

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
ACTION AGENDA SUMMARY

DEPT: Library *lc*

BOARD AGENDA # \*B-9 (b)

Urgent  Routine

AGENDA DATE October 20, 2009

CEO Concurs with Recommendation YES  NO   
*ont*  
(Information Attached)

4/5 Vote Required YES  NO

SUBJECT:

Approval to Use Public Facility Fees to Purchase Equipment and Software for Data Infrastructure Upgrades to Enhance Customer Service at the Stanislaus County Library

STAFF RECOMMENDATIONS:

1. Authorize the expenditure of Public Facility Fees to purchase equipment and software necessary to upgrade the data infrastructure to enhance the library mail notification system, improve the web filter and the email software capacities, and add four additional servers to handle the increased internet and wireless usages at the Stanislaus County Library.
2. Direct the Auditor-Controller to increase appropriations and estimated revenue in the Library budget unit in the amount of \$23,980 through a transfer from Public Facility Fees.

FISCAL IMPACT:

Public Facility Fees (PFF) are collected from new development within the County. These fees are expended based on a plan that was adopted by the Board of Supervisors. PFF funds cannot be expended for items other than those identified by the plan. The total of \$23,980 from the Library PFF fund will be used to enhance the library mail notification system, improve the web filter and the email software capacities, and add four additional servers to handle the increased internet and wireless usages at the Stanislaus County Library. As of June 30, 2009, there was \$8,565,719 available in this fund. There are no increased costs to the County General Fund associated with this request.

BOARD ACTION AS FOLLOWS:

No. 2009-700

On motion of Supervisor Monteith, Seconded by Supervisor O'Brien

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Grover, Monteith, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

*Christine Ferraro*

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No. M-64-I-2

## **DISCUSSION:**

The Stanislaus County Library strives to maintain and enhance services offered to its customers. The Stanislaus County Library plans to use Public Facility Fees (PFF) to upgrade its equipment and software in specific areas. These enhancements are identified due to the continual growth in public demand, and are necessary for the Library to maintain the needed level of customer service. This request has been presented to the PFF Committee and has received their required approval pertaining to the appropriate use of funds.

Since the inception of the PFF Program in 1990, and through Fiscal Year 2008-2009, the population in Stanislaus County has increased more than 50%. During the same period of time, wireless service was introduced and internet usage has increased by approximately 106%. The recommended upgrades will ensure that that data infrastructure at the Library will adequately serve the needs of the public.

### Telephone Messaging System

Due to the increase in customers using the Library, there is a corresponding increase in the demand to send customer notifications for renewals, holds and past due information. To cope with the demand and to provide the same level of customer service, the Library has identified a proven automated system called Telephone Messaging 3 (TM3) to handle the delivery of notifications to customers. Since TM3 is directly linked to the Library's Horizon integrated system which hosts and maintains customer activities, TM3 will be able to provide real time customer information such as items on loan, items for renewal and outstanding past due status. The system also includes other capabilities such as auto re-dial and reports for tracking calls.

The total cost of the TM3 project is approximately \$26,580 of which \$8,690 is recommended to be funded through the use of PFF funds with the remainder being covered through the Library's existing administration budget.

### Web and Spam Filters

In recent years, the Library has been experiencing a surge in internet usage. Statistics indicate that usage in the past fiscal year was up 5.5%. The Library has installed filters to monitor and ensure that customers, especially children, are not using the internet connection to access unwarranted websites. In order for the Library to handle the growth in customer usage and continue to provide customers with fast, safe and protected internet access, the Library must increase its filtering ability. This is also necessary to comply with the Federal E-rate discount program in which the Library participates.

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The total cost for this upgrade is approximately \$7,000 of which \$2,290 is recommended to be funded through the use of PFF funds with the remainder being covered through the Library's existing administration budget.

Servers

Due to the surge in demand in internet and wireless usages in all of the thirteen library branches, the Library must add four servers to the existing system in order to effectively accommodate the growing demand. The estimated cost of one server is \$2,500.

The total estimated cost of purchasing four services is approximately \$10,000 of which the entire amount is recommended to be funded through the use of PFF funds.

Software for Email

The Library sends out monthly newsletter using a software program called List Manager. The license for List Manager has a limit of generating 10,000 emails per month and customer requests have already reached its capacity. With increasing public interest about library services, the Library must expand the capacity of the software in order to keep up with on-going, growing customer demand.

The approximate cost of this software is \$3,000 of which the entire amount is recommended to be funded through the use of PFF funds.

There are sufficient funds in the Library's PFF fund to absorb this request. In order for the Library to continue to offer its services to the public, it must be equipped with the appropriate resources. The recommendation for use of PFF funds to purchase equipment and software for data infrastructure upgrades to enhance customer service, due to growth, is appropriate and consistent with the plan for the use of these funds.

**POLICY ISSUE:**

The Board of Supervisors should determine if approval of the recommended actions is consistent with its priorities of striving for a strong local economy and the efficient delivery of public services.

**STAFFING IMPACTS:**

There are no staffing impacts associated with this item.

**CONTACT PERSON:**

Vanessa Czopek, County Librarian      Phone: 558-7806

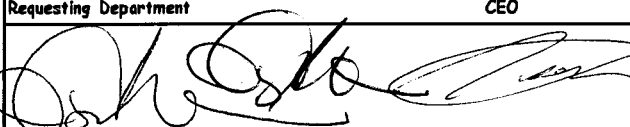

Database  
Set of Books

FMS11IDB.CO.STANISLAUS.CA.US.PROD  
County of Stanislaus

Balance Type	Budget
Category	* List - Text Budget - Upload
Source	* List - Text
Currency	* List - Text USD
Budget Name	List - Text LEGAL BUDGET
Batch Name	Text
Journal Name	Text
Journal Description	Text
Journal Reference	Text
Organization	List - Text Stanislaus Budget Org

Upl	Fund	Org	Acc't	GL Proj	Loc	Misc	Other	Debit		Credit		Period	Line Description
								incr appropriations	decr appropriations	decr est revenue	incr est revenue		
								(format > number > general)		List - Text			
	1651	0037203	62840	0000000	000000	000000	000000	23,980.00				Oct-09	Incr Library Computer Budget
	1651	0037203	46615	0000000	000000	000000	000000			23,980.00		Oct-09	Incr Public Facilities Fees Tsf
<b>Totals:</b>								0	0				

**Explanation:** Increase revenue and appropriations from PFF funding for Data Infrastructure per PFF Committee approval on 9/17/09

<b>Requesting Department</b>		<b>CEO</b>		<b>Data Entry</b>		<b>Auditors Office Only</b>	
				Keyed by		Prepared By	
10/20/09		10/20/2009		Date		Date	
						 Approved By 10-09-09 Date	