

**Response to the Grand Jury Findings and Recommendation by the Director of Library Services**

**Grand Jury Findings:**

A. The library's website has considerable information but is difficult to use for anyone not familiar with computers.

The respondent, the Humboldt County Library Department, partially disagrees with this finding. At the time of the Grand Jury visit to the Humboldt County Library the Director of Library Services was working with the County Information and Technology (IT) Department to redesign the Humboldt County Library's homepage. In late 2008, the County Library in collaboration with the County IT Department began a redesign of the Library's homepage. With an awareness of the requirements for Americans with Disabilities Act (ADA) compliance, a new homepage design was created by staff members of the County IT Department in consultation with the Director of Library Services and reference librarians. A prototype was tested by the County Library in mid 2009, and a final design upgrade of the library homepage was completed and made available for public use on July 6, 2010. The Library's website is designed to allow users to gather as much information as possible. County IT staff designed the website to be as intuitive as possible.

The redesign of the Library's website with a new catalog interface was done by the County IT Department to improve accessibility to library information electronically. However, the County Library only has the ability to maintain and change content on the homepage. The County Library and County IT do not have any ability to add or remove parts of the underlying structural foundation upon which the Library homepage is built. Overall the Director of Library Services feels that with input from both the County Library staff and IT staff an improvement was made over the previous homepage, and the County Library is constantly striving to make further improvements to its homepage given staffing limitations.

**Grand Jury Recommendations:**

A. Create a more user-friendly website with an easily accessible tutorial on how use the site.

The recommendation has been partially implemented and will continue to be implemented in the future.

The Director of Library Services believes that a more user-friendly website was designed and implemented in early July 2010 in conjunction with the staff members of the County IT department this new website was an improvement of the prior website. The website was designed to make its use as intuitive as possible for users. Library staff will continue to make improvements to the Library's website provided there are sufficient resources.

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**Grand Jury Findings:**

B. Occasionally, donors have not been identified appropriately, nor the donation handled as requested by donor.

The respondent, the Humboldt County Library Department, disagrees partially with the finding. The County Library has had in place for more than five years a protocol that it has followed to track all donations to ensure that the wishes of all donors who give to the County Library are followed. A consistent protocol for determining how donations are administered has been in use although there has been one case the Director is aware of in which a mistake was made by a new employee.

**Grand Jury Recommendations:**

B. Establish a consistent protocol on how all donations are administered.

The recommendation will not be implemented because it is not warranted.

Attached is a description of the procedure that County Library staff members currently follow regarding all donations with a sample form that is completed for all donations received. Additionally, a hardcopy of the donation form is kept in the County Library files for reference.  
Attachment 1, County Library Donations Procedure;  
Attachment 2 County Library Donations Form.

As the Director of Library Services I believe that this recommendation is not warranted because a consistent protocol for how all donations are administered has been in place for many years. I am aware of only one case in the past three years in which a complaint was received from a donor who felt their wishes had not been honored. In this one case this error was made by a new employee and they were properly instructed on our protocol to ensure that this type of error would not occur again.

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**Grand Jury Findings:**

C. Services, organizations, and meetings supporting library functions are not always promoted in a timely manner or in accessible places.

The respondent, the Humboldt County Library Department, partially disagrees with the finding. One of the most cost effective means the Humboldt County Library uses to promote its various services is the website. The County Library website provides information about upcoming programs and events and recognizes library sponsors and supporters. The County Library's website is maintained by one full-time librarian who has gained specialized skills necessary to make timely changes to our website in order to inform the public about current events, programs and services provided by the County Library. During fiscal year 2009-2010 our website was visited 83,488 times, and during the past fiscal year, July 1, 2010 and June 30, 2011, our website was visited 166,730 times.

**Grand Jury Recommendations:**

C. Improve publicity and recognition of organizations/individuals that contribute and support the services the library offers. For example, the McKinleyville branch uses the local Community Services District newsletter for getting information out to the public about events. Create a broader range of support by providing more publicity in local media, especially in rural areas of the County where branches are located. Information that recognizes supporting organizations should be provided for visitors.

