

From recent experience it is clear that outsourcing presents public libraries challenges with no simple solutions. It is also clear that public library outsourcing will not diminish in future importance.

**Public Library Outsourcing Checklist**

Issues & Questions	Yes	No
<b>Fundamental Issues</b>		
Is the activity core to the library's mission?		
Is the activity considered for outsourcing "inherently governmental" and therefore not appropriate for outsourcing?		
<b>Legal Issues</b>		
Have all applicable local and state general laws and regulations been adequately addressed?		
Have all applicable contracting and procurement regulations been adequately addressed?		
Have all current collective bargaining contracts and related issues been adequately addressed?		
Does the administrative entity considering the proposed outsourcing have the authority to make the decision and enter into a contract?		
<b>Economic &amp; Quality of Service Issues</b>		
Will improved efficiencies result?		
Will cost savings result?		
Are provisions in place to monitor and verify that anticipated cost savings actually result?		
Will more timely completion of activities result?		
Will specialized skills or technical expertise be obtained that are not currently available?		
Will the activities and processes that the library continues to conduct be improved through more efficient and effective completion of the contracted activities?		
Will improved service to the public result?		
<b>Policy Issues</b>		
Will library governing board responsibilities be affected?		
Will library advisory board responsibilities be affected?		
Will the outsourcing contract allow the agency to respond to changing situations?		
Will the library's free library service policy or statutory requirements be affected?		

<b>Political Issues</b>		
Have library governing and advisory boards been involved in the planning and decision making?		
Do the library governing and advisory boards support the outsourcing decision?		
Are outsourcing decisions being driven by external political influences?		
Has the local community been involved in the outsourcing decision making process?		
Is the community comfortable with the proposed outsourcing.		
<b>Organizational &amp; Staff Considerations</b>		
Have organizational issues resulting from the proposed outsourcing been adequately considered?		
Will organizational restructuring be required?		
Will staff be replaced or transferred to the employment of the contractor?		
Have library staff been informed of the proposed outsourcing of activities?		
Have library staff had the opportunity to participate in the planning and decision making process?		
Do library staff support the proposed outsourcing of activities?		
<b>Administrative Issues</b>		
Will library administration be responsible for monitoring contractor performance?		
Have adequate provisions been made to administer the outsourcing contract?		
<b>Contract Considerations</b>		
Are the contract specifications for the activity proposed for outsourcing sufficiently clear and appropriate?		
Are the scope and scale of the contract specifications for the activity proposed for outsourcing clear and appropriate?		
Does the proposed contract include specific provisions to adequately insure sufficient quality of service and performance?		
Does the proposed contract provide adequate provisions for monitoring contractor's performance and correcting contractor's failure to meet performance requirements?		
Does the proposed contract provide a reasonable process for terminating the contract for cause?		
Do contract renewal provisions provide the agency with a realistic option to seek a new vendor or bring the activity		

back in house?		
Is the agency prepared to reassume responsibility for the contracted functions or activities should the contractor fail to meet the performance terms of the contract?		
Does the contract provide sufficient protection from contractor low-balling, i.e. offering a low initial year price to get the contract then increase the price when the agency no longer has the capacity to bring the activity back in-house?		

