

# The Trend: Strong Libraries = Strong Communities



More than 80 communities across the US rely on decades of library operation experience and a strong history of library performance to strengthen their libraries. Powered by excellent service and fiscal responsibility, these libraries are being transformed into destinations for enrichment, community connection and contemporary living.

**Read how innovative leaders are driving community impact through their libraries.**

## Riverside County, California

In the mid-90s, California libraries were challenged by a massive budget cut due to a tax proposition that mandated a drastic increase in funding for state schools. Refusing to see residents cut off from library services, Riverside County searched for a solution that met community needs by expanding library services while lowering operational costs. In 1997, Riverside County leaders sought external expertise and partnered with LS&S to optimize operations. Together, Riverside County and LS&S created a solution that exceeded community expectations while lowering operational costs.

### RESULTS

**\$900,000**  
COST SAVINGS IN YEAR 1

**+143%**  
LIBRARY HOURS

**+15%**  
CIRCULATION

**+576%**  
PROGRAM ATTENDEES

**+121%**  
ANNUAL VISITS

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## Escondido, California

As the City of Escondido faced mounting budget demands, City officials recognized the need for greater fiscal responsibility and efficiency at the Escondido Public Library. City leaders were adamant about high-quality services for their community so an excellent public library at lower cost was a must. In October 2017, Escondido leaders partnered with LS&S to save \$400K/year (\$4M over 10 years) and enhance library services while more efficiently managing day-to-day operations.

### RESULTS

**+17%**  
LIBRARY HOURS

**+21%**  
VISITS

**+97%**  
PROGRAM ATTENDANCE

**+60%**  
NUMBER OF PROGRAMS

**NEW TECHNOLOGY**  
SELF CHECK, RFID IMPLEMENTATION,  
3D PRINTING & VIRTUAL REALITY

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## Farmer's Branch, Texas

In 2010, the Farmers Branch Manske Library lacked the budget to offer high quality library services and fulfill its goal of supporting lifelong learning for all residents.

City leaders were looking for a solution that would balance enhanced library service with unmatched efficiency, alleviating an increase in cost. Farmers Branch partnered with LS&S to redefine library service, which has become a key contributor to strong community growth and a thriving economy.

### RESULTS

- Awarded Certificate of Excellence in Performance Management 2019 by ICMA
- Independent study conducted by U of T Arlington revealed Manske library performed better than 4 peer libraries

**1 SQ. FT.**

LIBRARY PER RESIDENT

[AVERAGE 0.50]

**3.8 BOOKS**

PRINT PER CAPITA

[AVERAGE 1.7]

**10.6 MATERIALS**

LENT TO EACH RESIDENT

[AVERAGE 4]

**4 RESIDENTS**

PER LIBRARIAN

[AVERAGE 19]

**16 FULL-TIME**

EMPLOYEES

[AVERAGE 10]

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## Germantown, Tennessee

At the start of the new millennium, Germantown leaders wanted the Germantown Community Library to reflect the specific needs of the community rather than a broad range of general interest typically represented at libraries. They decided that direct control of the library operations and policies was the best way to achieve that goal.

The City of Germantown, however, had never operated a library, so external expertise and guidance was paramount to success. The City partnered with LS&S, enabling them to retain control and oversight while leaving day-to-day operations and planning to library experts.

### RESULTS

**+23%**

NEW LIBRARY CARDS

**+22%**

ADULT PROGRAM ATTENDANCE

**+27%**

EDUCATIONAL OUTREACH PROGRAMS

**+58%**

LIBRARY HOURS

**+39%**

CIRCULATION

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For more than 30 years, LS&S has focused on a single mission: Help communities flourish through enhanced library operation. More than 80 communities rely on LS&S to drive library and community vitality through enhanced patron service and maximized limited resources.

[REQUEST A PERSONALIZED PERFORMANCE REPORT FOR YOUR LIBRARY HERE](#)

\* Source Data: Riverside, 1997 - 2015; Escondido, 2018 - 2019; Farmers Branch, 2017; Germantown, 2005 - 2017