This recommendation has been implemented.

As the Director of Library Services I recognize that each community served by the Humboldt County Library is unique. In each of those communities served by one of our branch library sites each one of the branch managers has been given the responsibility to build relationships with their local media in order to publicize branch services, programs, and library events in those communities.

The Eureka Main Library has several active media outlets that are used regularly to publicize our services, programs and events. Other communities in the County are not as fortunate as Eureka and do not have a diversity of media outlets. Despite this limitation the branch managers at branch library sites serving the residents of Garberville,

Fortuna, Arcata, McKinleyville and Hoopa have consistently used available media outlets in those communities to publicize branch library services, library events, library supporters, and Friends of the Library activities in those communities.

Additionally, the division manager of County branch libraries has consistently encouraged branch managers to use any and all publicity to publicize library services in their local media. At the Main Library newspaper articles about branch library activities are regularly posted on a wall near the circulation desk for the public to read. In addition, below is a list of activities conducted by library staff in their local media outlets:

In Trinidad a member of the Friends of the Trinidad Library writes a regular column about Trinidad for the McKinleyville Press and always includes news and information about the Trinidad branch library.

In the communities of McKinleyville and Arcata branch managers write monthly columns for the McKinleyville Press and for the Arcata Eye. At the Kim Yerton Memorial Library in the Hoopa Valley a former branch manager wrote a regular column for the Two River Tribune and the new branch manager has carried on this tradition, publicizing the activities and services of the branch library in that community.

In the Fortuna community branch manager Chris Cooper regularly submits articles and photographs about events at the Fortuna Library to the Times-Standard and the Humboldt Beacon.

In Rio Dell a very active Friends of the Rio Dell Library, John Lane, has written articles publicizing library activities for the Humboldt Beacon, as does our branch manager of the Rio Dell branch. And in the community of Ferndale the branch manager has had in the past several articles about the Ferndale branch library activities printed in the Ferndale Enterprise

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**Grand Jury Findings:**

D. IT services such as public computers are not sufficient in number or in time allotted to meet public demand. Public use is high for filing several required documents related to DMV, State and Federal taxes, and other public agency requirements for electronic forms.

The respondent, the Humboldt County Library department disagrees partially with the finding. The role of the County Library as a site for

public-access computers has transformed the traditional role of the public library over the past twenty years. As demand for Internet access and for word processing computers has grown, the funding support for providing library services has declined. It is unwarranted to expect the County Library to achieve this recommendation given the recent decline in funding support for County Library services. However, as the Director of Library Services I am constantly looking for funds to increase and support additional public-access computers at all of our locations. Additionally, in 2011 the Eureka Main Library began replacing some of its older public-access computers with rebuilt computers received from the County IT department that had increased RAM and memory. The County IT department in April 2011 replaced a total of 9 public-access computers at the Main Library.

**Grand Jury Recommendations:**

D. Look further into providing more computers that adequately meet the needs of the public without disrupting operations of the library.

The recommendation has been implemented.

In 2011 the Eureka Main Library began replacing some of its older public-access computers with rebuilt computers received from the County IT department that had increased RAM and memory. The County IT department in April 2011 replaced a total of nine public-access computers at the Main Library. Although the County Library has seen increased demand for Internet access and for word processing computers over the past twenty years, funding has declined. The County Library is constantly constrained by budget limitations to satisfy the public demand for computer access. Staff is continually looking for funds to increase public-access computers at all locations.

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**Grand Jury Findings:**

E. Main library directory denoting locations of key resources is not easily seen at current location. There are no indicators above the elevator as to what can be found on the second floor.

