

Sierra Madre Library Contract Proposal Sub-Committee

Questions for LSSI

1. Currently the Sierra Madre Library has a memorandum of understanding (MOU) with the Sierra Madre Historical Preservation Society, will LSSI honor this MOU? Absolutely! We'd like to know more about the specifics of the MOU, but LSSI will honor any arrangements that the Library has made with other organizations. We have similar arrangements with historical societies, genealogical societies and museums in several of the libraries we operate.
2. What role would our Library Board of Directors (Trustees) have should the city contract with LSSI? The role of the Library Board of Trustees should not change. The Board will continue to be the advisory entity for the Library to the City Council, recommending any changes to existing policies and programs to ensure that quality services are provided to the community. Although LSSI will offer a five year fixed-price contract for operating the Library, the Library Board will continue to recommend any adjustments to the annual budget to the City Council for approval. The Board will continue to be the advocate and community sounding board for the Library, ensuring effective and efficient library services are provided for the community.
3. What is LSSI's current policy regarding updating and upgrading technology hardware and software? Supporting the technology in the Library varies by contract, depending on the preference of our client city or county. In some cases, such as in Moreno Valley and Riverside County, LSSI is fully responsible for all I.T. support in the Library, including maintaining, upgrading and replacing any hardware or software. In other cases, I. T. support continues to be the responsibility of the City's I.T. department.
 - Does LSSI take responsibility of the broadband speed, server maintenance, etc.? As stated above, these services vary by contract. However, it would be LSSI's preference to be responsible for network support, because it has such a direct impact on library services.
4. Does LSSI partner with neighboring libraries? If so, please provide a few examples. Absolutely! LSSI believes in resource sharing and cooperation with neighboring libraries and is actively involved under a number of

partnership arrangements. One example is LSSI's operation of the Inland Library Network in Riverside County. There are more than 80 community libraries – many of them LSSI customers – participating in ILN, including those libraries located in Riverside, Los Angeles and San Bernardino Counties.

Another example of partnering is LSSI's van delivery service to Upland, Simi Valley and Santa Clarita, for which the cost is shared by the three libraries.

Yet another example is evident in Camarillo and Simi Valley, where the LSSI Literacy Coordinator is shared by the two libraries.

In Redding, LSSI developed a new model for interlibrary loan, using Kindles to replace an aging van delivery service that was inefficient for that region. The new system has proved to be so successful that it has been adopted by all the libraries in the region.

5. Does LSSI leave all building maintenance with the City? Yes, LSSI does not own any library assets, so building and grounds maintenance remains the responsibility of the city or county. In some cases, however, LSSI does provide janitorial services for the library.
6. The current proposal sets a budget for books during the first year, going forward the City Council sets the budget. Is there a limit to what the City Council can budget, or is there a cap. The amount LSSI has in our proposal for Collection Expenses is the minimum LSSI would recommend. It's approximately what was being budgeted for books & materials last fiscal year. In our Agreement, the amount for books & materials will be separated out, as it was in our proposal. LSSI will account for all purchases and invoice the City monthly in arrears as the materials are acquired and delivered to the Library. Each fiscal year, the City Council will determine the Materials Budget and can make that amount whatever the Library Board recommends and/or the City's financials will allow. There is no LSSI imposed limit to what the City Council can budget for Materials and we would hope the amount could increase every year.
 - a. How does city determine budget after year 1? For operations, LSSI will provide a firm, five year, fixed-price contract amount. Typically, that amount stays as contracted. During the City's annual budgeting process, the City Council will determine the amount to be spent on books & materials for the following year.

7. Sierra Madre Library recently purchased a new ILS, would LSSI allow this system to continue operating, or would Sierra Madre Library be required to go with LSSI's ILS? That is a decision the City will make. LSSI feels there are many benefits to being part of a shared ILS system, but if the Library Board and City Council would like the Library to continue using the Apollo ILS system that was recently purchased, that would be your prerogative. It's not a decision that would have to be made immediately and could be evaluated on an annual basis.
8. How would LSSI interact with Friends of Library? LSSI has a wonderful working arrangement with the Friends groups in all the libraries we operate. We appreciate all the work, dedication and donations the FOL groups provide for their local libraries. Their role would not change; the Sierra Madre Friends of the Library would maintain their 501c3 tax exempt status and operate independently from LSSI. The Friends would determine how their donations to the Library should be spent and that money would be accounted for separately. If they would like our help and assistance with any of their projects, LSSI will gladly comply. Most of the Friends Groups in LSSI operated libraries have expanded and grown since LSSI began operations.

I have attached two lists of contact information for all the Friends Groups for the libraries we currently operate in California. One list is for the 35 community branch libraries in Riverside County, and the other is for the municipal libraries we operate in CA. Please feel free to contact any of the contacts if you have any questions or concerns.

9. Would city be buying books for its own library only, or for local consortium of libraries? All book selection and ordering is done locally for each of the libraries LSSI operates. To facilitate the process, LSSI provides an automated acquisitions system which tracks the ordering, receipt, processing and invoicing of the materials, making the process less time consuming and more efficient. The Library Staff will be able to take advantage of the corporate-wide discounts LSSI has negotiated with all the major Library vendors, so the Library should be able to purchase more materials for the funds allocated for books & materials. All materials purchased will be specifically for the Sierra Madre Public Library, based on its collection development policies and annual budget. Those materials will be owned by the City. Interlibrary loan policies would be determined

by the Library Board and City, should the Library want to share books & materials with any other library.

- a. If it's the latter, how would those books be managed? The Sierra Madre Library's materials would be managed by its ILS system.
- b. Who has ownership and who would manage replacement cost? The City retains ownership of all books & materials. Replacement costs are part of the Library's collection development (book) budget.
- c. How do programming hours compare – current vs LSSI? The goal would be to improve and increase the level of programming currently provided. When LSSI begins operations, it's our custom to retain the programs that are in place. During the first year of operations, LSSI normally facilitates the development of a long-term strategic plan for the Library, using community focus groups, input from Library Staff and the Library Board to determine which programs are working and which could be improved or supplemented. That plan will give LSSI and the Library Board the direction and guidelines for offering additional programs and services for the community. We know the Library recently completed a Strategic Plan, so much of the information needed may already be available, enabling new programs and services to be provided sooner. All of this planning would be done in concert with and following approval by the Library Board of Trustees.