



**SOLANO COUNTY  
CIVIL GRAND JURY**

2021-2022

**AN OPERATIONAL REVIEW  
OF  
SOLANO COUNTY LIBRARY SERVICES (SCLS)**

# An Operational Review of Solano County Library Services (SCLS)

## Solano County Civil Grand Jury 2021-2022

### I. SUMMARY

Traditionally, libraries have been walk-in facilities providing access to a variety of media to support literacy, education, and personal development. Inasmuch as the Solano County Library Services (SCLS) had not been examined since 2011, the Solano County Civil Grand Jury investigated to determine how well they fared during the COVID-19 pandemic, and how they are currently operating.

The 2021-2022 Solano County Civil Grand Jury investigated several aspects of SCLS including the impact of technology and the pandemic on services and programs. Overall, the Civil Grand Jury found SCLS adapted well, integrating technology into their daily operations and continuing services during the pandemic. However, deficiencies in the following areas were identified: facility maintenance, marketing and community outreach activities, data collection mechanisms, and maintaining updated information on public agencies operating within SCLS.

### II. INTRODUCTION

In the last two years, COVID-19 dominated everyone’s lives, forcing an accelerated integration of technology into the daily operations of SCLS. The Solano County Civil Grand Jury examined how public libraries in the County are changing to meet their goals of supporting literacy and helping county residents access services and programs.

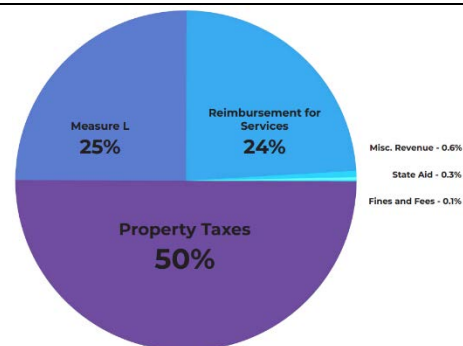
SCLS operates facilities in six of seven cities in the County. SCLS also operates the Solano County Law Library located on the third floor in the Hall of Justice in Fairfield. The independent Benicia library is not included in this review.

SCLS’s mission is “to spark curiosity, inspire creativity, and champion learning, by serving the community at our nine library locations throughout Solano County, and online 24/7 via our website and digital services.” The nine public library facilities operated by SCLS provide a growing variety of library services to county residents and are funded as outlined below.

The services and programs offered are supported by:

- Funding from property taxes
- A one-eighth of a cent voter-approved sales tax dedicated to library services (Measure L)
- Private and public grants
- Awards from the California State Library
- Monetary gifts and donations received from individuals, businesses, organizations, and trusts

Source: Solano County Library Annual Report 2020-2021



The County Fiscal Year (FY) 2021-2022 approved budget of \$28,753,668 covered operating costs and funding for 129.23 full-time equivalent employees.

### **III. METHODOLOGY**

Conducted site visits at nine SCLS library branches

Interviewed current and former Solano County Library administration and branch staff

Reviewed:

#### Documents

Solano County Annual Reports Fiscal Year (FY) 2019-2020 and FY 2020-2021

Solano County 2017-2018 Civil Grand Jury Report and File, *Dixon Public Library*

*District Financial Analysis*

Solano County 2019-2020 Civil Grand Jury Report and File, *Registry of Public Agencies Filing Process*

Solano County FY 2021-2022 Recommended and Adopted Budgets

Solano County Library Strategic Plan 2017-2022, April 4, 2017

Solano County Library Facilities Master Plan, March 7, 2021

#### Newspaper Articles

Vacaville Reporter Article by Nick Sestanovich, October 11, 2019, *Dixon library board approves contract with county*

Daily Republic Article by Amy Maginnis-Honey, August 2, 2021, *New Library director shares thoughts about importance of libraries to communities*

Daily Republic Article by Katy St. Clair, September 26, 2021, *Vaca library board agrees to boost year's spending by 20%*

#### Other Resources

Solano County Auditor-Controller Independent Special Districts Memorandum, May 12, 2021, regarding FY 2021-2022 GANN Appropriations Limit

