

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

169



SUBMITTAL DATE:
June 16, 2011

FROM: Economic Development Agency

SUBJECT: Renewal of the Agreement with Library Systems and Services, LLC for Provision of County Library Services

RECOMMENDED MOTION: That the Board of Supervisors approve and authorize the Chairman of the Board to sign the attached First Amendment with Library Systems and Services, LLC (LSSI), for the provision of County Library Services through June 30, 2012.

BACKGROUND: Since July 1, 1997, Riverside County Library System has been operated under an agreement with Library Systems and Services, LLC (LSSI). The First Amendment for this fiscal year extends County Library Services through June 30, 2012. LSSI and EDA have worked closely to maintain costs while maintaining library hours and services. The renewed public-private partnership will continue all aspects of operating the Riverside County Library System including:

(Continued)

Robert Field
Assistant County Executive Officer/EDA

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 12,532,909	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2011/12

COMPANION ITEM ON BOARD OF DIRECTORS AGENDA: No	
SOURCE OF FUNDS: County Library Fund (Fund No. 21200) \$11,830,909 and Western DIF County Library Book Fund (Fund No. 30542) \$702,000	Positions To Be Deleted Per A-30 <input type="checkbox"/>
	Requires 4/5 Vote <input type="checkbox"/>

C.E.O. RECOMMENDATION: APPROVE
 BY:
 County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Buster, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley
 Nays: None
 Absent: None
 Date: June 28, 2011
 xc: EDA, Auditor

Kecia Harper-Ihem
 Clerk of the Board
 By:
 Deputy

Prev. Agn. Ref.: 3.23 of 9/28/10

District: ALL

Agenda Number:

3.40

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

FISCAL PROCEDURES APPROVED
 PAUL ANGULO, CPA, AUDITOR-CONTROLLER
 BY:
 SAMUEL WONG
 CONCURRENT CONCURRENCE
 NEAL R. KIPNIS
 FORM APPROVED COUNTY COUNSEL
 BY:

Dept's Recomm.: Consent Policy
 Per Exec. Ofc.: Consent Policy

BACKGROUND: (Continued)

Automated Services and Technology – LSSI will continue to operate the automated library system in conjunction with San Bernardino County Library System, Inyo County Library System, City of Moreno Valley, City of Murrieta, and College of the Desert.

Book Purchases - \$702,000 is allocated from the Western Development Impact Fees County Library Book Fund for the purchase of materials. \$250,000 of this sum shall be used to purchase materials for the new Mead Valley Library.

Grants – LSSI will continue to work cooperatively with the county to seek and administer library grants that will enhance library services. All county costs for existing grant funded projects are covered by this First Amendment.

Western County Bookmobile – This First Amendment provides for full operational funding of the Western County Bookmobile, including Saturday bookmobile service.

Coachella Valley Bookmobile – This First Amendment provides for full operational funding of the Coachella Valley Bookmobile, including Saturday bookmobile service.

Outreach Programs – LSSI will continue successful programs, including reading readiness projects, English language literacy programs, and outreach to the Latino community. LSSI will integrate these important programs into its zone operations.

Library Facility Planning – LSSI's expertise in library planning and development continues to be important as the County Library works with communities to plan, design, and develop new library facilities to serve the county's increasing population. Current projects underway include the renovation of the Palm Desert and Idyllwild libraries and a new library in Mead Valley, being constructed in conjunction with the County's Redevelopment Agency.

Courier – LSSI will continue to operate four courier routes to facilitate sharing library resources throughout the county and with San Bernardino County.

CLERK'S COPY

to Riverside County Clerk of the Board, Stop 1010
Post Office Box 1147, Riverside, Ca 92502-1147
Thank you.

