Zip Books 2022/23
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 zipbooks@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 (ILL) service that bridges the gap between a library's regular collection development practice and a 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 in full before June 30, 2023.
- Maintain records and documents according to the library's own auditing requirements (receipts do not needed to be submitted but should be available for review if needed).

Timeline

- Deadline to apply: July 21, 2022 at 12:00 noon
- Application review period: August 2022
- Funds awarded: September 2022
- Grant period: July 1, 2022 – June 30, 2023

Eligibility and Funding Priority

Priority for funding the Zip Books program is as follows:

- All California public libraries that have previously participated in the Zip Books program will have first priority.
- All new requests from California public libraries that have not participated in the Zip Books program before will be considered if funds are available.

Grant Amount

All California public libraries can apply for up to $35,000. Libraries should consider past program expenditures and apply for funds they can expend within the grant period. We are unable to confirm exact funding amounts until all requests have been received.

Match Requirements: There are no match requirements for Zip Books, though it is expected that libraries provide staff time to run the program.

Reporting Requirements

Participating libraries will be required to submit two reports to the California State Library. Reporting forms will be provided. Reporting periods and due dates are as follows:

- July 1, 2022 – December 31, 2022: reports due January 31, 2023
- January 1, 2023 – June 30, 2023: final reports due July 31, 2023

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)

Proposed projects should be developed according to the principles of Equity, Diversity, and Inclusion (EDI). Below you will find the California State Library's definitions of EDI.

> **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.
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> **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.
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> **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.

Zip Books Program Guidelines and Frequently Asked Questions

1. **Can we order from vendors other than Amazon?**

   Zip Books program participants should use Amazon. Those libraries who are unable to use Amazon should contact zipbooks@library.ca.gov before submitting an application.

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. Libraries should have items delivered directly to requesting patrons at the point of ordering. Libraries should catalog the book 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. **What should we do with Zip Books items not selected for inclusion into our library catalog?**

   While we hope that a large percentage of Zip Books requests later become a part of a library's collection, sometimes the materials are returned in poor condition, or it turns out the title is not an appropriate match for your collection. To help save on labor and shipping costs, libraries are encouraged to share Zip Books discards with other participating libraries within their consortium instead of making them available to all libraries, allowing you to take advantage of your local shipping resources. Items deemed too damaged for inclusion into a library collection, such as water-damaged books, do not need to be offered to other libraries and can instead be donated/discarded according to staff discretion.

5. **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 can be available for reference.

6. **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. 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. Items accessible through a shared system, but that are not owned by your individual library jurisdiction, can still be purchased using Zip Books funds.

   eBooks and DVDs are <u>not</u> eligible at this time. 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.

7. **Are we allowed to purchase bestsellers?**

The purpose of the Zip Books program is to allow patrons to request materials not already in the library collection. Libraries should not use Zip Books funds to purchase materials that would be added as part of their regular collection development practices.

8. **Are we restricted to certain categories?**

   This is a decision for individual libraries.

9. **Is there a limit on the number of items a patron can request each month?**

   This is a decision for individual libraries.

10. **How many items can a patron have at any given time?**

    This is a decision for individual libraries.

11. **Can we purchase used books?**

    This is a decision for individual libraries, though keep in mind that books purchased through the Zip Books program should be strongly considered for inclusion in your permanent library collection once returned by the patron.

12. **Can we order Prime and non-Prime materials?**

    This is a decision for individual libraries.

13. **Can staff request Zip Books as a patron?**

    This is a decision for individual libraries.

14. **Is there an expenditure cap for each Zip Books item?**

    This is a decision for individual libraries, though keep in mind books purchased through the Zip Books program should not already be owned by your library and should be strongly considered for inclusion in your permanent library collection once returned by the patron.

15. **How will Amazon invoices be paid?**

    Your library will pay Amazon directly. The grant funds are for Zip Books purchases and Amazon subscription fee. While invoices will not be submitted to the State Library for payment, the State Library may request to see them, and your library should retain the invoices for recordkeeping.

16. **Will we be able to use our current Zip Books business account that we set up for the Zip Books program in a previous grant year?**

    Yes.

17. **Can Zip Books funds be allocated for other staff time, travel, or other budget categories?**

    No. The grant funds are for Zip Books purchases (books in tangible formats or Amazon Prime subscription fee) made during the grant period. For the reports to the State Library, staff time should be tracked by participating libraries and reported as in-kind contribution.

18. **How will Zip Books grant funds be distributed?**

    If awarded a Zip Books grant, the State Library will issue a check to the applicant organization for 90 percent of award funds. 10 percent will be sent at the end of the grant period upon approval of final reports.

19. **How long after being awarded funds will we receive our check?**

    After reviewing the application and upon State Library approval, an award letter will be issued and sent via DocuSign. Please understand that it can take from six to eight weeks after a completed claim form with no errors has been received before grant funds are delivered. If you have not received your payment after eight weeks, please contact your grant monitor. Zip Books purchases made during the grant period can be reimbursed through grant funds, and grantees should plan to start and continue the project as needed before grant funds arrive.

20. **How do I get Zip Books marketing materials? Are we allowed to create our own?**

    The California State Library has a Zip Books logo that libraries can use in their program marketing. Libraries are welcome to create their own additional marketing materials to fit their specific needs. Please visit the Manage Your Grants webpage to download the logo, or email zipbooks@library.ca.gov for a copy.

21. **How do I join or remove myself from the Zip Books listserv?**

    The State Library's listserv is a useful tool for Zip Books libraries to post questions to other participating libraries, as well as share discard lists of Zip Books not chosen for addition into a library collection. To join the Zip Books listserv, email zipbooks@library.ca.gov.

22. What should I do if there is something wrong with my Amazon account?

The first thing you should do is check with Amazon Customer Service to see if they can assist with the problem or provide additional information on what could be wrong. Amazon account assistance can be found at Amazon Business Help - Amazon Customer Service.