California Constitution Article XIII B

California Education Code sections 19100-19180

California Government Code section 7910

Solano County Code Article XIV. Solano County Public Library Transactions and Use Tax Sec. 11-313 Use of the taxes

Solano County Board of Supervisors Resolution No. 2011-294 adopted 11/22/2011

Solano County Board of Supervisors Ordinance No. 2011-1551 adopted 10/28/1997

Solano County Board of Supervisors Ordinance No. 2011-1724 adopted 11/22/2011

#### Websites

Solano County Library

Solano County Board of Supervisors' Online Local Appointment Database accessed via the *Boards, Commissions, and Committees Home Page* on the Solano County website

#### **IV. STATEMENT OF FACTS**

Solano County Library Services faced several major changes in a two-year period:

- In January 2020, the Dixon Library joined SCLS.
- In March 2020, SCLS was forced to reinvent its service delivery model in responding to COVID-19, ensuring library patrons continued access to multi-media resources during the “lock-down” months.
- In June 2021, the longtime Director of SCLS retired and a new Director was appointed effective July 2021.

Solano County Library Services (SCLS) are provided in nine facilities located in six of seven Solano County cities: Dixon (1), Fairfield (2), Rio Vista (1), Suisun City (1), Vacaville (2), and Vallejo (2). These libraries share common goals, basic services, and policies. Each also has the autonomy to react to the changing demands unique to the community they serve. SCLS also operates the Law Library in the Solano County Hall of Justice building.

To improve efficiency and meet the demands of patrons, SCLS began integrating technology into its service delivery model. In 2018, SCLS introduced Radio-Frequency Identification (RFID) and Automated Materials Handling (AMH). RFID and AMH technologies check in and sort library materials, supporting the effective use of staff resources and improving the accuracy of library patron accounts.

In addition to providing programs such as Adult Literacy and Storytime, there are technology-supporting innovations available to library patrons including:

- Wi-Fi Kits
- Video Games
- eBooks
- Audiobooks
- eMagazines
- Digital Content (Freemusic, Libby, ArtistWorks, Tutor.com, Hoopla Digital, and Kanopy film streaming service, New York Times, and Consumer Reports)

Other items available to patrons for check-out include:

- Kits (Mental Health, including for teens, Blood Pressure, Diabetes, and Social Justice)
- Musical Instruments
- DVDs and Blu-ray discs
- Board Games

SCLS conducted patron surveys to form its 5-Year Strategic Plan covering the period of 2017-2022. These surveys revealed residents were unaware of the number of programs and services SCLS offers. One survey found that a significant percentage of library patrons did not know enough about the breadth of Library services available to rate their level of satisfaction.

SCLS implemented the Student Access Card program to address the Youth Success strategy mentioned in their 5-Year Strategic Plan. The Student Access Card allows students to borrow up to three print items and access online library resources such as homework help from Tutor.com, digital books and audiobooks from Libby, and more. SCLS plans to expand the Student Access Card program to each school district within Solano County. The intent is to increase the number of youths accessing the services and resources provided by SCLS. SCLS currently partners with the Dixon Unified School District, Fairfield-Suisun Unified School District, Travis Unified School District, Griffin Technology-Academies (MIT/Vallejo), and the Vacaville Unified School District in this program.

SCLS demonstrated its ability to quickly adapt to the rapidly changing community needs in response to COVID-19. Calling on the technology-supported programs already in place to reinvent their services to support teachers, parents, students, and patrons was a vital community service and kept library staff employed. SCLS developed new methods for accessing and delivering library materials such as curbside delivery and Outdoor Storytime at some branch locations. SCLS made Wi-Fi kits available for checkout to support remote learning for students with limited or no access to Wi-Fi at home. In addition, SCLS eliminated fines. Curbside delivery was discontinued on July 18, 2021.

SCLS has a vast array of programs, services, and resources but lacks the benefit of a comprehensive data collection system to measure the popularity and effectiveness of its programs and services. The internal communication of data collection information, including walk-in traffic (daily gate count) is not consistently communicated between branches. Attendance numbers for programs were provided to the Civil Grand Jury in aggregate form instead of specific to each location and program.