BOARD OF SUPERVISORS

COUNTY OF RIVERSIDE

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FIRST AMENDMENT TO CONTRACT FOR RIVERSIDE COUNTY

LIBRARY SYSTEM ADMINISTRATION

(Fiscal Year 2011-2012)

WHEREAS, effective September 16, 2010, the County of Riverside (hereinafter referred to as "COUNTY") and Library Systems & Services, LLC ("CONTRACTOR") entered into the Contract for Riverside County Library System Administration ("Agreement"), for the administration of library services through June 30, 2011. COUNTY and CONTRACTOR now agree to further amend the Agreement to be effective beginning July 1, 2011 for Fiscal Year 2011-2012.

NOW AND THEREFORE, COUNTY AND CONTRACTOR agree as follows:

Section 3.0 of the Agreement is amended as follows:

3.1 This First Amendment to the Agreement shall be effective as of July 1, 2011, and shall continue in effect through June 30, 2012, and shall be subject to annual renewal provisions of Section 3.2 of the Contract for Riverside County Library System Administration, unless terminated prior to the contracted end date, or as specified in Section 17.0 TERMINATION.

3.2 This Agreement shall be renewable on or before July 1, 2012, at the sole discretion of the County of Riverside, upon authorization by the Board of Supervisors, for a period of one (1) year. The total initial term of this amended Agreement shall be one (1) year, with renewal not exceed two (2) years.

1 Section 4.0 of the Agreement is amended as follows:

2 4.1 In consideration of the services described herein, and in the Attachments
3 hereto, COUNTY shall pay CONTRACTOR the sum of \$12,532,909 which
4 includes the administration and operation of and supplies for the Riverside
5 County Library System during the Fiscal Year 2011-2012, and is to be
6 allocated as follows:

- 7 a. \$2,955,530 for the operation of the West Zone;
8 b. \$3,715,366 for the operation of the Mid-South Zone; and
9 c. \$3,311,353 for the operation of the Desert Zone.
10 d. -\$141,000 for Utilities

11
12 In addition, COUNTY shall pay for expenses related to the library
13 automation and delivery of materials in the sum of \$1,075,075 for the
14 operation of the Riverside County Library automated system and additional
15 amounts for the administration of the following automated services contracts
16 as follows:

- 17 e. \$66,550 for the City of Moreno Valley automated services contract;
18 f. \$106,480 for the City of Murrieta automated services contract;
19 g. \$72,055 for the College of the Desert automated services contract;
20 h. \$291,500 for operation of the Courier System;
21 i. \$173,000 for operation of the La Quinta Museum.

22
23 In addition, \$702,000 total will be allocated from the Western County
24 Development Impact Fees Program fund. \$250,000 of said sum shall be
25 used exclusively for the purchase of new materials for the new Mead Valley

1 library. \$42,000 of said sum shall be used exclusively for the purchase of
2 the Freegal music database. In accordance with the applicable directions
3 and standards as set forth in Attachment "C" \$205,000 total of said sum
4 shall be used in the West Zone and \$205,000 total of said sum shall be used
5 in the Mid-South Zone for the purchase of books and other library materials
6 for placement in Riverside County Library System branches.
7 CONTRACTOR shall be allowed to implement a processing charge of \$5.00
8 per item. These expenditures are in addition to the agreement for Zone
9 Operation and automation. Any and all purchases of books, other library
10 materials, and reimbursement of the processing charge, shall be subject to
11 the approval of the County Librarian, and/or designee of the Riverside
12 County Economic Development Agency.
13

14 In addition, \$205,000 total will be allocated from the County Library fund
15 and shall be used exclusively in the Desert Zone for the purchase of books
16 and other library materials for placement in Riverside County Library System
17 branches.

