AMENDMENT 1 TO THE LIBRARY ADMINISTRATION AND OPERATIONS AGREEMENT BETWEEN
Sumter County and Library Systems & Services, LLC (LS&S)

This first amendment sets forth changes to Exhibit A as referenced below and is hereby made part of and is attached to the Library Administration and Operations Agreement dated August 28, 2018.

- Addition to Section B. Scope of Work, Number 2. Reporting:

  “7. Prepare and provide monthly and yearly expenditure reports detailing expenditures by material type (physical and electronic item types, including databases) for planning purposes of collection development.”

- Revision of Section D, Public Services, Item 4e to:

  “4.e. Customer Service Satisfaction

  LS&S shall continue to provide online customer surveys to capture, enhance participation, and increase completion of surveys. LS&S will actively seek feedback from customers of services and programs. The surveys will utilize a Net Promoter Score (NPS) tool to gauge customer retention and loyalty. LS&S will maintain a NPS score equal to or greater than ‘Great’ (30-70 points). The NPS tool is useful for assessing the health of the library brand and overall customer satisfaction.

- Revision of Section e, Operating Budget and Charges, Item 4e to shift electronic materials expenditures outside of the operating budget charges. All library materials will now be funded through the annual “County Collection Budget” provided and billed outside of the “Operating Budget”:

<table>
<thead>
<tr>
<th>Period</th>
<th>Charges (“Operating Budget”)</th>
<th>County Collection Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Period</td>
<td>Monthly</td>
</tr>
<tr>
<td>Oct 1, 2018 – Sept 30, 2019</td>
<td>$2,502,016</td>
<td>$208,501</td>
</tr>
<tr>
<td>Oct 1, 2019 – Sept 30, 2020</td>
<td>$2,564,567</td>
<td>$213,714</td>
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<tr>
<td>Oct 1, 2020 – Sept 30, 2021</td>
<td>$2,413,256</td>
<td>$201,105</td>
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<td>Oct 1, 2021 – Sept 30, 2022</td>
<td>$2,478,973</td>
<td>$206,581</td>
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<tr>
<td>Oct 1, 2022 – Sept 30, 2023</td>
<td>$2,546,333</td>
<td>$212,194</td>
</tr>
</tbody>
</table>

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ATTEST: SUMTER COUNTY
BOARD OF COUNTY COMMISSIONERS

By:____________________________________
Caroline AlRestimawi

By:____________________________________
Steve Printz, Chairman

Date Signed: ____________________________

ATTEST: CONTRACTOR

____________________________________

____________________________________

Todd Frager, CEO

By: _________________________________
Date Signed: ____________________________