SCLS conducted several library facility assessments. Based on assessment findings, recommendations were incorporated into its March 7, 2021, *Solano County Library Facilities Master Plan*. Several recommendations remain outstanding.

SCLS is operating with 129.23 full-time equivalent employees and an annual budget of \$28,753,668 during the Fiscal Year (FY) 2021-2022. In addition, SCLS received \$440,319.67 from the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) to defray costs associated with COVID-19 responses.

**A. District Planning Zones**

The Solano County Library Facilities Master Plan dated March 7, 2021, outlines five distinct planning zones based on customer mapping and political jurisdictions illustrated in the Facilities Chart and library map below. Each zone has unique local community needs, population growth rates, and space needs. All SCLS facilities are owned and maintained by either the County, the cities where the library resides, or a combination of school or library special districts.

Facilities planning identified a countywide deficit in library space, and with a growing population, the amount of space needed will increase. To satisfy current and future space needs, SCLS has recognized it will need to add new facilities and expand some existing ones.

**Facilities Chart**

<b>Library Planning Zones</b>	<b>Branch Names</b>	<b>Owner</b>	<b>Square Footage (SF) Year Built/ Remodeled</b>	<b>Facilities Master Plan Recommendations</b>
Dixon	Dixon Public Library	Dixon Public Library District	8,000 1912 1957,1990 & 1992	Expand + Renovate @ 15,000 SF
Fairfield-Suisun	Fairfield Civic Center Library	Solano County	30,000 1976 2003	Maintain + Update @ 30,000 SF
	Fairfield Cordelia Library	City of Fairfield	15,600 2006 N/A	Maintain @ 15,600 SF
	Suisun City Library	Fairfield-Suisun Unified School District	10,000 2008 N/A	Expand + Renovate @ 15,000 SF
Rio Vista	Rio Vista Library	City of Rio Vista	5,300 1995 2009	Update @ 5,300 SF
Vacaville	Vacaville Cultural Center Library	Vacaville Unified School District/Library Special District	25,200 1993	Expand + Renovate @ 33,500 SF
	Vacaville Town Square Library	Vacaville Unified School District/Library Special District	15,000 2005 N/A	Update @ 15,000 SF or Expand + Renovate @ 25,000 SF
Vallejo	John F. Kennedy Library	City of Vallejo	35,000 1970 2005	Renovate @ 35,000 SF
	Springstowne Library	City of Vallejo	2,700 1956 1985 & 2007	Renovate/Refocus @ 2,700 SF or Relocate
No Zone Assigned	Solano County Law Library	Solano County		Not within the scope of the plan

**SOLANO COUNTY LIBRARY LIBRARY SYSTEM MAP**

GROUP 4



Source: Solano County Library Facilities Master Plan

**1. Dixon Planning Zone**

- Dixon Public Library

The Dixon Library is one of the few remaining Carnegie Library buildings still operating as a library in the United States. It has been expanded and

now the main library entrance is through the new addition and connected to the Carnegie space in an L-shaped configuration. This entrance is set back from a busy street and not easily visible.

Utilization of space is an issue. There is one small area provided for office work, accessible storage, employee breaks, and other non-public use. There are no meeting or separate activity rooms available. The outside patio is used for some programs. Nearby property is available, but growth is on hold due to a lack of funds. There is interest in bringing a portable unit to house a Makerspace for the community. (Makerspace provides a collaborative space to create and explore science, technology, and art.) The basement is used for storage. There is a concern about air filtration and dampness in the basement. The roof has leaks.

This library joined SCLS early in 2020 with the Dixon Library Governing Board continuing to serve as the governing body. Shortly afterward, doors closed to the public due to Covid-19 restrictions. Community programs are now in place, but the full impact of joining SCLS is not completely understood.

The staff has not conducted the outreach efforts they would favor to inform newcomers and residents in new housing developments about available library services. In the past, staff participated in community events including the May Fair, Lamb Fair, and Dixon Tree Lighting.

Student Access Cards are in place. There is a Teen Advisory Board. The Dixon Library served as a repository for photos, documents, and other materials about the community of Dixon. Those items are not part of the floating circulation system.