18 4.2 If on or before July 1, 2012, this Agreement is renewed by the Board of
19 Supervisors of the County of Riverside for an additional one (1) year period,
20 the compensation for the additional period shall be determined at the sole
21 discretion of the COUNTY.
22

23 4.8 Compensation for services rendered and reimbursement for grant
24 expenditures shall be paid by the Treasurer of the County of Riverside upon
25 approval of the Assistant County Executive Officer/EDA, or designee, upon
review of a properly presented invoice or bill for services performed as set

1 forth in Attachments "A" – "H". Invoice or bill for expenditures related to grants
2 shall include claim copies. Invoice or bill for services rendered shall clearly
3 state items purchased, services rendered, and library location to receive
4 items/services and shall have bids attached, where applicable. There shall be
5 one invoice or bill for expenditures or services rendered per CONTRACTOR
6 invoice for expenditure procured on behalf of the COUNTY approved by the
7 Assistant County Executive Officer/EDA, or designee.

8 4.9 In no event shall the total compensation payable to CONTRACTOR for
9 library system operations under this Agreement for fiscal year 2011-2012
10 exceed the total sum of \$12,532,909 and any additional revenue and/or funds
11 received by CONTRACTOR pursuant to section 35.0 herein.

12 4.11 In the event that the County of Riverside is granted discounted
13 telecommunications rates for the Riverside County Library System under a
14 state or federal program such as e-rate, then, within thirty (30) days after such
15 discount becomes effective, CONTRACTOR shall make a proposal to the
16 County of Riverside for allocation of any savings realized. Compensation for
17 e-rate services rendered shall be paid to the vendor providing service by the
18 Treasurer of the County of Riverside upon approval of the Assistant County
19 Executive Officer/EDA, or designee, upon review of a properly presented
20 invoice or bill for services performed.

21 Section 35.0 of the Agreement is amended as follows:

22 To the extent that the County of Riverside can provide additional fiscal
23 resources for capital and non-capital projects for the Riverside County Library
24 System, including, but not limited to, Community Development Block Grant
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and E-Rate funds, CONTRACTOR, upon request of the County of Riverside, shall allocate a commensurate or appropriate amount to enhance library operations. Enhanced library operations include, but are not limited to, materials and labor above and beyond normal library system operations. The expenditure of the allocated funds shall be reimbursed subject to approval by the Assistant County Executive Officer/EDA, or designee.

Section 42.0 of the Agreement is amended as follows:

CONTRACTOR certifies that the individual signing below has authority to execute this First Amendment to the Agreement for Riverside County Library System Administration on behalf of the CONTRACTOR, and may legally bind CONTRACTOR to the terms and conditions of this First Amendment to the Agreement and any attachments hereto.

All other terms and conditions of the Agreement, as amended, shall remain unchanged and shall remain in full force and effect.

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IN WITNESS WHEREOF, the parties have caused this First Amendment to the Agreement for Riverside County Library System Administration to be executed this 28th day of June, 2011.

COUNTY OF RIVERSIDE

**CONTRACTOR
Library Systems and Services, L.L.C.**

By: Bob Buster
Bob Buster, Chairman
Board of Supervisors

By: Brad King
Brad King, CEO
LSSI

ATTEST:
Kecia Harper-Ihem
Clerk of the Board

By: Kallie Hunter
Deputy

APPROVED AS TO FORM AND CONTENT:

PAMELA J. WALLS
County Counsel

By: Pamela J. Walls
Deputy

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ATTACHMENT A
DESCRIPTION OF SERVICES AND PERFORMANCE STANDARDS
LIBRARY OPERATION – WEST ZONE

LIBRARY SERVICE HOURS AND STAFFING

The CONTRACTOR will provide at least 439 hours of library service per week in the West Zone as specified below utilizing 51.0 full-time equivalent (FTE) staff.

Library	Weekly Hours of Operation
Glen Avon	40
Norco	46
Robidoux	52
Eastvale	30
Home Gardens	50
Highgrove	35
Calimesa	40
Perris	52
Nuview	20
El Cerrito	20
Paloma Valley	30
Western County Bookmobile	30
Total	445

1 LIBRARY SERVICES

2 Each branch will offer basic reference service. The Robidoux Library will serve as the
3 Principal Reference Center in the West Zone offering second level reference. Third
4 level reference services to be provided per agreement with the Inland Library System.
5 Ancillary programs (e.g., children's programs, homework help, senior programs, etc.)
6 will be offered throughout branches. Community groups will be encouraged to
7 participate in the establishment of such programs.