The respondent, the Humboldt County Library department disagrees partially with the finding. In August 2009 a talented and creative staff member of the Eureka Main Library created a layout map of the interior of the Main Library that was installed in a wood cubicle designed for such displays as a directory near the circulation desk on the ground floor. Additionally, a second map was installed on the

second floor near the elevator exit in a similar display case. Both maps display the layout of the Eureka Main Library's first and second floors and serve as a directory of the Main Library.

**(Attachment 3)**

**Grand Jury Recommendations:**

E. Relocate main library directory to main entrance and enlarge it so that visitors including the visually impaired may easily see it. Easily readable signage should be posted above the elevator indicating the area available on the second floor.

This recommendation will be further evaluated and may or may not be implemented based on funding.

In 2009 a staff member created layout maps displaying the layout of the Eureka main library's first and second floors. Both maps are conveniently located and provide sufficient detail.

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**Grand Jury Findings:**

F. A place for visitors to provide suggestions and comments is not available.

The respondent, the Humboldt County Library department disagrees with the finding. In 2006 there was a discussion between then Director of Library Services and the division managers about the location of a suggestion box with forms on the first floor of the Main Library. A decision was made then that rather than placing a suggestion box in a public area that instead a complaint/suggestion form would be given to those requesting such a form, and that these forms would be collected and delivered to the Director of Library Services for an appropriate response.

The Director of Library Services at that time felt that making a suggestion box visibly available would be inviting comments that may not be productive, and she felt having people request a form from staff members and complete it and hand it back would produce reasonable suggestions and comments that she could respond to in a timely manner. That is the background as to why there is currently no suggestion box visible on the main floor of the Eureka Main Library. However, a suggestion/comment form is available by request and a sample form is attached. **(Attachment 4)**

**Grand Jury Recommendation:**

F. Place a suggestion/comment box with appropriate forms on the front counter for easy access.

The recommendation will be further evaluated and may or may not be implemented.

In 2006 there was a discussion between the County Library division managers and then County Librarian Carolyn Stacey about the location of a suggestion box with forms on the first floor of the Main Library. A decision was made then by the County Librarian with agreement among the managers that instead of placing a suggestion box in a public area that instead a complaint/suggestion form would be handed to those requesting such a form, and that these forms would be collected and delivered to the County Librarian for an appropriate response.

Then County Librarian Stacey believed that making a suggestion box visibly available would be inviting comments that may not be productive, and she felt having people request a form from staff members and complete it and hand it back would produce reasonable suggestions and comments that she could respond to in a timely manner. That is the background as to why there is no suggestion box visible on the main floor of the Eureka Main Library. However, a suggestion/comment form is available by request and a sample form is attached.

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**Grand Jury Findings:**

G. Conference room is too small for holding some popular activities. The original engineering firm confirms that expansion is feasible.

The respondent, the Humboldt County Library department disagrees with the finding. Many residents in the County recognize that the community in Eureka lacks a free and affordable public-meeting room space for large group meetings. However, the meeting room at the Eureka Main Library is a well used space with a current capacity of 150 people at a single event. As popularity of our programs have grown we have adjusted our schedules to make these programs available in some cases twice a day or twice a week to accommodate those who wish to attend one of these popular event. Should the Director of Library Services become aware in the future that funding is available for public library construction it will be pursued.

**Grand Jury Recommendation:**

G. Add a community conference room that adequately meets the needs of the public without disrupting the operations of the library. It is feasible to expand an open support beams or over the front garage. This would provide increased space for additional public computers and a larger community conference room.

The recommendation will not be implemented because it is not warranted.

As the Director of Library Services I am not aware of any future efforts to provide funding for library construction. Should funding for library construction materialize I would work with other County departments to pursue such funding, but currently I do not know of any future funding for library construction and in the current economic climate I believe this is not a reasonable recommendation that can be implemented.



