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August 16, 2017

Mr. Jeffrey Epp
City Manager
City of Escondido
201 N. Broadway
Escondido, CA 92025

Dear Mr. Epp:

I am writing to share the City of Moreno Valley's experience with Library Systems & Services (LS&S). LS&S has managed the Moreno Valley Public Library since 2013 with strong success. In fact, our City Council just voted last night to renew our contract with LS&S for another five years and to extend our partnership to include a new branch library.

We are very impressed by our library's growth in service to the community under LS&S management. The Library partners with a long list of community organizations and nonprofits to provide collaboration and program support. Moreno Valley is near the March Air Reserve Base, and many veterans live in our community. Library staff go out of their way to serve this important population with specialized programs, books and materials.

Citizens in Moreno Valley are interested in educational and enrichment programs for workforce development, literacy skills and connection to social services, and our library exceeds expectations, providing hundreds of programs each year. Since LS&S began operating our library, program attendance has grown 89 percent. The Moreno Valley Library is now the go-to place for trustworthy, practical educational programs.

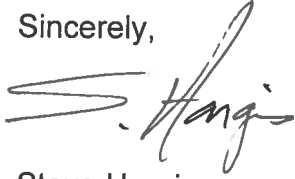
Library technology has also improved under LS&S management; the public access computer area was revitalized with new equipment and additional public access computers. This makes a huge difference for our patrons and subsequently, computer use has increased 32 percent. Our LS&S library staff updated our collection and focuses on books and materials that serve the needs and preferences of our community. Books and materials are now displayed in manner that engages the patrons of our busy library.

Our library's service to the community has expanded and demand for library services has grown since we partnered with LS&S. In December, we will open a new library location

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to meet this increased demand. LS&S has been involved with the new library every step of the way, from identifying potential locations to technology design to furniture selection. We are delighted with our library's expansion and look forward to continued partnership. Please do not hesitate to contact me with questions or for further discussion.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Hargis". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Steve Hargis
Strategic Initiatives Manager
City of Moreno Valley
City Hall
14177 Frederick Street
Moreno Valley, CA 92553