8
9 BOOKS AND MATERIALS

10 Under this First Amendment to the Agreement at least \$205,000 in developer impact
11 fees shall be used for the purchase of books and other library materials for placement
12 in library branches located in the West Zone. Selection of materials shall be subject to
13 the approval of the County Librarian.

14
15 BOOKMOBILE

16 The Western County Bookmobile will be stationed at the Perris Library. The schedule
17 will be approved by the County Librarian. CONTRACTOR shall perform preventive
18 maintenance on the bookmobile in accordance with the manufacturer's suggested
19 schedule.

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ATTACHMENT B

DESCRIPTION OF SERVICES AND PERFORMANCE STANDARDS

LIBRARY OPERATION – MID-SOUTH ZONE

LIBRARY SERVICE HOURS AND STAFFING

The CONTRACTOR will provide at least 572.5 hours of library service per week in the Mid-South Zone as specified below utilizing 74 full-time equivalent (FTE) staff.

Library	Weekly Hours of Operation
Temecula (Grace Mellman)	40
Temecula	63
Valle Vista	45
San Jacinto	59.5 (joint use with San Jacinto Unified School District)
Sun City	50
Romoland	20 (joint use with Perris Union High School District)
Lake Elsinore	43
Lakeside	52
Idyllwild	30
Canyon Lake	30
Mission Trail	45
Anza	51 (joint use with Hemet Unified School District)
Woodcrest	44
Total	572.5

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LIBRARY SERVICES

Each branch will offer basic reference service. The City of Temecula Library will serve as the Principal Reference Center in the Mid-South Zone offering second level reference. Third level reference services to be provided per agreement with the Inland Library System. Ancillary programs (e.g., children’s programs, homework help, senior programs, etc.) will be offered throughout branches. Community groups will be encouraged to participate in the establishment of such programs.

BOOKS AND MATERIALS

Under the Fifth Amendment to this agreement at least \$205,000 in developer impact fees shall be used for the purchase of books and other library materials for placement in library branches located in the Mid-South Zone. Selection of materials shall be subject to the approval of the County Librarian.

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ATTACHMENT C

DESCRIPTION OF SERVICES AND PERFORMANCE STANDARDS

LIBRARY OPERATION – DESERT ZONE

LIBRARY SERVICE HOURS AND STAFFING

The CONTRACTOR will provide at least 379 hours of library service per week in the Desert Zone as specified below utilizing 47.0 full-time equivalent (FTE) staff.

Library	Weekly Hours of Operation
Palm Desert	52
Cathedral City	44
Indio	40
La Quinta	50
Coachella	39
Lake Tamarisk	20
Mecca	40
Coachella Valley Bookmobile	16
Thousand Palms	40
Desert Hot Springs	38
Total	379

LIBRARY SERVICES

Each branch will offer basic reference service. The Palm Desert Library will serve as the Principal Reference Center in the Desert Zone offering second level reference. Third level reference services to be provided per agreement with the Inland Library System. Ancillary programs (e.g., children's programs, homework help, senior programs, etc.) will be offered throughout branches. Community groups will be

1 encouraged to participate in the establishment of such programs.

2

3 BOOKS AND MATERIALS

4 At least \$205,000 in County Library funds shall be used for the purchase of books and
5 other library materials for placement in library branches located in the Desert Zone.

6 CONTRACTOR shall not be allowed to implement a processing charge of \$5.00 per
7 item. Selection of materials shall be subject to the approval of the County Librarian.

8

9 BOOKMOBILE

10 The Coachella Valley Bookmobile will be operated from the Indio Library and stationed
11 at the City of Indio Corporate Yard located at 83101 Avenue 45, Indio, CA, 92201.