A 2011-2012 Solano County Civil Grand Jury Report titled Dixon Public Library District Financial Analysis, recommended that the Governing Board of Library Trustees coordinate with SCLS to determine the economic benefit and viability of joining SCLS. The Trustee's response was that it required further analysis and discussion. Subsequently, in October 2019 the board unanimously voted to approve a memorandum of understanding (MOU) and contracted to shift managerial services to SCLS. Beginning in 2020 the county assumed administrative, operational, and staffing responsibilities.

As Dixon continues to grow, there is a concern about whether the library can provide sufficient space to serve the residents. The County Facilities Plan recommends expansion and renovation. Currently, there are water



intrusion and Heating, Ventilation, and Air Conditioning (HVAC) issues. In addition, there are Americans with Disabilities Act (ADA) compliance issues present in the public restrooms.

## 2. *Fairfield-Suisun Planning Zone*

SCLS recognized the development and growth of North Fairfield in their Facilities Master Plan and proposed a potential new third Fairfield library to serve Northeast Fairfield.

- **Fairfield Civic Center Library**

The Fairfield Civic Center Library has enough space to meet current and future patron demand. This library also has a Friends of the Fairfield Library used bookstore located near the entrance and a designated parking lot.

The Fairfield Civic Center has a large, designated children's area with furniture specifically for the children donated by Solano First Five. Staff can show their creativity with an I Spy cabinet located near the desk with printed instructions on what to look for. The library provides access to an adjacent pond, which provides opportunities for picnicking, feeding ducks, and a family trip to the library.



Photo: Fairfield Civic Center Library Children's Section. Child-size furniture donated by Solano First Five

- Fairfield Cordelia Library

The Fairfield Cordelia Library is adjacent to a school and a park, allowing for class visits and programs such as Yoga in the Park and Storytime in the Park. The staff promotes the library and the services they offer at the Farmer's Market and the annual Tomato Festival.

Meeting rooms are popular and often have a waiting list. This is partially attributed to the proximity to Solano Community College. Staff would like a bookmobile to increase access to library services within the community. Staff would like the community to be aware of available services such as musical instruments available for check-out up to three weeks without a fee, community newspapers, tech help for seniors, and online help every day from volunteers for homework on tutor.com.

Areas noted by staff needing improvement include adding glass doors to the guest study area to address noise, providing a larger room for Storytime, and fixing lights. The addition of doors and repair of lights are listed in the Facilities Master Plan.

- The Suisun City Library

The Suisun City Library was built in 2008 and simultaneously serves as a public library and an elementary school library. It is the newest facility in SCLS and was built to be expanded. A K-5 elementary school is located next door to the library enabling students to benefit from regular library visits and accessing library staff assistance. There are separate entrances for the public and student access.

Staff reported that they would like to see greater awareness of programs and services offered through SCLS such as Overdrive, Hoopla, and Digital Books, along with greater accessibility to services by utilizing a bookmobile.

There were no statistics available for walk-in patrons, however, staff estimated that walk-in numbers are down about one-third from last year. This library's focus is the elementary school population.

There are no major maintenance issues at this time, but staff recommended improving parking lot lighting.

### **3. *Rio Vista Planning Zone***

- Rio Vista Library

The Rio Vista Library is one of the smallest branches with little outdoor space available to use for programs. There is a small storage area and one indoor program meeting room which is used for library programs and community programs such as a flu shot clinic. A large monitor inside the library is used to identify and promote the wide variety of programs offered. A copier is available for public use that accepts credit cards and Apple Pay.

Rio Vista library staff are proactive in designing programs and events including a Lunch-at-the-Library program and a summer teen program with a pizza oven. Many programs have returned since the original shutdown in 2020. The program schedule is revised quarterly based on attendance and usage.

The building is owned and maintained by the city. There is no room for expansion at the site. There is neither a dedicated parking lot for the library nor room to construct one. Most repairs and maintenance are done promptly; however, the staff is concerned about ongoing water damage from roof leaks.

The Rio Vista staff does local outreach with downtown businesses at events like the Farmer's Market and speaks at local service clubs. The local Friends of the Library has an ongoing sales area near the front of the building.

