

FILED

AUG 18 2017

JKP

Superior Court of California

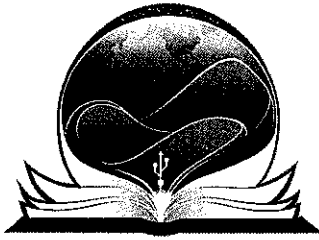
County of Tuolumne

T U O L U M N E

By: *[Signature]* Clerk

P U B L I C

L I B R A R Y



August 15, 2017

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 – Tuolumne County Library

Dear Judge Segerstrom:

As per your instructions, the following are responses to the 2016-2017 Grand Jury Report as it pertains to the Tuolumne County Library.

Two facts in the report need corrections:

Page 83: First paragraph contains the reference “From the Sacramento Bee’s January 24, 2012, article” The correct date is January 24, 2017, as noted in the Bibliography, p. 91.

Page 85: Website and Facebook section, list of items: “download eBooks, magazines, and newspapers to an electronic device.”

In reality, only ebooks can be downloaded. However, several electronic databases to which the library subscribes do provide access to magazine articles.

Grand Jury Findings

F1. The lack of a Director has resulted in the library not having a direct voice with either the CAO or the BOS.

Response: I agree.

F2. The unfilled promise of a new Director has resulted in a vague chain-of-command, inadequate outreach to service clubs, and lack of grant writing.

Response: I agree.

Response to Grand Jury Report – Tuolumne County Library

F3. Job titles in the current library organizational chart, when compared to the County job descriptions, are confusing and misleading resulting in an unclear chain-of-command. (Appendix B)

Response: I agree.

F4. To keep the libraries operational, some employees work beyond their permitted hours and perform duties not in line with their job descriptions without compensation, resulting in low employee morale.

Response: I agree.

F5. There is insufficient time for staff to recruit, train and supervise volunteers which adversely impacts programs and operations.

Response: I agree.

F6. Without a current study on library hours and usage, it is unknown if the current branches, hours, and days of operation are meeting the needs of our community.

Response: I agree.

F7. The BOS failed to pursue their 2014-2018 5 Year Sustainability Plan. As a result of this, no study was started to look for alternate methods of funding the library.

Response: I agree.

F8. The method of tracking fines and payments on paper is antiquated and leaves it open to loss of records.

Response: I disagree. Paper and pen are used only for the initial recording of fines and fees. It is accounted for daily in the PeopleSoft financial program. Collection of fines and fees is subject to periodic audits at the library by County Auditor's department staff.

F9. There is no backup Bookmobile Librarian, putting the bookmobile visits at risk of loss of service.

Response: I agree.

F10. The bookmobile does not need to be replaced, but the exterior, including decals and paint, is faded.

Response: I agree.

F11. The emergency evacuation plan is not posted in an area for general viewing. Additionally, at the time this report was written there have been no fire drills or in-person safety classes for over three years leaving the employees and patrons at risk.

Response: I agree.

F12. Relief workers, who are paid staff, are not required to take online safety courses leaving them at risk.

Response: I agree.

Response to Grand Jury Report -- Tuolumne County Library

F13. An ergonomic study has not been done to evaluate the library work areas or equipment to help increase productivity and sustain the health of library employees.

Response: I agree.

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

Response: I agree.

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: I agree.

Grand Jury Recommendations

R1. Undertake a study of a parcel tax and/or sales tax increase to supplement the general fund budget for the library by December 31, 2017 in order to be on the June 2018 General Election ballot. These funds would be used to hire a Director of Library Services with the equivalent of an ALA accredited Master of Library Science Degree and who would report directly to the CAO. This Director would also provide the required annual report to the BOS. Funds would also be used to expand hours of operation and hire additional staff to meet the needs of our community. (F1, F2, F4)

Response: I agree that a study of parcel or sales tax to supplement the library budget needs to occur. However, this is a process of careful study and planning leading up to the vote in order to ensure that it passes. It will take longer than the suggestion given here. Further analysis is needed.

R2. Clarify the chain-of-command and update the organizational chart to better reflect the County job descriptions and titles. (F2, F3)

Response: This will be implemented in the next few months as staff changes occur.

R3. Perform a study to determine optimal library branch locations, hours, and days of operation. Based on this study, generate a plan to best meet the needs of patrons. (F6)

Response: This will be implemented after a library director is hired this fiscal year.

R4. Increase hours to permit recruiting and training of volunteers. (F5)

Response: Increased hours, one benefit being more time to train volunteers, will happen when funding improves.

Response to Grand Jury Report – Tuolumne County Library

R6. Identify fines and fees in the budget under revenue. Determine the best method to track and report receipts. (F8)

Response: Fines and fees are currently identified in the library budget under Revenue, Library Services (0001602100477210). This includes revenue from fines, fees for lost and damaged items, copying, printing, library card replacement. Daily receipts are made on the County financial software (PeopleSoft) directly to the County Auditor's Office by the Library Operations Supervisor.

R7. Train a substitute Bookmobile Librarian. (F9)

Response: Because of staff shortages, at this time it is not possible to implement this recommendation to train a substitute bookmobile librarian. It is in our goals as a task for future employees.

R9. Procure new bookmobile sponsors who will supply removable sponsor decals and pay a recurring fee for advertising. (F10)

Response: We plan to have a fundraising campaign to help with bookmobile expenses, such as refurbishing the exterior and interior. This will be with the help of the Friends of the Tuolumne County Library and occur during this fiscal year.

R10. Staff should have an annual emergency drill and an in-person fire safety class. The fire department should provide re extinguisher training and conduct annual fire and safety inspections. (F11)

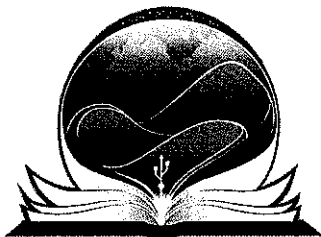
Response: Staff will have an emergency drill at the next staff meeting. As soon as scheduling permits, we will hold a fire safety class led by the Fire Department.

Thank you for the opportunity to respond to the above findings and recommendations. Please feel free to contact me should you have any questions.



Maggie Durgin
County Librarian
Tuolumne County Library

KPS



T U O L U M N E C O U N T Y
P U B L I C
L I B R A R Y

August 21, 2017

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 – Tuolumne County Library

Dear Judge Segerstrom:

In reviewing my responses to the Grand Jury findings, I find it necessary to amend my responses to Finding 1 and to change my response to Finding 4.

F1. The lack of a Director has resulted in the library not having a direct voice with either the CAO or the BOS.

Response: I agree that without a Director of Library Services as department head there has not been a direct voice to the BOS and to department meetings. However, the library has had excellent communication with the CAO, and has been able to make presentations at critical times to the BOS.

F4. To keep the libraries operational, some employees work beyond their permitted hours and perform duties not in line with their job descriptions without compensation, resulting in low employee morale.

Response: I disagree. Low employee morale exists to some degree but it is due to lack of leadership. No one to my knowledge performs tasks beyond their permitted hours nor performs duties not in line with their job descriptions without compensation.

Please attach this or amend my official report which was submitted August 15.

Thank you,

Maggie Durgin
County Librarian
Tuolumne County Library