



*JACKSON COUNTY LIBRARY SERVICES
PERFORMANCE REVIEW AND QUALITY ASSESSMENT
2016*

A partial list of reasons LS&S is WRONG for Escondido

After operating these libraries for over 10 years, results are abysmal and should warn us against contracting with LS&S.

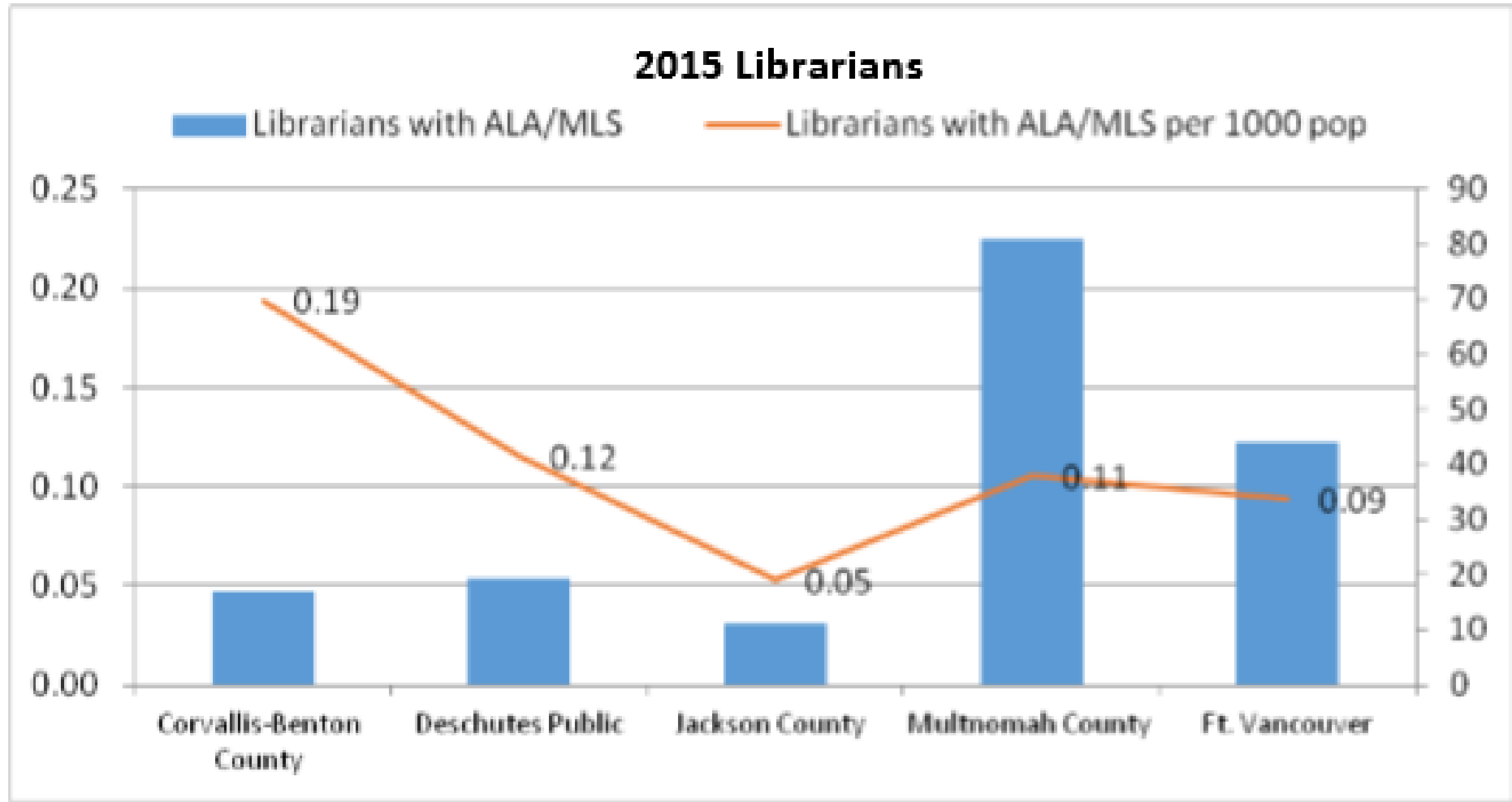
- The library operations failed to meet 63% of the minimum ‘essential specifications’ for overall performance.
- The lack of transparency makes it *“impossible for the Board to determine if it is getting good value for the dollar.”*
- LS&S’s definition of proprietary information is extremely limiting and frustrates the ability of the Board to certify that standards are being met.
- “The absence of a written service plan, staffing plan, technology plan, a contemporary collection development and management plan...Why is this when LS&S has been operating the Library for 10 years?” p.6.
- “The Board’s confidence that the money is being well spent is limited by the lack of LS&S transparency.” p.5.
- Based on interviews of Board members, it seems that the Board is unlikely to continue contracting out library services in the long term.” p.7