### **4. *Vacaville Planning Zone***

The Vacaville Unified School District/Library District Governing Board serves as the governing board for all Vacaville Public Libraries.

- Vacaville Cultural Center Library

The Vacaville Cultural Center branch, built in 1993, has the highest circulation numbers in the system. Walk-in traffic had not returned to pre-Covid levels at the time of the Civil Grand Jury's visit. During Covid, the staff suspected that the gate counting device was not providing accurate numbers and are investigating the situation. Some onsite programs have returned such as Storytime (outdoors when the weather permits), Vets Connect, and Afternoon Adventures.

This library is undersized for current patron demand. One small meeting room is insufficient to accommodate many programs, forcing library staff to find alternate spaces or limit attendance. The computer room is being remodeled to make it more accessible for general use rather than having a restrictive setup of computer stations; staff noticed that people tend to prefer using their own devices. A major

building expansion anticipated to start in 2022 will include outside access to a large meeting room that could be used when the full library is closed. Other library sections are being moved around to make room for a larger New Book section.

Maintenance issues at this time include HVAC issues, water intrusion problems, and dated fixtures and furniture.

This branch is located in the City of Vacaville's cultural center complex. Operating a county-managed program in a Vacaville Unified Library District facility with facilities responsibilities of the complex shared between the Library Board and the City of Vacaville is unusual.

- Vacaville Town Square Library

An electronic directory greets patrons as they enter the facility identifying and promoting upcoming events and available resources.

Youth traffic to library resources has increased due to the new location of Buckingham Charter School near the Vacaville Town Square Library. The youth patrons have a dedicated large study room, with access to multi-media resources relevant to this population.

Storytime at this library is heavily attended, forcing this library to add an additional Storytime day to meet demand. The staff also share the responsibility of identifying staff picks for the recommended reading table.

The Vacaville Town Square library staff participates in community outreach and would like to create a centralized outreach/marketing committee.

The Vacaville Town Square library parking lot is a shared space with other local businesses. The City of Vacaville is exploring conceptual ideas to expand the existing Town Square and to better utilize and manage parking lots in the downtown area. It was expressed that this change has the potential to decrease parking spaces in the immediate vicinity of the library. A decrease in parking spaces in the immediate vicinity of the library will force library patrons to find parking offsite which raises safety concerns for both parents/caregivers with small children and the senior population.

The HVAC replacement funding was approved last year but no further information was provided to the Civil Grand Jury at the time of the interview.

## 5. *Vallejo Planning Zone*

SCLS recognized the development and growth of North Vallejo in their Facilities Master Plan and recommended a new third Vallejo library to better serve this area.

- John F. Kennedy Library (JFK)

The John F. Kennedy Library is the most popular library in the county based on the total number of visitors. Pre-pandemic there were more than 6,000 visits per week. In 2019, this library served about 27,000 walk-in visitors per month and now serves about one-third of that number, mostly retired individuals.

There is a large meeting room the library shares with the City of Vallejo and three other small meeting rooms. The small meeting rooms usually have a waiting list and are fully used.

The John F. Kennedy Library is the only Solano County Library currently offering a Makerspace. In 2019, staff began operating The Makery, a well-designed space that offers the opportunity for building skills in media production, music creation, 3D designs, and 3D printing. The Makery reopened on February 15, 2022 and is accessible by either appointment or drop-in during regular program hours.

The John F. Kennedy Library has maintenance and compliance issues. These include pervasive HVAC issues that elicit many complaints, a broken elevator, and non-ADA compliant entrances impeding accessibility.

- Springstowne Library

The Springstowne Library is undersized to meet current patron demand. The staff has a “we’ll make it work” motto, as Springstowne has the highest number of visits and items borrowed per square foot of library space within SCLS. This facility is not currently on the AMH system based on a lack of space. The Facilities Master Plan recommends that SCLS either transition the facility into a focused service branch or relocate.

Springstowne is embedded in a residential neighborhood. Visibility remains a challenge due to the lack of signage identifying the library.

