



# SOLANO COUNTY LIBRARY

Bonnie A. Katz, Director of Library Services

May 23, 2017

To: The Honorable Robert C. Fracchia  
Solano Superior Court  
600 Union Avenue  
Fairfield, Ca 94533

From: Bonnie A. Katz  
Director of Library Services

RE: Response to FY2016/2017 Solano County Grand Jury Report titled "Library Adult Literacy Program"

The Honorable Judge Robert C. Fracchia:

Pursuant to Penal Code sections 933(c) and 933.05, I am responding to the following findings and recommendations contained in the 2016-2017 Grand Jury Report that pertain to matters under my control as the Director of Library Services.

## **Finding 1**

There is a need for more volunteers in the Library Adult Literacy Program to serve more students.

## **Response to Finding 1**

I agree with the finding.

## **Recommendation 1**

To increase volunteer tutor participation, the Library Adult Literacy Program needs to explore additional recruitment options. Such as:

- working with local colleges to create volunteer/intern programs
- recruiting seniors from adult residential communities
- outreach to non-profit, church, service and professional organizations
- outreach to area employers
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## **Response to Recommendation 1**

This recommendation has been implemented.

- Additional outreach options will be included in the next recruitment for tutors in August 2017 for the September 2017 tutor training

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*Serving the communities of Fairfield, Rio Vista, Suisun, Vacaville, Vallejo*

- Banners and posters promoting becoming a volunteer tutor will be placed at locations within the community including library branches, public buildings and educational campuses.
- Adult residential communities will be contacted and requested to share the information with their residents.
- Information will be sent to the literacy community email list that includes non-profits, faith-based, service and professional organizations.
- Information will be sent to area Chambers of Commerce.
- A video about the literacy program and the importance of volunteering has been uploaded to the Solano Literacy YouTube and Vimeo sites and will be shared via social media channels.
- Literacy Services has created a profile at [www.solanovolunteers.org](http://www.solanovolunteers.org) and will help promote use of the site by sharing it with current and former tutors.

### **Finding 2**

The Solano County Library Adult Literacy Program relies mostly on written communication to reach illiterate adults.

### **Response to Finding 2**

I agree with the finding.

### **Recommendation 2**

To increase student participation, the Solano County Library needs to explore additional communication options that do not involve reading. For example:

- Speakers at organization meetings (such as PTA's, unions, town hall gatherings, Neighborhood Watch, etc.)
- Booths at sports activities, neighborhood gatherings, countywide festivals, etc.
- Pictorial posters at transportation hubs
- Public service announcements
- Social media

### **Response to Recommendation 2**

This recommendation has been implemented.

- Literacy staff will attend meetings of community agencies and service providers to speak about literacy services and ways of identifying and referring clients who may benefit from our program on an ongoing basis beginning in September 2017.
- Literacy staff have participated in a job fair and made one presentation that provided information verbally to prospective students since this report was released.
- Simplified materials including handouts and posters that include pictures or simple words are being developed and will be distributed for student outreach by September 2017.
- Face-to-face outreach activities will be increased including attendance at job fairs and workforce development events throughout the year beginning in May 2017.

**Finding 3**

Currently there is only one peer mentor to encourage continued student participation. Students would benefit from additional peer mentors for support.

**Response to Finding 3**

I agree with the finding.

**Recommendation 3**

Expand the peer support mentor program to interface with prospective and existing students on a regular basis.

**Response to Recommendation 3**

This recommendation has been implemented.

- The current peer mentor's duties have expanded to include additional outreach activities, presentations, and student workshops and two additional students are providing peer mentor support as volunteers.
- Staff is working with current and former students to identify those who are interested in becoming peer mentors and will begin a student leadership development program this December to increase the number of peer mentors.

**Finding 4**

Some Solano County Library Adult Literacy promotional materials including the website are outdated.

**Response to Finding 4**

I agree with the finding.

**Recommendation 4**

Review and update promotional materials and include them on the website.

**Response to Recommendation 4**

This recommendation has been implemented.

- The website pages for literacy, tutor training materials, and outreach handouts have been reviewed and updated.
- Information will be reviewed and updated quarterly beginning in July 2017.

Respectfully submitted,



Bonnie A. Katz

cc: Grand Jury  
Solano County Board of Supervisors  
Birgitta E. Corsello, County Administrator