12 The schedule will be approved by the County Librarian. CONTRACTOR shall perform
13 preventive maintenance on the bookmobile in accordance with the manufacturer's
14 suggested schedule.

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ATTACHMENT D

DESCRIPTION OF SERVICES AND PERFORMANCE STANDARDS

COURIER SERVICE

LIBRARY MATERIALS

The CONTRACTOR will collect items from County library branches, sort and identify the destination of those items, and deliver the items to the appropriate branch. Items will be sorted en route as possible to expedite delivery. All County library branches will receive daily delivery and pick up each day the branch is open, with the exception of the three Principal Resource Libraries (Temecula, Palm Desert, and Robidoux), which will receive delivery and pick up twice daily each day the branch is open. Saturday service to Principal Resource Libraries will be once daily. Courier services will not be provided on Sundays. The Contractor will also provide inter-county delivery service to the San Bernardino County Library System a minimum of two times per week.

INTER-BRANCH CORRESPONDENCE

The CONTRACTOR will provide delivery of inter-branch correspondence and equipment as needed.

OTHER MATERIALS

The CONTRACTOR will provide delivery of library equipment to/from branches. CONTRACTOR will notify the Economic Development Agency Information Technology Officer and/or his designee within three (3) business days when equipment is moved between branches or retired from use.

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ATTACHMENT E
DESCRIPTION OF SERVICES AND PERFORMANCE STANDARDS
AUTOMATION SYSTEM

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INLAND LIBRARY NETWORK (ILN)

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The CONTRACTOR will operate the Inland Library Network Automated System (consisting of the Riverside County, Moreno Valley, Murrieta, and College of the Desert Libraries, and the San Bernardino County Library) for the purpose of:

1. Maintaining ILS software – manage the integrated library system (ILS) software (SirsiDynix Unicorn) that operates the Inland Library Network, including performing upgrades and modifying policy files as needed.
2. Online Catalog – a database that currently includes bibliographic records for all holdings in the ILN system.
3. Bookkeeping – for the libraries of Riverside County (including Moreno Valley, Murrieta, and College of the Desert) to record monetary and receipt information for related acquisitions and bookkeeping tasks.
4. Material Reservations – reserve and order materials at any library in the ILN system.
5. Online Databases – maintain access to articles from more than 6,000 online magazines and journals, 140 newspapers, and many reference books for the libraries of Riverside County.
6. Reporting – generate routine reports consistent with reporting requirements as specified in Attachment G of this agreement for the libraries of Riverside County.

- 1 7. Notices – process overdue, collection and holds notification notices for the
2 libraries of Riverside County.
- 3 8. Policy Changes – at the request of ILN members, modify library circulation
4 software to govern the circulation transactions in those libraries, including
5 adding materials and patron types, changing circulation parameters, and
6 fine and fee structures.
- 7 9. Communications – convene regular meetings of the Inland Library Network
8 Technical Advisory Group (TAG) to provide a forum for the sharing of ideas
9 by all libraries in the ILN.
- 10 10. New Fiber Optic System – install, maintain, and manage the new fiber optic
11 system to increase network efficiency.
12 ILN servers are located at the Riverside County Library Administrative
13 Offices at 5840 Mission Blvd in Riverside.

14
15 RIVERSIDE COUNTY LIBRARY SYSTEM

16 In addition to those tasks outlined above that are provided for the benefit of all libraries
17 in the Inland Library Network, CONTRACTOR shall perform the following services
18 specifically for the libraries of the Riverside County Library System:

19
20 Maintain hardware – including computers (403 for public Internet use, 320 for staff
21 use, 50 for online catalog access use, and 51 servers to support public, staff, and
22 network services) in all county library sites and bookmobiles (except public computers
23 in the Temecula Public Library, which are maintained by the City of Temecula). Other
24 network and supporting hardware such as routers, switches, and all peripheral devices
25 such as public and staff printers, barcode scanners, and receipt printers.
CONTRACTOR will notify the Economic Development Agency Information Technology

1 Officer and/or his designee within three (3) business days when equipment is moved
2 between branches or retired from use.

