



Farmers Branch
Manske Library

Analysis of Library Operations

BACKGROUND

- **September 2010** - At the direction of City Council, staff began the RFP (request for proposals) process
- **October 2010** – Presentation to Council on RFP results, Council directed staff to move forward with pursuing LSSI for operation of the Library
- **November 2010** - Council passed a resolution to negotiate a contract with LSSI
- **January 2011** – LSSI Agreement Start date



CURRENT LSSI CONTRACT

- Current Contract began January 2011
- 3 year contract expiring December 31, 2013
- Contract automatically renews for one year unless written notice of intent to not renew is given 90 days prior to the term of the contract
- In the event of contract renewal, negotiations should begin 5 months prior to the expiration of the current contract for budgetary reasons



FACTORS TO CONSIDER

- **Financial** – Was the City's financial goal in outsourcing attained?
- **Level of Service** - Has the level of service at the Library improved?
- **Citizen Service**– Has the staff achieved the City's expectations in expertise and customer service?



FACTORS TO CONSIDER: FINANCIALS

LSSI Fee Schedule Over 3 Years (fixed price)			
Jan '11 – Sept '11	FY '11-'12	FY'12-'13	Oct '13 – Dec'3
\$873,270	\$1,164,360	\$1,164,360	291,090
		TOTAL	\$3,493,080

LSSI RESPONSIBILITIES

- Staffing Costs
- Programming Costs
- Utilities
- Custodial Services
- Phone & Internet
- Day to Day expenses to operate the library
- Office supplies
- Window & Carpet Cleaning
- Repairs due to normal operations wear & tear
- Repairs due to misuse or vandalism
- Library automation software hosting costs & yearly maintenance costs (Polaris)

FACTORS TO CONSIDER: FINANCIALS

- **FY 06-07 Actual Expenditures**
\$1,822,474
- **FY 07-08 Actual Expenditures**
\$1,885,094
- **FY 08-09 Actual Expenditures**
\$1,789,291
- **FY 09-10 Actual Expenditures**
\$1,822,861
- **FY 10-11 Actual Expenditures**
\$1,598,353
- **FY 11-12 Actual Expenditures**
\$1,431,349
- **FY12-13 Budgeted Expenditures**
\$1,450,100

Library Expenditures



Contract Began Jan '11



FACTORS TO CONSIDER: FINANCIALS

	Actuals 2006-07	Actuals 2007-08	Actuals 2008-09	Actuals 2009-10	Actuals 2010-11*	Actuals 2011-12	Budgeted 2012-13
Personal Services/Benefits	1,278,881	1,323,243	1,186,320	1,152,103	471,870	-	-
Purchased Professional **	-	-	14,000	24,450	887,860	1,164,360	1,164,400
Supplies	150,800	126,053	123,398	158,807	74,461	25,965	45,500
Repairs & Maintenance	37,076	51,721	24,311	32,875	14,133	13,942	13,300
Services	155,117	164,477	189,362	218,926	44,929	17,368	16,900
Transfers (book budget)	200,600	219,600	251,900	235,700	105,100	210,000	210,000
TOTAL	1,822,474	1,885,094	1,789,291	1,822,861	1,598,353	1,431,635	1,450,100

* Transition year. Includes staff severance packages/payouts and 3 months operating costs prior to outsourcing. Outsourcing costs represent 9 months.

**Line item for contracted services, note that in years prior to the LSSI contract the Library had a contract position to catalogue and process books.

