SUBJECT: Amendment to the Library Administration and Operation Agreement with Library Systems & Services, LLC (Staff Recommends Approval).

REQUESTED ACTION: Staff Recommends Approval

Meeting Type: Regular Meeting       DATE OF MEETING: 9/8/2020

CONTRACT: ☐ N/A Vendor/Entity: Library Systems & Services, LLC

Effective Date: 10/1/2018 Termination Date: 9/30/2023

Managing Division / Dept: Library Services

BUDGET IMPACT: No budgetary impact

FUNDING SOURCE: N/A

EXPENDITURE ACCOUNT: N/A

HISTORY/FACTS/ISSUES:

On 8/28/2018, the BOCC approved the outsourcing contract with Library Systems & Services, LLC (LS&S). This amendment has no additional budgetary impact. The amendment sets forth the changes highlighted below.

For better transparency and future management, funding for electronic library materials are being separated from the operating budget charges with LS&S. These funds will be grouped with the separate existing county collection budget of physical library materials. This collection budget will be established each year by the County in the annual budget. This separation will allow for the future reprioritization of expenditures by type as the demand for electronic materials continues to increase.

An additional change was to the performance measure related to Customer Satisfaction is being adjusted to include a more accurate gauge of satisfaction through a Net Promoter Score (NPS). NPS is a management tool that measures customer experience and predicts business growth. It’s been a proven metric with businesses and a reliable predictor of growth or decline of positive customer experiences.

Prepared by: Leslie Smith Grammarly Check ☒