



STANISLAUS COUNTY CIVIL GRAND JURY

PO Box 3387 – Modesto, CA 95353 – (209) 558-7766 – Fax (209) 558-8170

March 14, 2017

CONFIDENTIAL – DELIVERY VIA EMAIL

Board of Supervisors
1010 10th Street, Ste 6700
Modesto, CA 95354

2017 MAR 14 P 3:00
BOARD OF SUPERVISORS

Dear Board of Supervisors:

The Stanislaus County Civil Grand Jury has completed the attached report titled “Stanislaus County Library.” The Civil Grand Jury is providing you with a copy of this report.

Your response to the jury’s findings and recommendations must be submitted to the Presiding Judge of the Superior Court, the Honorable Ricardo Cordova, Presiding Judge, at PO Box 3488, Modesto, CA 95353. Submit a hard copy and an electronic copy of your response. Enclosed are guidelines that may be helpful as you prepare your response.

Sincerely,

Timothy Warnock
Foreperson
2016-2017 Civil Grand Jury

Attachment: Report 17-18GJ

Distribution Information	
<input checked="" type="checkbox"/> Electronic Copy	<input type="checkbox"/> In person
To: Board of Supervisors	<u>March 14, 2017</u>
	Date

HOW TO RESPOND TO FINDINGS & RECOMMENDATIONS

Responses

The California Penal Code §933(c) specifies both the deadline by which responses shall be made to the Civil Grand Jury Final Report recommendations, and the required content of those responses.

Deadline for Responses

All agencies are directed to respond to the Presiding Judge of the Stanislaus County Superior Court,

- Not later than 90 days after the Civil Grand Jury submits a final report on the operations of a public agency, the governing body of that agency shall respond to the findings and recommendations pertaining to the operations of their agency.
- Not later than 60 days after the Civil Grand Jury submits a final report on the operation of a County agency, the elected head governing that agency shall respond to the findings and recommendations pertaining to the operations of their agency.
- Information copies of responses pertaining to matters under the control of a county officer or agency are to be sent to the Board of Supervisors.
- A copy of all responses to the Civil Grand Jury reports shall be place on file with the clerk of the public agency and the Office of the County Clerk, or the city clerk when applicable.
- One copy shall be placed on file with the applicable Civil Grand Jury by, and in the control of, the currently impaneled Grand Jury, where it shall be maintained for a minimum of five years.

Content of Responses

For each Civil Grand Jury findings and recommendations, the responding person or entity shall report one of the following actions:

- The respondent agrees with the finding.

- The respondent disagrees wholly or partially with the finding and shall include an explanation.
- The recommendation has been implemented, with a summary regarding the implemented action.
- The recommendation has not been implemented, but will be implemented in the future, with a time frame for implementation.
- The recommendation requires further analysis, with an explanation and the scope and parameters of an analysis or study, and a time frame if it is to be implemented later.
- The recommendation will not be implemented because it is unwarranted or unreasonable, with supportive explanation.

Respond to:

Responses to the Civil Grand Jury's findings and recommendations are sent in the form of an original hard copy and an electronic copy (Microsoft Word or PDF) to:

**The Honorable Ricardo Cordova, Presiding Judge
Superior Court of California, County of Stanislaus
PO Box 3488
MODESTO, CA 95353**

2016-17 Stanislaus County Civil Grand Jury
Stanislaus County Library
Case #17-18GJ

Summary

Where can I get the most recent best seller to download on my e-book? Where can I take my preschooler to listen to a good story? It's after 4:00 p.m. and I need to apply for a passport. Where can I go? I need up-to-date resources for my term paper. How can I get them if I don't have a computer? I want to improve my English. Where can I go? The answer to all of these questions is the same – the public library. The Stanislaus County Library is a real gem.

The Stanislaus County Public Library offers these services as well as many others. Most community members agree public libraries should offer programs to teach patrons digital skills and help them learn how to use new, creative technologies. At the same time, libraries should offer comfortable places for reading and relaxing. The Stanislaus County Public Library has worked diligently to offer such places in our community. Library patrons are provided with a useful and interesting collection of services that are centered on meeting their needs and expectations. These services improve the quality of community life as well.

Glossary

SCCGJ	Stanislaus County Civil Grand Jury
SCL	Stanislaus County Library
Fiscal Year	Budget Year (June 30th to July 1 st)
Home Delivery System	This system delivers library materials to county residents who are unable to visit a branch library. Home Delivery Service also includes a program, based on past requests and patron interests, that suggests a list of books and materials personalized to each individual patron from current library holdings.