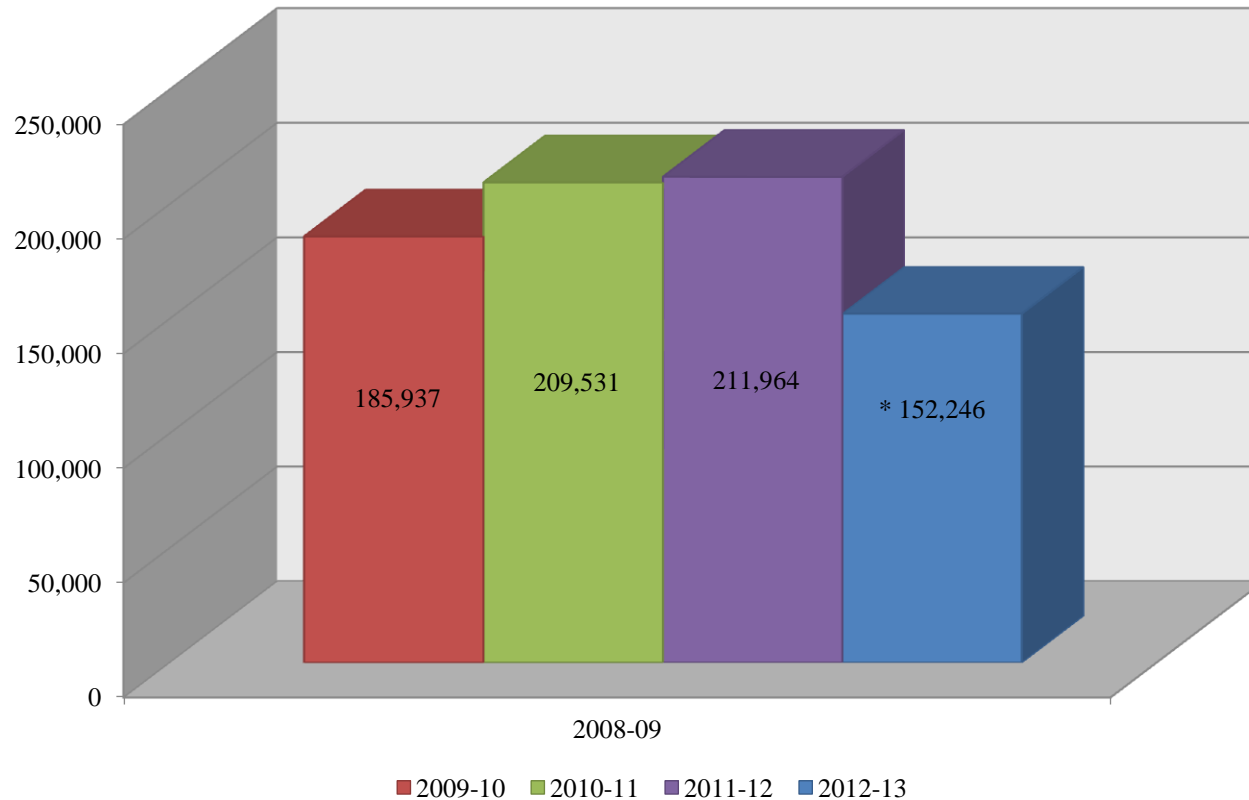
Estimated Savings

- Savings calculated by comparing total Library costs for each of the 3 contract years against a 3 year average of Library costs prior to the LSSI contract
- 3 year budget average FY07-08, FY 08-09 and FY 09-10: **\$1,832,415**

Estimated 3 Year Savings	
FY 10-11 (LSSI contract began Jan '11)	\$234,062
FY 2011-12	\$400,780
Estimated FY 12-13	\$382,315
Estimated FY13-14 (Oct-Dec)	Undetermined
TOTAL SAVINGS	\$1,017,157

Factors to Consider: Service Level

Library Visitors



*Reflects visitors through June '13

Factors to Consider: Service Level Quality of Programming

FY 2010-11: 478 programs

FY2011-12: 637 Programs

FY2012-13 To date: 590 Programs

EXAMPLES OF NEW PROGRAMMING IN THE LAST 3 YEARS:

- **Community Reads & Readers are Leaders**
- **50th Anniversary Celebration**
- **Egyptology**
- **Genealogy** – Assists patrons with charting their family tree
- **Tales with Tails** – Children's reading program with Library therapy dogs
- **Technology Classes** – Excel, Word, PowerPoint
- **Partnerships with local organizations** to provide programs such as a tour of DART art and Brookhaven College musical performances
- **Partnering with Rec Center** – providing collaborative teen programs

