
- Number of books not returned by patrons to the library
- Estimated total staff time spent working on Zip Books program (for final expenditure detail report)

Equity, Diversity, and Inclusion (EDI)

Here is what the California State Library means by Equity, Diversity, and Inclusion:

Equity is created through fairness and social justice and the recognition that different people's needs and circumstances may vary significantly. Social justice focuses on balancing power dynamics among different groups of people while acknowledging historical and institutional inequities. Equity means increasing diversity by improving conditions of groups that were and are disadvantaged in accessing opportunities, and is about allocating resources/opportunities to reach equal outcomes.

Diversity describes both the ways that people are alike and different. Diversity can be obvious in traits such as age, gender, and other physical attributes or characteristics. But there are also less obvious diversity traits such as ability, education level, socio-economic status, ethnicity, sexual orientation, and religion.

Inclusion means an environment in which all individuals feel they're welcome, are treated fairly and respectfully, and are valued for their distinctive skills, experiences, and perspectives. In an inclusive environment, all have equal access to resources and services and opportunities to contribute to realizing the organization's successful outcomes.

Frequently Asked Questions

1. Can we order from vendors other than Amazon?

At this time, Zip Books program participants should use Amazon. Library jurisdictions that are unable to start an account with Amazon are asked to contact Lena Pham, Library Programs Consultant, at lena.pham@library.ca.gov.

2. Can we have the materials delivered to our library for cataloging/inventory first?

One of the most attractive things about this model is the speed with which patrons receive service over traditional ILL. Having the materials delivered to your library for cataloging first would take the "zip" out of Zip Books. The policy is to have the items delivered directly to requesting patrons at the point of ordering, then for the library to catalog the item when it is returned to the library.

3. Do all Zip Books items need to be added to the library's collection?

As many items as possible should be added to the library's collection. Participating libraries are expected to track the number of books that are added to the collection throughout the year and report this information to California State Library.

4. How will we handle the issue of tracking purchases and items?

Participating libraries will be expected to develop and implement their own procedures. Libraries with established Zip Books programs are expected to share their tracking procedures to help others develop their programs. Toolkits on best practices will be available for reference.

5. Will there be any restrictions imposed on the type of materials that we can order through this service?

The materials that can be ordered through this service are limited to **books** in tangible formats: print, large-print, and audiobooks. eBooks and DVDs are not included at this time. Textbooks and Study Guides are an allowable purchase if appropriate for your library collection and general enough in nature to appeal to a broad audience. Zip Books is to be used only for items specifically requested by patrons that your library does not already own or whose status is listed as LOST in your system. Items that your library currently owns, yet for which there is a patron wait list, are not eligible. Items accessible through a shared system, but that are not owned by your individual library jurisdiction, can still be purchased using Zip Books funds.