Historically, maintaining adequate staffing levels at the Springstowne Library has been challenging. At the time of the Civil Grand Jury’s site visit, one position was open for which they were interviewing candidates. Once that position is filled, they would be fully staffed. Direct observation by the Civil Grand Jury confirmed there is a need for two staff members at the front desk to support patrons needing help with electronic resources and printing.

A request for a new HVAC system has gone unfulfilled. As a result, the Springstowne Library cannot be used as a designated cooling center. Other unresolved maintenance issues exist relating to the electrical system and internet connectivity.

**6. *Law Library***

The Law Library in Solano County was established in 1891. In 1987, SCLS was contracted to operate the facility. It is open to the public and has a collection of books and electronic resources. Everyone may visit the Solano County Law Library, but checkout of materials is restricted to attorneys and judges. Library patrons may access the Ask the Law Librarian section from the library's web page.

**B. Registry of Public Agencies**

The California State Controller lists two entities in Solano County as Special Districts (See Table 1). These entities are subject to reporting under California Government Code section 53051 which requires a Registry of Public Agencies (Form SF-405) to be filed with the California Secretary of State and with the County Clerk of each county in which it maintains an office. This includes its original filing and any subsequent required updates.

The Civil Grand Jury requested the Registry of Public Agency filing documents for the Dixon Public Library District and the Vacaville Unified School Library District from the California Secretary of State and the Solano County Clerk. The lists obtained were inconsistent, incomplete, and/or significantly out-of-date (See Table 2).

The importance of properly maintaining a reporting requirement was addressed in a 2019-2020 Solano County Civil Grand Jury Report titled Registry of Public Agencies Filing Process. That report pointed out that the failure of the public agency to file and keep reporting up to date can be costly. An Agency may not receive protection under the Government Claims Act (Government Code § 810) if either no initial or amended statement is on file or if one is on file that does not materially conform to Government Code requirements.

**Table 1 – California State Controller – Special Districts Raw Data for Fiscal Years 2019-2020**

Entity Name	Entity ID	Entity Type	Activity	County Name	City	Zip
Dixon Public Library District	3851	SPD*	Library	Solano	Dixon	95620
Vacaville Unified School Library District	6600	SPD*	Library	Solano	Vacaville	95688

\*SPD: *Special District*

**Table 2 – Comparison of Solano County Clerk vs California Secretary of State SF-405 Forms**

Agency Legal Name	County File Date	State File Date	Comments
Dixon Unified School District Library District	8/29/79	7/24/86 3/20/06	'79 county, No State. '86 state, No county. '06 state, reporting a name change (most current form). Not reported to the county. No like forms were submitted to both governmental agencies.
Dixon Public Library District			New legal name as of 3/20/06.
Vacaville Unified School District Library District	8/21/08 1/22/19	6/7/67 10/2/70 3/13/73 10/4/85 7/31/86	There is inconsistency in filing with the County and State. No like forms were submitted to both governmental agencies. The county 2019 form lists four members that are no longer serving and three hold other positions. The 1986 form is the most current on file with the state.

## V. FINDINGS AND RECOMMENDATIONS

**FINDING 1** – The general public is unaware of all the programs, services, and special events that SCLS has to offer.

**RECOMMENDATION 1** – SCLS create an Outreach and Marketing Team/Crew consisting of representatives from each library branch.

**FINDING 2** – SCLS has currently partnered with several schools to implement the use of the Student Access Card program.

**RECOMMENDATION 2** – SCLS expand the Student Access Card program to all schools in the county.

**FINDING 3** – SCLS lacks the necessary data collection mechanisms to measure the effectiveness and attendance of programs and services offered specific to individual libraries.

**RECOMMENDATION 3** – SCLS refine data collection mechanisms to measure the effectiveness of current programs and patronage at the branch level.

**FINDING 4** – The visibility of the Dixon Library and the Vallejo Springstowne Library is inadequate for foot and street traffic.

**RECOMMENDATION 4** – SCLS increases the visibility of the Dixon and Springstowne Library locations with external signage.

**FINDING 5** – The City of Vacaville is planning changes to parking in downtown Vacaville, potentially decreasing the spaces used by Vacaville Town Square Library patrons in the immediate vicinity of the library.