FACTORS TO CONSIDER: CITIZEN SERVICE

New Programs Initiated by LSSI:

- Regular Electronic Communication: Manske Minute emails 3-4/week
- Summer Reading School Outreach– Outreach program challenging local grade school classes to participate in summer reading to win a traveling trophy for the class reading the most books over summer vacation. 2,400 FB elementary students seen in May.
- Provide programming schedule 3 months out (Quarterly Cover to Cover publication)
- Providing one-on-one Technology Assistance for electronic devices
- Re-utilizing the Amphitheater, coordinating with Firehouse Theatre to provide community programming
- Provide opportunities for community experts to share through collaborative programming
- Increased programming for teens and adults

FACTORS TO CONSIDER: CITIZEN SERVICE

Citizen Survey Results

Note: the 2010 survey was a telephone survey with 500 residents responding. The 2012 survey was a mailed & web based survey with 1501 residents responding and 909 of those residents provided answers to library specific questions.

- **How would you rate the Library for staff assistance/courtesy?**
 - 2012 survey 91% responded excellent or good
 - 2010 survey 98% responded excellent or good
- **How would you rate the Library for overall Library services?**
 - 2012 survey 91% responded excellent or good
 - 2010 survey 97% responded excellent or good



FACTORS TO CONSIDER: PERSONNEL

- **LSSI initial proposal: included 15 FTE**
- **Currently there are 16 FTE (12 FT, 10 PT)**
 - 10 Master Degrees (7 MLS); 1 working towards MLS
 - 6 bachelor degrees; 1 working towards
 - 2 Associate degrees