3
4 RCLS database – provide constant update, maintenance and support for the
5 approximately 1.6 million bibliographic records and 681,000 patron records of the
6 Riverside County Library System.

7
8 Web Page – provide current and accurate information through constant monitoring,
9 updating, and improving online services provided to online library users, including
10 maintaining ready access to the library's catalog and databases, user accounts,
11 services such as Live Homework Help and downloadable audio books, as well as
12 separate web sites for each location in the Riverside County Library System.

13
14 Online calendar software – maintain an online, searchable, interactive calendar of
15 events via the RCLS web page.

16
17 Enhanced search capabilities – install, configure, and maintain software that provides
18 enhanced searching of the library catalog and databases provided by the Riverside
19 County Library System.

20
21 PC management system – install and maintain software that manages online customer
22 reservations and provides filtering of public Internet access compatible with County
23 policy.

1 Wireless systems – install and maintain wireless systems in new locations and other
2 sites as directed by the County.

3
4 Phone systems – Maintain phone systems in specific sites upon consultation with the
5 County and as resources allow.

6
7 Radio Frequency Identification (RFID) – install RFID systems, including collection
8 tagging, security systems, circulation, self-check, and inventory in new locations and in
9 existing locations as directed by the County.

10
11 New library installations – coordinate installation of all data systems for new library
12 projects, including public and staff computers, circulation system, PC reservation
13 system, wireless, RFID and phone systems as directed by the County.

14
15 Fiber Optic – Complete installation of fiber optic network as directed by the County.

16
17 E-Rate – meet all requirements and deadlines to ensure that Riverside County
18 receives all eligible E-Rate discounts.

19
20 COLLEGE OF THE DESERT AGREEMENT FOR LIBRARY SERVICES

21 The County has an agreement to provide library services to the College of the Desert
22 through June 30, 2014. The CONTRACTOR will provide the service for the duration of
23 the Agreement and will submit a separate invoice to the County for services rendered
24 under this Agreement.

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CITY OF MORENO VALLEY AGREEMENT FOR LIBRARY SERVICES

The County has an agreement to provide library services to the Moreno Valley Library through June 30, 2012. The CONTRACTOR will provide the service for the duration of the Agreement and will submit a separate invoice to the County for services rendered under this Agreement.

CITY OF MURRIETA AGREEMENT FOR LIBRARY SERVICES

The County has an agreement to provide library services to the Murrieta Library through June 30, 2014. The CONTRACTOR will provide the service for the duration of the Agreement and will submit a separate invoice to the County for services rendered under this Agreement.

INYO COUNTY AGREEMENT FOR LIBRARY SERVICES

The County has an agreement to provide library services to Inyo County through June 30, 2012. The CONTRACTOR will provide the service for the duration of the Agreement.

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1 **ATTACHMENT F**

2 **PROJECT ORGANIZATION CHART**

3 **GENERAL DIVISION OF RESPONSIBILITIES**

4 General division of responsibilities between the CONTRACTOR and COUNTY are
 5 specified below.

6	7 <u>Responsibility</u>	8 <u>CONTRACTOR</u>	9 <u>COUNTY</u>
10	Regulations (regarding library etiquette)	X	X
11	Type of Library Service (ex. reference, children's, etc.)	X	X
12	Level of Staff	X	X
13	Operation of Automated System	X	
14	Policy for Meeting Room Use	X	X
15	Fees	X	X
16	Use of Gifts and Memorials below \$1,000 consistent with terms of gift	X	
17	Use of Gifts and Memorials over \$1,000		X
18	Materials Selection	X	X
19	Book Sales by Friends Groups	X	X
20	Annual Filing for Public Library Fund		X
21	Manage landscaping/janitorial contracts for County Library facilities		X
22	Funding for County Library Services		X
23	Minimum amount of contract to be expended for books/materials	X	X
24	Management of County Library Branch Leases		X
25	Minimum Operating Hours for Each Branch	X	X

