

EDUCATION COMMITTEE

El Dorado County Library, South Lake Tahoe Branch Library

Citizen Complaint #C43-02/03

Reason for the Report

A citizen's complaint was received alleging that the South Lake Tahoe Branch Library is not providing receipts for payments of fines and miscellaneous fees.

Scope of the Investigation

The members of the Grand Jury

- Made an unannounced visit to the South Lake Tahoe Branch library;
- Interviewed the Branch Supervisor;
- Toured the Library;
- Reviewed the accounting and computer system at the Library.

Background

The library is staffed by five and one-half full-time employees, and two part-time. It is open 41 hours each week. The hours are Tuesday and Wednesday, 10am to 8pm, and Thursday, Friday, and Saturday 10am to 5pm.

The library has an excellent system to record all income. Receipts are give to patrons on request for small amounts such as 25¢ fines and copy charges. Patrons who make larger payments may request a receipt and a printout for all past activity. Receipts are prepared at the time a fine is paid for overdue books the library clerk updates the patron's computer records to reflect that payment.

The Branch Supervisor advised the members of the Grand Jury that a new computer system will be installed in mid April 2003.

Findings

- F1. Receipts are issued upon request for all fees paid. Larger fines and fees are tracked by the Library's computer system.
- F2. The staff includes five and one-half full time and two part time employees.
- F3. The library is open 41 hours per week.

Recommendations

- R1. The Library should post a notice that receipts are available for all amounts paid to the Library.
- R2. Employees should be scheduled to allow for extended hours of operation.

Commendation

The library staff should be commended for a well-run and clean facility.

Responses Required for Findings

F1-F3 Supervisor, South Lake Tahoe Branch Library

Responses Required for Recommendations

R1 and R2 Supervisor, South Lake Tahoe Branch Library