Background

The Stanislaus County Civil Grand Jury (SCCGJ) believed that it would be beneficial to the public to review the Stanislaus County Library (SCL). A review of SCL had not been done since the 1992-93 SCCGJ term, and there have been tremendous changes implemented and challenges faced by the Library in recent years.

Changes include the further incorporation of electronic resources, expansion of outreach programs and transitioning to an institution that services all patrons in Stanislaus County.

Challenges include providing essential services and programs while implementing a strategic plan with uncertain revenue sources. 90% of the SCL revenue comes from sales tax and must be periodically approved by the voters of Stanislaus County. The next election to determine the fate of the SCL will be in November 2017.

Additional challenges include dealing with aging facilities and providing up-to-date materials for patrons. This is especially important when it comes to technological resources. Additionally, the SCCGJ wanted to evaluate the SCL operations in light of the tremendous fiscal decline suffered during the "Great Recession" and to what extent the SCL has recovered from this decline of resources.

Methodology

Members of the SCCGJ toured the Modesto branch of the SCL. This tour was conducted by the Library Director, the Modesto Library Manager, and additional staff members, who provided specialized information.

The SCCGJ members also toured two of the thirteen branch libraries that are part of the SCL system. The SCCGJ asked for, and received, a variety of documents and data from the SCL. The information included the following:

- Current operating budget
- List of budgeted positions
- List of outreach programs
- Number of school visits
- Total Story Time participants
- Copies of surveys used to evaluate services
- Monthly activity calendars
- Circulation statistics of books, magazines, E-audio, E-books, E-languages, and E-magazines
- Number of logged computer sessions
- Total number of clients assisted in the adult literacy program in partnership with Learning Quest
- Number of passports processed last year

Discussion

On Thursday, September 8, 2016, members of the SCCGJ toured the Modesto Branch of the SCL. Jury members observed the scope and depth of services provided to the residents of Stanislaus County.

The SCL operates thirteen branch libraries; all are open at least five days per week and in most cases six days per week. (see 1A in the appendix for branch hours and days of operation.) The number of open hours has increased from 240 ten years ago to 478 today, and all libraries are now open on Fridays.

The SCL provides a variety of children's programs including Story Time, pre-literacy sessions, tours, and classroom visits.

The SCL has 722,427 printed materials and a material circulation of 1,900,927, an eBook circulation of 42,698 and an e-magazine circulation of 5,106. There were 2,260,628 visits to the libraries in 2014-2015. By all indications, these numbers will increase in fiscal year 2015-2016. The Modesto branch of the SCL processes over 10,000 passports each year. This appointment-only service is open until one hour before closing time each day, including Saturdays.

The SCL is in the process of developing a five-year strategic plan. This plan has incorporated a professional survey, patron feedback, and input from community leaders. The strategic plan will direct future library services and is expected to be released in early 2017.

Each year, the SCL partners with outside agencies and organizations such as Stanislaus Reads and Learning Quest-Stanislaus Literacy Centers. The Learning Quest partnership is funded with a grant from the State Library Literacy Fund. Since 1995, the Partnership has assisted 15,495 adults to improve their literacy skills in reading, comprehension, writing and math. Currently, there are approximately 120 adult volunteers working with adult students. SCL has been successful in securing over \$310,000 in grants for the current fiscal year.

Specialized programs have increased the availability of resources for county residents. The Home Delivery System matches patrons' interests with items in the library collection, then delivers these materials to residents who are unable to visit a library branch. In addition, patrons requesting materials will normally have them delivered to any branch library within 48 hours. Last year, there were 276 Story Telling sessions attended by 11,600 children.

A "Pop-Up" library program has been instituted to promote early literacy. A pop-up library takes library services into communities so that patrons can access all library services, including Story Hour for preschool children.

The SCL has purchased over 52,000 new materials this year. The SCL receives the latest books on the same day as major booksellers receive copies. The Library is able to purchase new books at a 30% to 40% discount. The SCL also maintains books utilizing an in-house bookbinding and repair services.

The SCL recognizes the need for a family-friendly learning environment. They have full-time security and have established "Rules of Behavior" for all patrons. Everyone is expected to abide by these rules in order to continue to use library services. In addition, the SCL has banned smoking anywhere on library property.