*Attachment 1.*

**PROCEDURE FOR HANDLING MONETARY DONATIONS FOR LIBRARY MATERIALS**

- When an individual or organization makes a monetary donation to the library, a "Humboldt County Library Donation Form" is filled out either by the donor or by library staff
- The appropriate library selector is then given a copy of the form and chooses suitable item(s) which are ordered by the Acquisitions and Technical Services Division (ATS)
- ATS creates a computer order record which includes bibliographic information, the name of the donor, and specifies wording of a bookplate if one has been requested
- If requested by the donor, ATS can provide a list of the titles that were purchased with their contribution
- ATS maintains an Excel spreadsheet listing detailed information about all monetary donations received for library materials. In addition ATS keeps paper copies of all the donation forms in a file

ATTACHMENT 1 ✓

Attachment 3b  
**HUMBOLDT COUNTY LIBRARY DONATION FORM**  
1313 Third St.  
Eureka, CA 95501

Enclosed is my gift of \$ \_\_\_\_\_ to support Library services.  
Please make check payable to Humboldt County Library.

Specify Library Branch to receive your gift (optional) \_\_\_\_\_

**DONOR INFORMATION** (an acknowledgement will be sent)

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please send an additional acknowledgement to the name below (optional):

Name: \_\_\_\_\_  
Address: \_\_\_\_\_

Check one of the following:

- I give the library permission to publicly recognize my gift.  
 I wish to remain anonymous.

**GIFT AMOUNT AND PURPOSE**

I would like to direct my gift to: (select one or more)

<input type="checkbox"/> Books	<input type="checkbox"/> Adult
<input type="checkbox"/> Audio/Video materials	<input type="checkbox"/> Young Adult
<input type="checkbox"/> Magazines	<input type="checkbox"/> Children
Specify subject of materials above (optional) _____	
<input type="checkbox"/> Where the need is greatest	

Other (please specify): \_\_\_\_\_

**MEMORIALS AND TRIBUTES** Bookplate to specify (optional):

In honor of \_\_\_\_\_  
In memory of \_\_\_\_\_  
In appreciation of \_\_\_\_\_  
A gift to the library from \_\_\_\_\_  
Other \_\_\_\_\_

*Thank you for supporting the Humboldt County Library.  
Your gift is tax-deductible to the extent allowed by law.*