LIBRARY COMPARISONS

Library Comparisons FY 2011

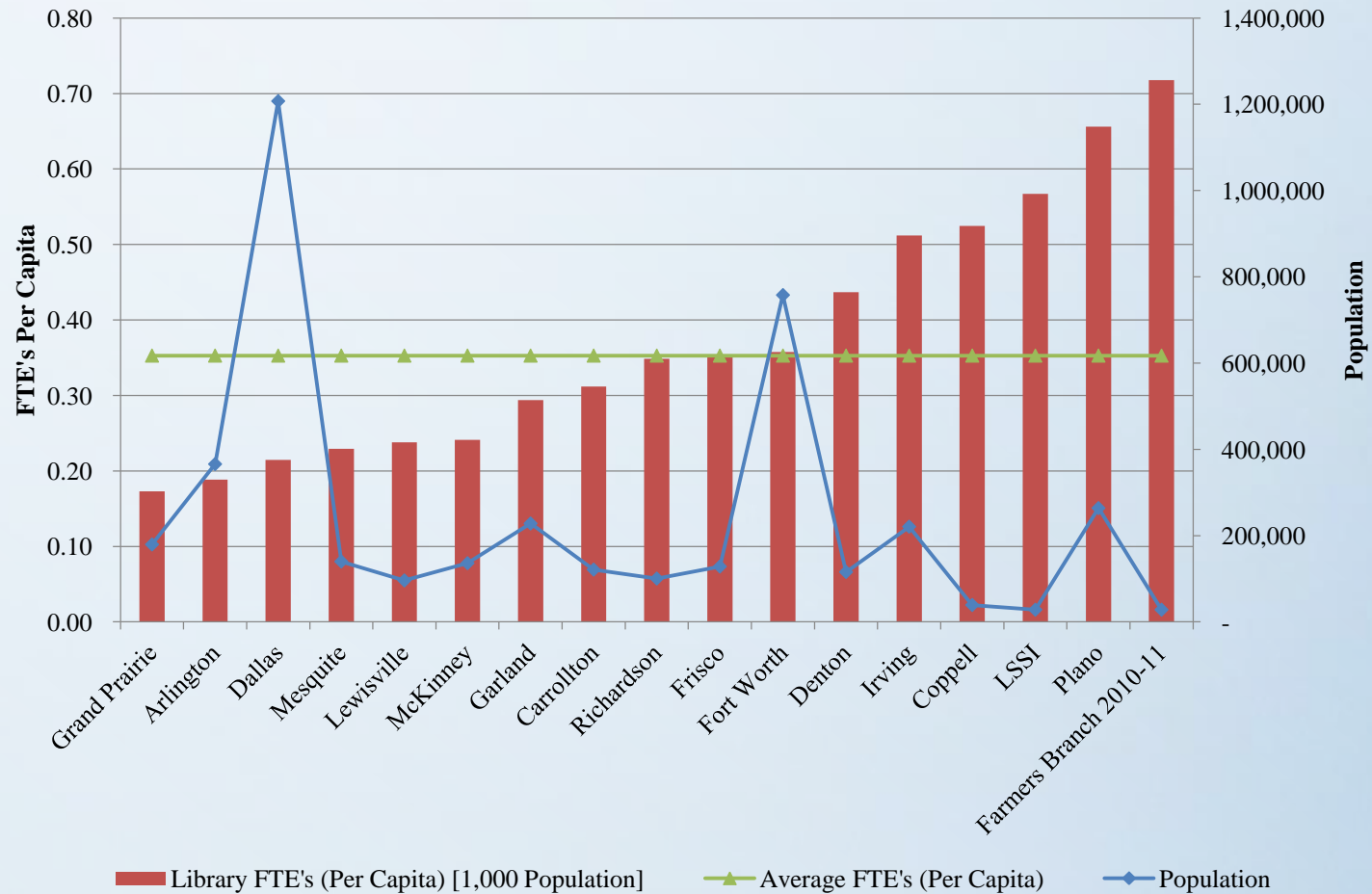
	Coppell	Hurst	Eules	Farmers Branch
Population	39,070	37,337	51,500	28,600
Hours Open per week	63	54	59	64
Days Open per week	7	6	7	7
Visitors per year	293,095	165,000	263,988	211,964
Circulation	595,068	430,000	580,000	360,391
FTE's	20.5	24.5	19	16
Personal Service/Benefits	\$1,409,992	\$1,367,296*	\$1,302,275**	
Total Library Budget	\$1,808,762	\$2,049,685*	\$1,655,805**	\$1,431,635

* 23% of the Hurst Library is funded by a half cent sales tax fund

** 62% of the Eules Library is funded by the Eules Development Corporation

LIBRARY COMPARISONS

Library Staffing Comparison (Fiscal Year Ending 9-30-12)



DISADVANTAGES OF CONTRACTING

- City does not have direct responsibility of Library employees
- Library employees participate in 401k plan rather than Texas Municipal Retirement System
- Non-traditional service delivery (not accepted by everyone)



ADVANTAGES TO CONTRACTING

- LSSI is able to aggregate their administrative and technical responsibilities and provides a less costly benefits package than most public entities
- LSSI operates over 78 community libraries and has a high level of expertise in all aspects of library services.
- City will benefit from the addition of new technology (self-check)
- City benefits from a decreased cost to maintain the Polaris Automation system and hosting services
- The contract is written in a way that drives service levels up; a performance based contract
- City decreases its personnel liability (lawsuits, HIPPA etc.)

ITEMS TO NOTE

Should the city not renew:

- the city may not solicit to hire any LSSI employee for 6 months after termination or expiration of the contract unless the employee was a previous city employee
- the city must re-negotiate for the Polaris ILS software or find a new vendor (Estimated cost for licensing and maintenance of software \$54,000 per year and one time migration costs of \$40,000 if a new vendor is used)
- the previously discussed Self-Check technology installation would not occur

RECOMMENDATION

- At the June 20th Library Board meeting the board received this presentation and voted unanimously to recommend to Council to continue contracting with LSSI

QUESTIONS?