Findings

- F1 The Stanislaus County Library funding is dependent on a portion of county sales tax revenue that must be voter-approved on a regular basis. Failure to receive voter approval would result in cuts of approximately 85% of library services for residents of the county.
The Stanislaus County Grand Jury finds this budgetary uncertainty to be a limiting factor in SCL strategic planning for future needs and operations of the library system.
- F2 The SCL does not provide discarded materials to other agencies, students, teachers, non-profit organizations, or inmates in the county correctional facilities. Rather, they dispose of materials that may still be of use to the community.
- F3 The SCCGJ finds that additional technology, especially computer workstations, wireless printers and an extension of Wi-Fi capabilities, are needed to keep up with the demands of the public.
- F4 The SCCGJ finds that there is a need for additional skilled volunteers to assist with more challenging library tasks.

Recommendations

- R1 The Stanislaus County Civil Grand Jury recommends that a more stable source of funding be found for the Stanislaus County Library. A concerted effort needs to be undertaken to explore additional revenue streams to augment the SCL budget.
- R2 The SCCGJ recommends that the Stanislaus County Library Administration continue to pursue all appropriate avenues to provide discarded materials to public and non-profit agencies. The current disposal protocol of these materials appears to be a waste of resources that could be utilized elsewhere in the community.
- R3 The SCCGJ recommends that the SCL continue to budget for additional up-to-date technology in order to meet the evolving needs of library patrons.

- R4 The SCCGJ recommends that the SCL continue to explore all means and methods to increase the number of skilled library volunteers to assist with more complicated library tasks.

Commendations:

- C1 The Stanislaus County Civil Grand Jury commends the Stanislaus County Library for providing numerous high-quality, professional services and programs to an ever-changing county.
- C2 The SCCGJ commends the SCL for its variety of programs and services to the residents of Stanislaus County, as well as providing these services under very tight budget constraints.
- C3 The SCCGJ commends the SCL for its dedication to solicit input from a variety of county residents as it determines which services and programs it will offer. These services and programs are modified to fit the ever-changing needs of the community.
- C4 The SCCGJ commends the SCL for its transparency and its communication with the public. The Library website and printed materials provide the public with detailed calendars of events and activities, information on available programs and services.

Responses

Pursuant to Penal Code section 933.05, the Stanislaus County Civil Grand Jury *requests* the Stanislaus County Board of Supervisors to respond to R1 – R4 within 90 days.

Pursuant to Penal Code section 933.05, the Stanislaus County Civil Grand Jury *requests* the Stanislaus County Library Director to respond to R1 – R4 within 90 days.

Responses are to be submitted to the Presiding Judge of Stanislaus County Superior Court in accordance with the provisions of Penal Code section 933.05

STANISLAUS COUNTY LIBRARY – BRANCH INFORMATION

Feb. 7, 2017 (Collection counts from 2-7-17)