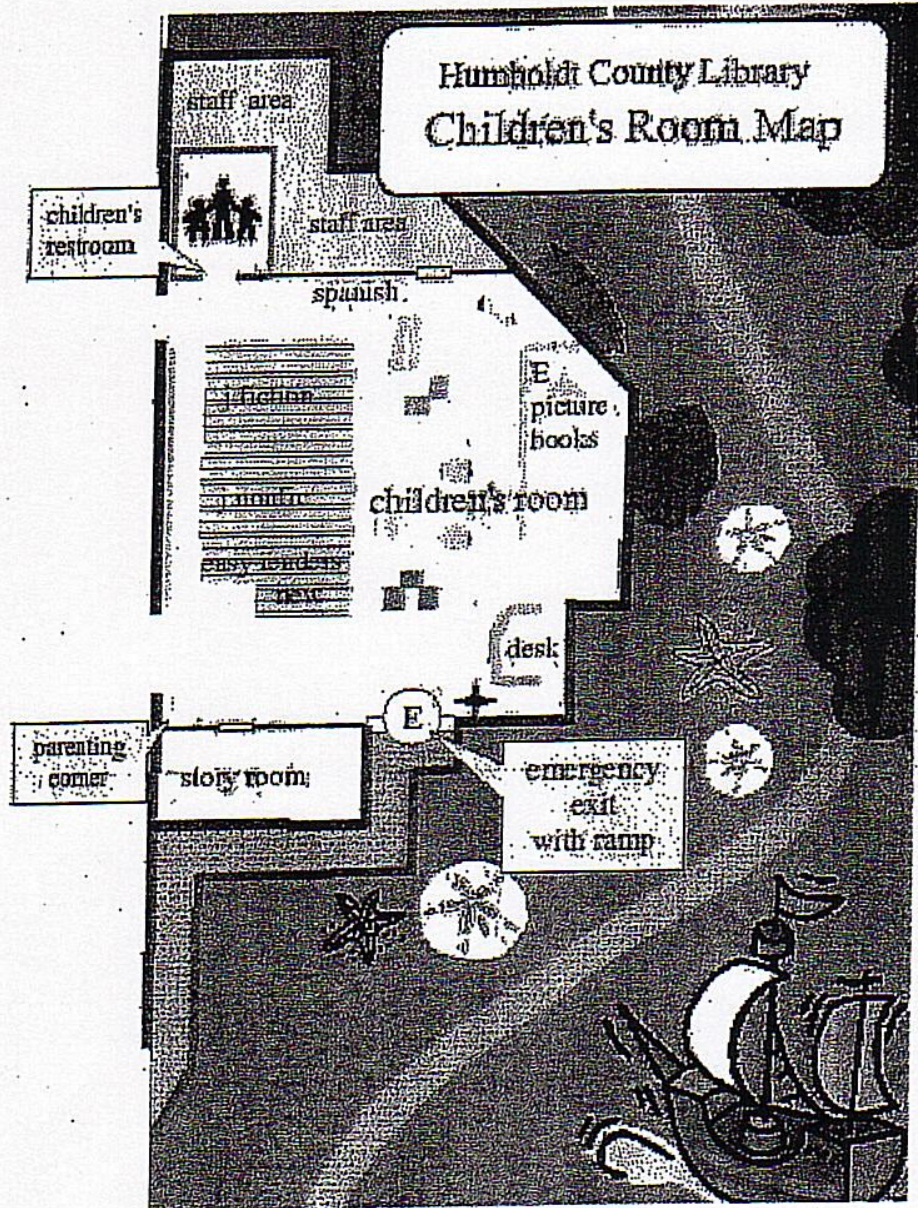
**FOR LIBRARY USE ONLY (rev. 11/09)**

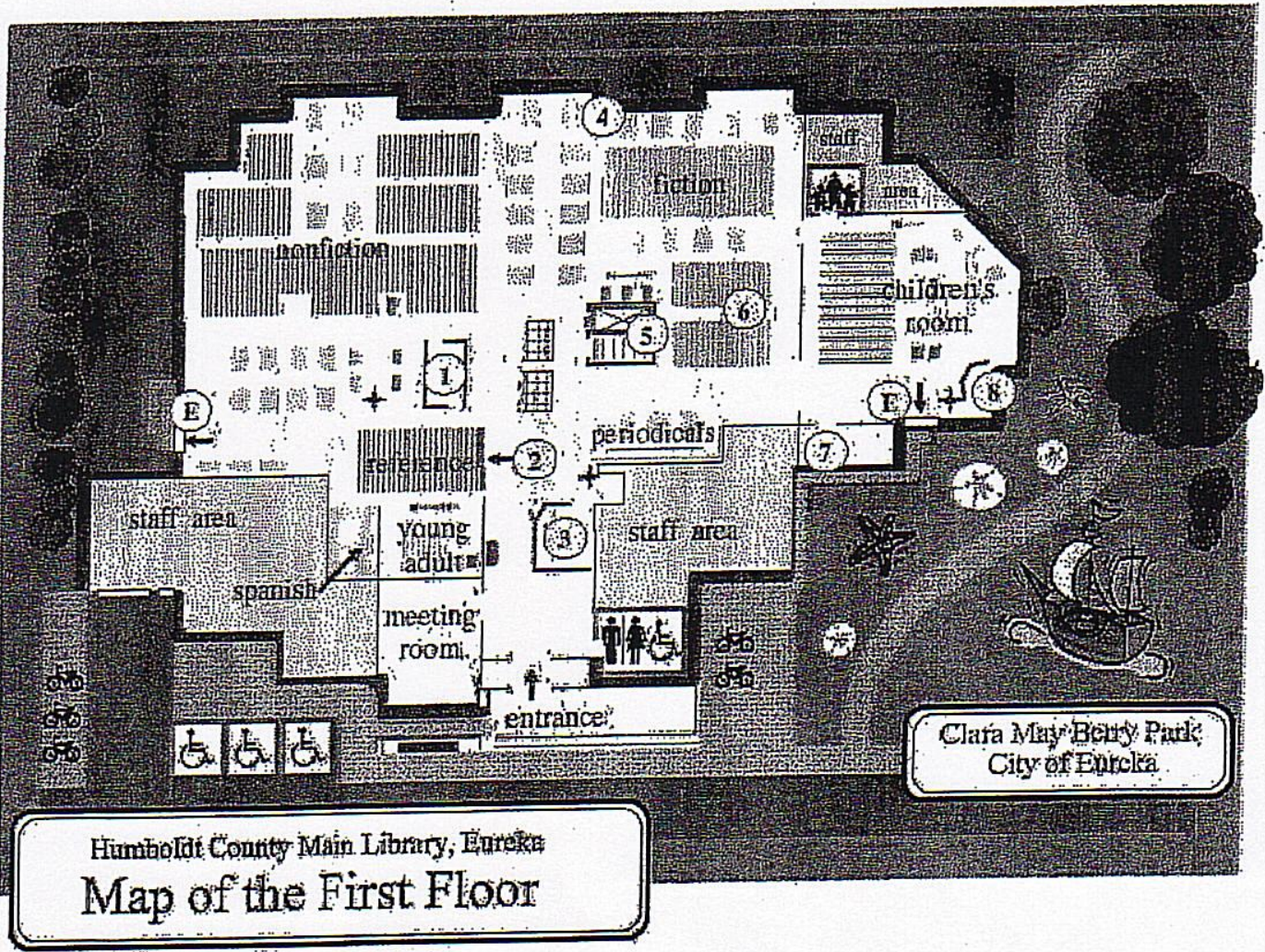
Cash/Check \_\_\_\_\_ Fund \_\_\_\_\_ Date added \_\_\_\_\_  
Date Acknowledgement sent \_\_\_\_\_ Supp. budget date \_\_\_\_\_  
Deposited to \_\_\_\_\_ Given to \_\_\_\_\_ on \_\_\_\_\_  
Selector \_\_\_\_\_ Date \_\_\_\_\_

