



INFORMATION TECHNOLOGY

qks

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August 4, 2017

FILED

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Superior Court of California
County of Tuolumne
By: [Signature] Clerk

Judge of Superior Court
Honorable Kate Powell Segerstrom
Tuolumne County Superior Court
60 North Washington Street
Sonora, CA 95370

Re: Response to Grand Jury Report – Library

Dear Judge Powell-Segerstrom:

The following is offered in response to the 2016-2017 Grand Jury Report as it pertains to the Library by the Information Technology Department

Grand Jury Findings – Library

F14. Performing an internet search for the Tuolumne County Library website gives results that are confusing to users.

Response: Disagree

F15. Offering only email hyperlinks on the Tuolumne County Library website could cause confusion for the average computer user, who might not have an email client configured.

Response: Agree

Grand Jury Recommendations – Library

R14. Evaluate and update the library website. Look into search engine optimization and improving the usability of the library website. (F14)

Response: Disagree

The County website does have an "Official Site" for Tuolumne County in search results on the web.

R15. Add a "Contact the Library" form to send messages directly to library staff.
(F15)

Response: Agree

The IT department will work with Library staff to develop a "Contact the Library" form and publish to the Library web page(s).

Thank you for the opportunity to respond to the above finding and recommendation. Please feel free to contact me should you have any questions regarding same.

Sincerely,



ROBERT CHAPMAN
Information Technology Manager

Sincerely,



DANIEL RICHARDSON
Deputy County Administrator

cc: Sherri Brennan, Chair, Board of Supervisor
Craig Pedro, County Administrator