

# Baker County Library District

Board of Directors

## Regular Meeting Agenda

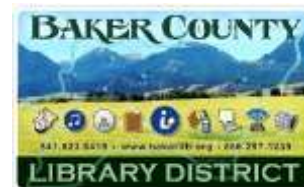
Monday, Nov 15, 2021, 6:00 – 8:00 pm

Riverside Meeting Room, Baker County Public Library  
2400 Resort St, Baker City

Meeting simulcast via [Zoom](#)

<https://us02web.zoom.us/j/84263326583>

Kyra Rohner, President



- |   |                                     |
|---|-------------------------------------|
| <b>I. CALL TO ORDER</b>   | Rohner                              |
| <b>II. Consent agenda (ACTION)</b>  | Rohner                              |
| a. Additions/deletions from the agenda  |                                     |
| b. Minutes of previous meeting  |                                     |
| <b>III. Conflicts or potential conflicts of interest</b>  | Rohner                              |
| <b>IV. Open forum for general public, comments &amp; communications</b>   | Rohner                              |
| In the interests of time and to allow as many members of the public an opportunity to speak, the board asks guests to limit remarks to five (5) minutes if speaking on behalf of an individual, or ten (10) minutes if speaking on behalf of a group or organization. |                                     |
| <b>V. OLD BUSINESS</b>  |                                     |
| a. None   |                                     |
| <b>VI. NEW BUSINESS</b>   |                                     |
| a. <b>FY2020-2021 Financial Audit Report</b>  | Rob Gaslin (CPA), Gaslin Accounting |
| b. <b>Public Complaint Policy - New</b>   | Stokes                              |
| c. <b>Collection Development Policy – Review/Revision</b>   | Stokes                              |
| <b>VII. REPORTS</b>   |                                     |
| a. Director   | Stokes                              |
| b. Finance  | Hawes                               |
| <b>VIII. Next meeting: Dec 13, 2021</b>   | Rohner                              |
| <b>IX. ADJOURNMENT</b>  | Rohner                              |

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The times of all agenda items except open forum are approximate and are subject to change. Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance with the following. Topics marked with an asterisk\* are scheduled for the current meeting's executive session.

ORS 192.660 (2) (d) Labor Negotiations  
ORS 192.660 (2) (h) Legal Rights

ORS 192.660 (2) (e, j) Property  
ORS 192.660 (2) (a, b, i) Personnel

# Library Board Meeting – Annotated Agenda

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Monday, Oct 11, 2021, 6:00 pm

Notes prepared by Library Director Perry Stokes

## Annotated Agenda

- I. CALL TO ORDER Rohner  
II. Consent agenda (**ACTION**) Rohner  
    a. Additions/deletions from the agenda  
    b. Minutes of previous meeting

### *Attachments:*

- II.b.i. Board meeting minutes, Oct 11 2021

- III. Conflicts or potential conflicts of interest Rohner  
IV. Open forum for general public, comments & communications Rohner

No public communications to report.

- V. OLD BUSINESS  
    a. None

## VI. NEW BUSINESS

- a. **FY2020-2021 Financial Audit Report** Rob Gaslin (CPA), Gaslin Accounting

The FY2020-2021 audit report will be presented at the meeting by Rob Gaslin of Gaslin Accounting, CPA firm of Baker City. A digital copy will be posted on the library website as soon as possible.

- b. **Public Complaint Policy - New** Stokes

The proposed policy includes a Guide, Procedure and form which have been adapted from models used by [Baker School District 5J](#) and the [Oregon Teacher Standards and Practices Commission](#) that implement TSPC Complaint, Hearing, and Appeal Process.

- c. **Collection Development Policy – Review/Revision** Stokes

It's been five years since this policy was last reviewed, so it is time to consider whether it needs revision. I see no glaring need for change at the moment. This policy is considered crucial for libraries to have in place, particularly to help manage the increasing number of protests and challenges to works in collections that libraries of all types have been facing recently.

## VII. REPORTS

- a. **Director** Stokes

### ***Friends & Foundation***

Diana reports that the Friends have been a tremendous help with processing large loads of donated books.

# Library Board Meeting – Annotated Agenda

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Monday, Oct 11, 2021, 6:00 pm

Notes prepared by Library Director Perry Stokes

## **Facilities & vehicles**

Bookmobile – Electrical issue reported of a slow battery drain. Ed had a local repair shop work on a fix.

