

Schedule A
To Contract For Library Management And Operations

Statement of Work:

LSSI will provide the services described in Section 1 and operate the library facilities in accordance with the policies and guidelines approved by the Board of Trustees. During the term of this agreement, LSSI will keep the Main Library open to the public at least the number of hours required by the State of New Jersey for the Board of Trustees to receive State Aid. LSSI will provide the appropriate staffing levels to keep the Main Library and all branches open to the public for the posted hours of operation.

During the initial eighteen (18) months of the contract, LSSI will propose and implement a set of action plans based on system-wide assessments undertaken by LSSI. These assessments and related action plans will address the areas enumerated below. The purpose of these assessments and resulting action plans is to provide the Board of Trustees with service direction that responsively addresses the needs of the Linden community and effectively utilizes the resources available for library services.

A. Scope of Work

In undertaking the assessments and developing action plans, LSSI will:

1. Combine the input of the staff, the public, and the Board within the context of the New Jersey State Library standards for long-range planning.
2. Address interrelated issues (e.g. relevant and improved service within fiscal responsibility).
3. Set realistic goals and establish time lines with measurable objectives at interim steps.
4. Provide a strong communications component to the public.
5. Include a formal, timely report process to the Board that incorporates a method for determining success.

B. Action Plans

Assessments and action plans will be developed for, but not necessarily be limited to: technical services, automation, revenue opportunities, collection protection, policy and practices, planning and development of new branches, patron input, public relations, performance benchmarks, staff development and physical plant. The action plans (the list, respective scopes, and priority ranking) to be addressed by LSSI during the initial year may be amended by mutual written consent.

1 *Priorities.*

LSSI will address each area during the initial eighteen (18) months, within a time line to be determined by LSSI following an initial overview of the Library. LSSI will use the priority rankings given below in undertaking the assessments and proposing action plans to the Board of Trustees. As appropriate, LSSI will address sub-areas and emergencies on an as-needed basis.

2 *Scope of Study Areas.*

a. *Priority I Grouping.*

- (1) **Patron input.**
Systematic approach to soliciting, receiving and responding to patron suggestions for service improvement.
- (2) **Policy and practices.**
Policies and practices for standardized patron registration, materials lending, materials selection, materials cataloging and processing criteria.
- (3) **Automation.**
Inventory control (circulation, collection, bar coding and patron registration) on-line public access catalog (OPAC), on-line resources, acquisitions, serials control, and office support.
- (4) **Public relations.**
Program for communicating with patrons, residents and organizations about services and plans, that might include such methods as direct mail (newsletter, calendar), radio, television, sponsorships and visits to civic associations.
- (5) **Physical plant.**
Improvements on cleaning, maintenance and repairs in the Library.

b. *Priority II Grouping.*

- (1) **Services.**
Public service hours (including evenings and weekends), programming (children's adult, young adult), Internet access (in-library services, off-site access to library services, web page), interlibrary loan (OCLC and the New Jersey interlibrary loan service), appropriate staffing mix.
- (2) **Collection protection.**

Return of overdue materials, collection of fines and theft prevention.

- (3) Performance benchmarks
Utilization of the American Library Association/Public Library Association publication *Planning for Results: A Public Library Transformation Process* to improve professional measures on library use, users and resources.
- (4) Staff development.
Improvement of staff readiness levels through performance planning for service units and for individual staff members, and through continuing education opportunities such as in-library training, seminar and conference attendance, individualized learning plans and tuition reimbursement.

c. Priority III Grouping.

- (1) Physical plant.
Recommendations for capital improvements, with budget estimates.
- (2) Planning and development of new branches.
Assessment, and initial action plans as appropriate.
- (3) Revenue opportunities.
Services to the business community and retail sales (books, gifts, refreshments, etc.)

C. Fiscal 2000 Operating Budget

Linden Free Public Library 2000 Annual Operating Budget: \$1,920,081.00*

Included in the above total, the following amounts must be spent on the specific items listed or returned to the Board of Trustees:

Total library materials including books, periodicals, newspapers, microfilms, standing orders, audio tapes, video tapes, records, CDs, automated reference services, binding, related cataloging and processing costs, and LSSI handling fee: \$208,500.00

* 2000 Budget, exclusive of Building Maintenance.

