

August 7, 2017

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

Dear Mr. Epp:

I would like to share my thoughts and experiences as a librarian working with LS&S. I am director of the Moorpark, CA public library and was most recently director of the Arlington, Tennessee public library. Both are operated by LS&S.

Thanks to the support provided by my colleagues at LS&S, I have grown exponentially as a library director and as a leader. From my first contact with LS&S during the interview process to my work today in Moorpark, the LS&S leadership team has taken a personal interest in me and my career. I will never forget meeting with the CEO of LS&S during the interview process—it was exciting to realize that LS&S was offering me the opportunity to take on the challenge of managing a library.

During my time with LS&S I have been given many opportunities to grow as a library director. When my Regional Director saw I was outgrowing the Arlington position, he scheduled a meeting to ask me about my career plan and where I saw myself in five years. No employer has ever asked about my career goals before. My Regional Director saw my potential and was willing to offer guidance. Being able to progress in my career while staying with the same company has been a wonderful benefit.

The care our Regional Directors have for all of us at LS&S is apparent in many ways. Each week we have a check in to ensure things are going well and that we are feeling confident and successful in our jobs. Our Directors take the time to really get to know us and help us form a strong and tight knit library staff. It is incredibly gratifying to join a team that works so well together. We share ideas both within our local libraries and with LS&S libraries across the country.

LS&S is truly different and it is exciting to be part of our streamlined approach. Thanks to the support I get from LS&S, I am able to do much more outreach, programming and localized collection development. LS&S makes it possible for me to get out from behind the computer and talk with our patrons about what they want at our library. Our patrons are happy because the books and materials they want are available and because we are doing more outreach than ever.

Being a librarian with LS&S means I always have a high level of support for technology, budgeting, human resources and marketing, and I am able to focus on the most important thing, providing great service to our patrons

Sincerely,

Christine Conwell
Director, Moorpark Library