

RIVERSIDE COUNTY (CA) LIBRARY SYSTEM

Contract Period: 7/1997 – Ongoing

- 1. (A) What circumstances led to the decision of Riverside County to contract with a private vendor for library operation and management services of the Riverside County Library System? (B) What was the size of the library system at the time of the initial contract, i.e., how many people are served and are there any branch libraries? (C) What is it today?**
- 2. (A) What responsibilities are given to the private vendor through the contract and what, if any, are retained by Riverside County? (material selection for library, control over programming, etc)? (B) What is specifically not included in “day-to-day responsibility for management of the staff, programs and general operations” of the county library system?**
- 3. (A) Does the County retain policy control? (B) What is included in “policy control”? (C) How do you retain such control?**
- 4. (A) Who manages the contract and oversees vendor performance? (in-house expert, a qualified professional: what is the person(s) background)? (B) Is the staffing for contract management appropriate for type of contract and oversight demands (both in numbers and qualifications)?**
- 5. (A) Does the contract specify outcomes? (B) What are they?**
- 6. (A) What happened to the library’s existing staff at the time of the contract? (B) Did employees remain City employees, become private sector (LSSI), or what? (C) If they were not retained, were there any union issues, career service issues, or loss of benefits issues raised? (D) Who controls the hiring, disciplining and dismissal of staff?**

- 7. (A) Why did you select Library Systems & Services (LSSI)? (B) Were any other public or private vendors considered?**
- 8. What has been the reaction of the local community to using a private vendor?**
- 9. What has been the reaction of the volunteers, i.e., Friends of Libraries, to the contracting with a private vendor?**
- 10.(A) Was any concern about private contributions to the library being lessened if management and operation was contracted out ever expressed prior to your decision? (B) Are any of these concerns or new ones being expressed at this time? (C) Why or why not?**
- 11.(A) Has there been any increase or decrease in public financial support of the library? (B) If so, how much and why? (C) Is any anticipated? (D) What and Why?**
- 12.What have been your findings/reactions regarding using a private vendor for the public library? Pros? Cons?**
- 13.What advice would you offer to a municipal or county public library system contemplating contracting its library operation and management services to a private vendor?**
- 14.Do you have any evaluations that have been done of the services provided by the vendor? Would it be possible for a copy of such an evaluation to be shared with the Tourism Committee?**