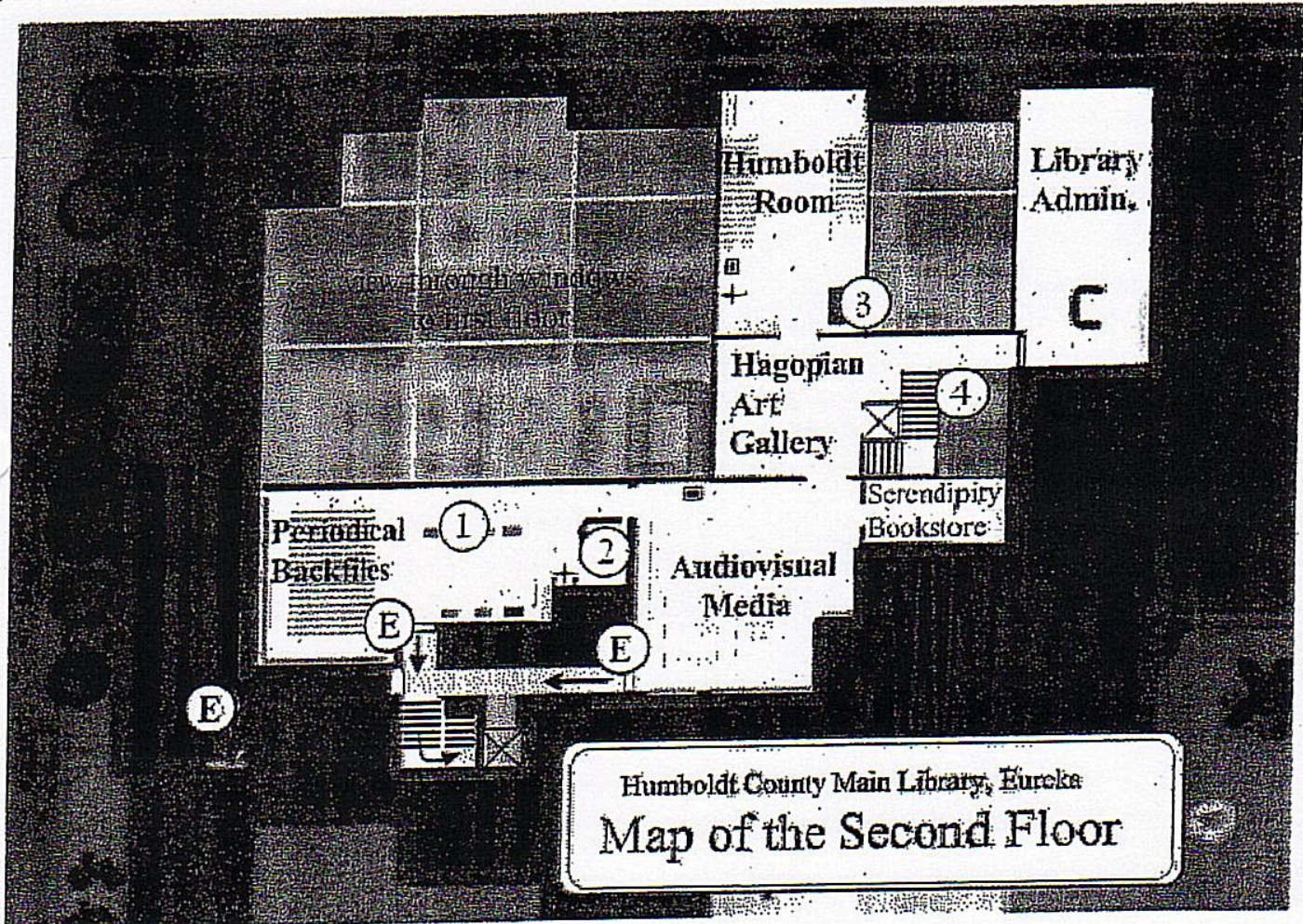
## INFORMATION REGARDING DONATIONS TO THE HUMBOLDT COUNTY LIBRARY











*Your gift in support of the Library will be used and enjoyed by the community for years to come and can be a thoughtful way of honoring or remembering someone special.*






- Print the Donation Form and deliver or mail to:  
Humboldt County Library, 1313 Third St., Eureka, CA 95501  
OR your nearest Humboldt County Library branch –  
call 269-1900 or click here for addresses and hours  
[http://www.humlib.org/usingLibrary/locations\\_hours.asp](http://www.humlib.org/usingLibrary/locations_hours.asp)
- Average costs (individual titles will vary):
  - Books – Children/ Young Adult \$18.00
  - Adult Fiction \$20.00
  - Adult Nonfiction \$25.00
  - DVDs \$21.00
  - CDs \$15.00
  - Books on CD \$35.00
  - Magazine subscriptions per year \$25.00
- If you donate \$200 or more and do not wish to remain anonymous, your name will be included on the Board of Supervisor's Library agenda.
- If you are interested in Planned Giving, please call 269-1991 or click here for the Humboldt Library Foundation  
<http://www.humboldtlibraryfoundation.org>
- To donate new and used books and other materials, please contact your nearest branch or click here for more information  
<http://www.humlib.org/support/donate.asp>







	Emergency exit		Seating area		Restrooms
	Copy machine		Accessible parking		Children's restroom
	Catalog station		Bicycle parking		
	Word processing station		Internet stations		

	Emergency exit
	Copy machine
	Catalog station
	CCTV Magnifier
	Elevator