1	Staff Liaison to CFLAC		X
2	Staff Liaison to Zone Advisory Boards		X
3	Planned Closure of Library Facilities	X	X
4	(other than observed holidays)		
5	Coordination of Significant Written Press Releases regarding	X	X
6	County Library facilities and/or operational changes		
7	Approval of County Librarian prior to applying for grants	X	
8	Copies of grant applications, claims, and reports prior to filing	X	X
9	Provide descriptive summary of bill and attachments on invoices	X	
10	Management of security and fire service contracts		X
11	Management of maintenance and improvement requests		X
12	Fingerprinting of staff as required by contract agencies	X	
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ATTACHMENT G

GENERAL REPORTING REQUIREMENTS

ALA standardized data collection by **System, Zone, and by Branch** (Annually)

Reference transactions per capita

Circulations per capita

Circulations per registered borrower

Borrower registration as a percentage of population

Collection turnover rate

Statistical Data and other information by **Zone and by Branch** (Annually, Quarterly, and Monthly)

Annually by Branch:

Floor area in sq. ft.

Estimated population served

Items held

Subscriptions received

Hours open per week

Quarterly by Zone and Branch (to be provided no later than 15 days following the end of the quarter):

Materials acquisitions

Number of volumes by Zone and Branch

Titles by Zone and Branch

Expenditure by Zone

1 **Monthly** by Branch (to be provided no later than the end of the following
2 month):

3 Attendance (number of people coming in the door)

4 Total items checked out

5 ILL requests (incoming/outgoing)

6 Children's percentage of total circulation

7 New borrower registrations

8 Meeting room use and attendance

9 Reference questions asked

10 Number of toddler/pre-school story times and attendance

11 Number of uses of Public Access Computers

12 Number of school-age and teen programs and attendance

13 Visits from school classes and attendance

14 Number of schools visited

15 Literacy learners instructed

16 Literacy tutors trained

17 Literacy volunteer hours and number of volunteers

18 Volunteer hours and number of volunteers

19 Number of shut-ins served

20 Number of blind and physically disabled residents served

21 Number of materials delivered to shut-ins

22 Number of materials loaned to blind and disabled residents

23 Books bound

24 Government documents received

25 Staffing levels

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- Meetings with Friends Groups
- Number and nature of complaints and action taken
- Incentive awards given to staff
- Acclamation received
- User suggestions (submitted through suggestion box)
- Detailed expenditure report on all grants and contracts

Weekly by Branch (to be provided no later than the end of the following week):

Copy of signed tally form showing daily over/shorts and bank deposit slip showing total deposit

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Attachment H

Contract Expenses Summary

West Zone	\$2,955,530
Mid-South Zone	\$3,715,366
Desert Zone	\$3,311,353
RCLS Automated System	\$1,075,075
City of Moreno Valley automated services contract	\$66,550
City of Murrieta automated services contract	\$106,480
College of the Desert automated services contract	\$72,055
Courier System	\$291,500
La Quinta Museum contract	\$173,000
Utilities	-\$141,000
Contract Sub-total	\$11,625,909

Developer Impact Fees (DIF) Program Fund

Mead Valley Library Materials	\$250,000
West Zone Materials	\$205,000
Mid-South Zone Materials	\$205,000
Freegal Music Database	\$42,000
DIF Sub-total	\$702,000

\$5 processing charge per item in addition to allocation

County Library Fund

Desert Zone Materials	\$205,000
Library Fund Sub-total	\$205,000

Contract Sub-total	\$11,625,909
DIF Sub-total	\$702,000
Library Fund Sub-total	\$205,000
Total	\$12,532,909

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