Library Address	Telephone #	Person in charge, Title or description	Open hours	Other Information
Library Administration & System-wide Staff 1500 I St. Modesto CA 95354	558-7801	Diane McDonnell, County Library Director	Mon 10-5	Hours/Week 35 public hours
	558-8951	Vicki Peitz, Business Mgr/Safety Officer	Tues 10-5	
	558-4813	Susan Lilly, PR & Marketing Manager	Wed 10-5	
	558-4946	Michael Leamy, Modesto Library Manager	Thurs 10-5	
	558-7863	Bryan Sontag, Branch Operations Manager	Fri 10-5	
	558-7816	John Fleming, IT Manager		
	558-8949	Lindsey Pimentel, Human Resources		
	558-7801	Patti Boardrow, Admin Clerk		
Modesto Library 1500 I St Modesto CA 95354	558-4946	Michael Leamy, Modesto Library Manager	Mon 10-8	Hours/Week 54 Public area sq. ft.: 37,000 (bldg = 62,000 total sq.ft.) Collection Items: 286,406 Community Rm Capacity: 12 & 140
	558-7810	Children's Services	Tues 10-8	
	558-7814	Reference Services	Wed 10-8	
	558-7808	Michele Bertolero, Page Supervisor	Thurs 10-8	
			Fri 10-5	
Sat 10-5				
Ceres Library 2250 Magnolia St Ceres CA 95307-3209	537-8938	Anne-Marie Montgomery, Branch Supervisor	Mon 10-8	Hours/Week 48 Bldg. Sq. ft.: 5,000 Collection Items: 24,700
			Tues 10-6	
			Wed 10-6	
			Thurs 10-6	
			Fri 10-5	
			Sat 10-5	
Denair Library 4801 Kersey Rd PO Box 190 Denair CA 95316-0190	634-1283	Karina Mendoza, Branch Supervisor	Tues 12-6	Hours/Week 30 Bldg. Sq. ft.: 1,851 Collection Items: 11,574
			Wed 12-6	
			Thurs 12-6	
			Fri 11-5	
			Sat 11-5	
Empire Library 18 South Abbie PO Box 7 Empire CA 95319-0007	524-5505	Grace Habiger, Branch Supervisor	Tues 12-6	Hours/Week 30 Bldg. Sq. ft.: 1,920 Collection Items: 10,366 Community Room Capacity: 45
			Wed 12-6	
			Thurs 12-6	
			Fri 11-5	
			Sat 11-5	
Hughson Library 2412 A 3 rd St PO Box 1025 Hughson CA 95326-1025	883-2293	Heather Bailey, Branch Supervisor	Tues 12-6	Hours/Week 30 Bldg. Sq. ft.: 2,100 Collection Items: 11,747
			Wed 12-6	
			Thurs 12-6	
			Fri 11-5	
			Sat 11-5	
Keyes Library 4420 Maud Ave PO Box 369 Keyes CA 95328-0367	664-8006	Yvonne Reagers, Branch Supervisor	Mon 9-5:30	Hours/Week 44 Bldg. Sq. ft.: 1,200 Collection Items: 10,512
			Tues 9-5:30	
			Wed 9-5:30	
			Thurs 9-7:30	
			Fri 9-5	
Newman Library 1305 Kern St Newman CA 95360-1603	862-2010	Thomas Kaps, Branch Supervisor	Tues 12-8	Hours/Week 36 Bldg. Sq. ft.: 2,613 Collection Items: 16,268 Community Room Capacity: 80
			Wed 10-5	
			Thurs 10-5	
			Fri 10-5	
			Sat 10-5	
Oakdale Library 151 S. First Ave Oakdale CA 95361-3902	847-4204	Wayne Philbrook, Branch Supervisor	Mon 10-6	Hours/Week 50 Bldg. Sq. ft.: 6,500 Collection Items: 42,601 Community Room Capacity: 36
			Tues 10-8	
			Wed 10-6	
			Thurs 10-8	
			Fri 10-5	
			Sat 10-5	
Patterson Library 46 North Salado Patterson CA 95363-2587	892-6473	Xia Thao, Branch Supervisor	Mon 10-6	Hours/Week 45 Bldg. Sq. ft.: 4,070 Collection Items: 29,811 Community Rm Capacity: 40 & 124
			Tues 10-6	
			Wed 10-8	
			Thurs 10-5	
			Fri 10-5	
			Sat 12-5	
Riverbank Library 3442 Santa Fe St Riverbank CA 95367-2319	869-7008	Vicky Holt, Branch Supervisor	Mon 10-5	Hours/Week 45 Bldg. Sq. ft.: 3,594 Collection Items: 25,294 Community Room Capacity: 30
			Tues 10-6	
			Wed 10-8	
			Thurs 10-6	
			Fri 10-5	
			Sat 12-5	
Salida Library 4835 Sisk Rd Salida CA 95368-9445	543-7353	Carol Blomquist, Branch Supervisor	Mon 10-8	Hours/Week 50 Bldg. Sq. ft.: 28,000 + 5,000 sq ft Community Room Collection Items: 77,578 Community Room Capacity: 259
			Tues 10-8	
			Wed 10-6	
			Thurs 10-6	
			Fri 10-5	
			Sat 10-5	
Turlock Library 550 Minaret Ave Turlock CA 95380-4148	664-8100	Diane Bartlett, Branch Supervisor	Mon 10-8	Hours/Week 51 Bldg. Sq. ft.: 10,000 Collection Items: 73,765
			Tues 10-8	
			Wed 10-8	
			Thurs 10-5	
			Fri 10-5	
			Sat 10-5	
Waterford Library 324 E St Waterford CA 95386-9005	874-2191	Cindy Scott, Branch Supervisor	Mon 10-6	Hours/Week 45 Bldg. Sq. ft.: 2,075 Collection Items: 16,887
			Tues 10-6	
			Wed 10-8	
			Thurs 10-5	
			Fri 10-5	
			Sat 12-5	
WIC Collection - Modesto	556-9170	Olga Cardenas, Youth Community Outreach Librarian	Tu-2-4/W-3:30-5:30	Collection Items: 1,365