**RECOMMENDATION 5** – SCLS works with the City of Vacaville and other stakeholders to ensure sufficient, safe, and dedicated parking spaces for library patrons in the immediate vicinity of the library.

**FINDING 6** - The SCLS Facilities Master Plan, nine site visits, and interviews revealed a variety of maintenance, compliance, and safety issues.

- a. Five locations have HVAC operating issues warranting replacement. (**Springstowne, Vacaville Town Square, Vacaville Cultural Center, Dixon, and John F. Kennedy**)
- b. Two locations have ADA compliance issues including non-compliant public restrooms (**Dixon**), a broken elevator, and entrances impeding accessibility (**John F. Kennedy**).



- c. Three locations have water intrusion problems, [e.g., leaks in roof and dampness].  
**(Dixon, Rio Vista, and Vacaville Cultural Center)**
- d. Four locations have miscellaneous maintenance issues such as: electrical system and internet connectivity (**Springstowne**); air filtration in the building (**Dixon**); broken lights (**Fairfield Cordelia**); and poor parking lot lighting (**Suisun City**).

**RECOMMENDATION 6** – SCLS leadership coordinate with appropriate library stakeholders<sup>1</sup> to address maintenance, compliance, and safety issues. This includes obtaining funding and establishing a timeline for completion.

**FINDING 7** - Updated Registry of Public Agencies forms for the Dixon Public Library District and Vacaville Unified School District/Library District have not been recorded with the Secretary of State and the County Clerk per Government Code section 53051.

**RECOMMENDATION 7** – The governing boards of the two special districts comply with Government Code requirements for timely and accurate reporting of changes.

#### COMMENTS

1. SCLS would benefit from creating an improved communication system, so all branches are working in unison, operating with the same information, and understanding of goals, mission, and vision.
2. All branches need enhanced marketing using internal and external communications. Library patronage would likely increase if the county residents were aware of all the resources the SCLS has to offer. Additionally, the community would have benefitted from broader marketing of the supportive services put in place in response to COVID-19.
3. If there was one upside to the pandemic, SCLS experienced an increase in digital circulation after years of trying. With such a vast array of online programs and services available for all ages, SCLS should look to find ways, such as an Outreach Team, to inform Solano County residents of all that the County libraries have to offer.
4. Due to another Covid surge in January 2022, SCLS issued a statement on its website homepage stating: “For the health and safety of library users and staff, all indoor programs/classes/trainings have been temporarily suspended at all branch locations through February 15, 2022. Indoor programming will resume February 16, 2022.” However, in-person visits were allowed at this time, which was not clearly communicated on the website, causing some confusion.

---

<sup>1</sup> Appropriate Stakeholders – include SCLS, Solano County Board of Supervisors, building owners, governing boards & commissions, municipalities, Library Special Districts, and Unified School Districts.

5. Small libraries like Rio Vista, Springstowne, and Dixon have done a remarkable job of keeping up with services within their space limitations.
6. Early in our review, the SCLS website information about governance, especially for those branches with their own Special District status (Dixon and Vacaville) was difficult to find and not transparent. It was difficult to find minutes, budgets, and MOU information quickly on any website. In the case of Dixon, the minutes posted were very sparse and did not contain sufficient supporting documentation. However, during the course of the Civil Grand Jury's review, SCLS began updating this information. We anticipate that SCLS will maintain the accuracy of the information in the governance sections of their website moving forward.

#### **REQUIRED RESPONSES**

Director of Solano County Library Services (All Findings)  
Dixon Public Library District (Findings 4, 6a, b, c, d, 7)  
Fairfield-Suisun Unified School District (Finding 6d)  
Vacaville Unified School District/Library Special District (Findings 5, 6a, c, 7)  
City of Fairfield (Finding 6d)  
City of Rio Vista (Finding 6c)  
City of Vacaville (Finding 5)  
City of Vallejo (Findings 4, 6a, b, d)

#### **COURTESY COPIES**

Solano County Administrative Officer  
Solano County Board of Supervisors  
Solano County Library Services Branches