Deficient or non-existent programs for Spanish-speakers

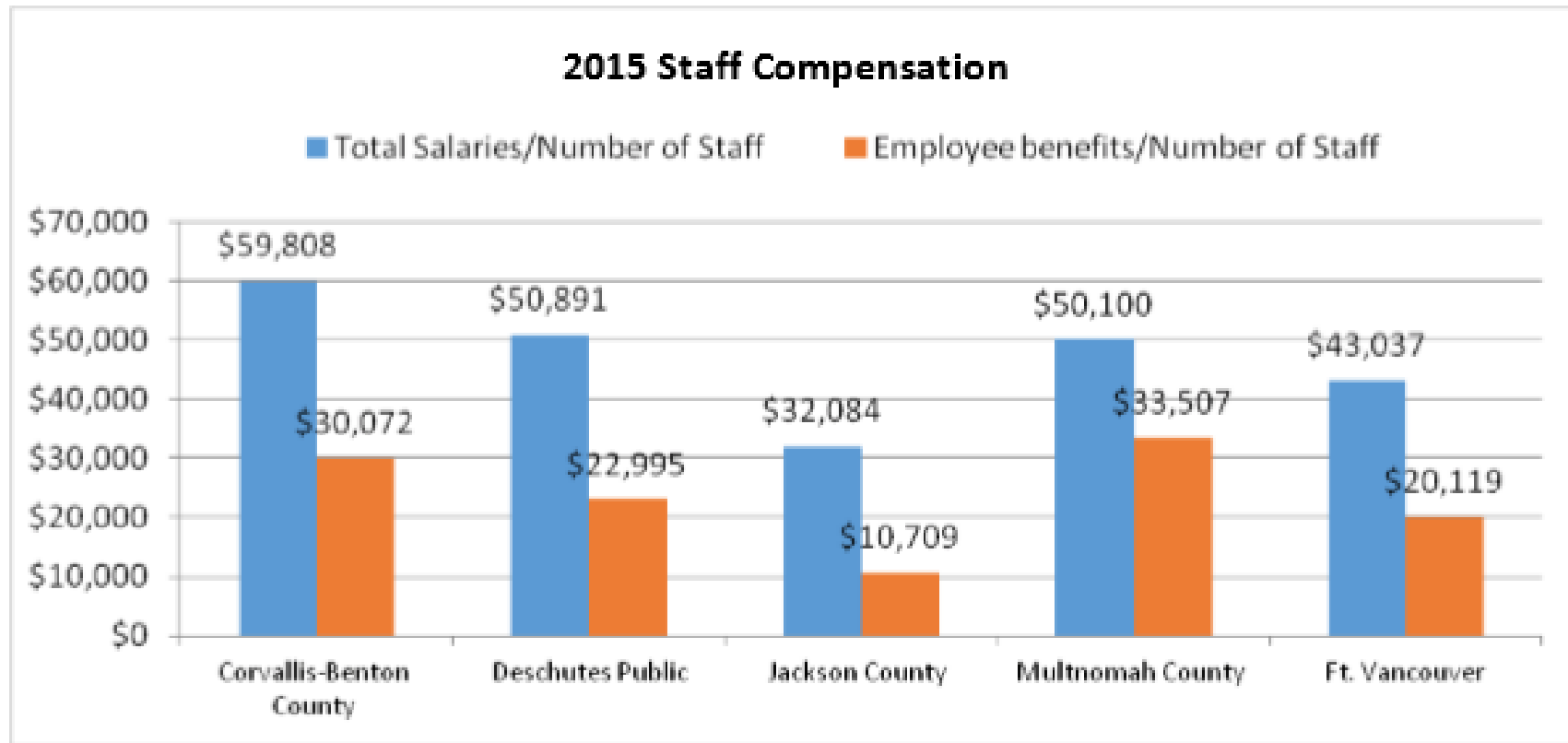
- The slim collection of Spanish-language materials, combined with the lack of programming targeting Spanish speakers or recent immigrants, and the lack of a Spanish-language website,... gives the overall impression that Spanish speakers are not considered part of the community nor welcome at the Library.” p6
- The collection does not adequately reflect the diverse interests of the community. p25.
- Escondido is 51% Hispanic,
- Some areas are home to 87% Latino families
- As high as 38% are linguistically isolated.
- **Programs for Spanish-speakers are IMPERATIVE for our community.**
- **LS&S does not have the sensitivity or skill to serve this important and highly valued segment of our community.**

Deficiencies in staffing

- LS&S met only 11% of essential specifications in the Staff category.
- Staffing per thousand residents is exceedingly low, alarmingly so.... p.21
- The key benchmarking indicators for staff are all the lowest among the comparator libraries. Staffing levels (the number of paid staff and the staffing level per public service hour), MLS librarian staffing levels, and compensation levels all are the lowest of the comparator group. The following charts illustrate the gap for 2015; the Library has not improved its standing in 2016. p.21
- Staff compensation in 2015 was the lowest among the comparator libraries. In 2016, staff compensation dropped, even though the number of staff stayed the same. The salary average dropped by 1% to \$31,705 and employee benefits by 8% to \$9830. The comparator libraries' salaries and benefits compensation increased, making the Library even less competitive than in 2015. p.22
- “Technology expertise among staff is generally low, there is not much opportunity for staff to receive formal technology training, and the ability to help patrons with technology and database is inconsistent between locations.” Page 35



Professional librarian staffing levels are the lowest among comparator libraries in 2015 and 2016. Multnomah and Deschutes increased their librarian numbers and Deschutes' increase raised the librarian ratio to population of the service area.



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