Tutor Room Temperature Control – Rooms with window walls (Archive, Garden, Lighthouse Rooms) continue to be below comfortable temperatures for patron use. I have directed Ed to correct issue with thermostat-controlled space heaters as last resort, if necessary. Before we go to that solution, Ed is focusing on other system performance solutions.

Roof & gutter – Ed has been working with specialists to ensure the roof and drainage systems are prepared for winter. He has identified one drainage pipe outside the staff entrance that seems to have collapsed underground. Next spring, he would like to have the roof re-coating work done.

## **Safety & Security**

Theft Incident – On Thursday, Nov 4, at approximately 6:40 pm, one of the library’s public workstation computers was stolen. The missing equipment was reported by staff the following morning. With evidence from library security cameras, the suspect was quickly apprehended and charged with Theft – First Degree. That individual is now trespassed from the library for a minimum of one year. I am grateful to the efficient work of Baker City Police Department.

### **b. Finance**

**Hawes**

Report documents to be distributed at the meeting.

**VIII. Next meeting: Dec 13, 2021**

**Rohner**

**IX. ADJOURNMENT**

**Rohner**



# Baker County Library District Library Board Regular Meeting Minutes

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<p><b>Call to Order</b></p>	<p>The meeting was held in the Riverside conference room at the Baker County Public Library, 2400 Resort Street, Baker City, Oregon, the administrative building for the District. Those attending the meeting in person are Directors Gary <b>Dielman</b>, Betty <b>Palmer</b>, Beth <b>Bigelow</b> and Frances <b>Vaughan</b>. Also attending are Perry <b>Stokes</b>, Director and Christine <b>Hawes</b>, Business Manager.</p> <p>Those attending via Zoom are: Kyra <b>Rohner</b>. Stokes had the Zoom meeting up on the screen alongside the agenda.</p> <p>President of the board, Kyra Rohner, called the meeting to order at 6:04pm. There is a quorum present with 4 board members present at the start of the meeting with the final board members arriving a few minutes later.</p> <p>It was noted that the meeting was being broadcast and available to the public from our website.</p>
<p><b>Consent Agenda</b></p>	<p>Rohner asked for any additions or deletions to tonight’s agenda and minutes from the previous meeting. There were none. Palmer made a motion to approve the Consent Agenda as presented; Bigelow seconded; motion passed by 4 yea (unanimous).</p>
<p><b>Conflicts of Interest</b></p>	<p>Rohner asked if there were any conflicts or potential conflicts of interest to be declared. There were none.</p>
<p><b>Public Comment</b></p>	<p>Rohner noted that there were no members of the public present. She asked Stokes if he had any correspondence to share. Stokes had none.</p> <p>Palmer reported a comment from a friend who was delighted with the Brain Builder/Alzheimer Therapy kits the library has available. Stokes credited staff Donna Valentine for her work developing those resources.</p>
<p><b>OLD BUSINESS: Report on Pandemic Response Activities</b></p>	<p>Stokes said the COVID-19 safety procedures and services are the same. Staff are wearing masks, signage is posted alerting visitors that masks are required by state law to be worn indoors. Some youth programs have begun and are being held in rooms that are well ventilated with air purifiers. Participants are also required to wear masks, except while eating and drinking.</p> <p>COVID case counts in our region are still high but are improving slowly. Discussion on current protocol.</p> <p>Stokes reported that the library is partnering with the local Neighbors of Baker organization to host an event called the “Human Library.” This is a trademarked program that originated in Denmark which involves personal engagements with “human books” that can be “checked out” for conversation. A joint application to Human Library was</p>



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	<p>approved, which gives access to marketing and organizational resources.</p> <p>The events involve some volunteers to be the “book,” sharing their personal stories of discrimination to “readers” in a brief conversation. The initial program being planned for Spring of 2022 is expected to offer 5 books to about 15 readers.</p> <p>Frances Vaughan arrived at 6:10pm.</p>
<p><b>NEW BUSINESS:</b>  <b>Public Survey on Fines Free Policy</b></p>	<p>Rohner moved to new business. Stokes said the Fines Free Survey is doing very well. He described survey response data to date. The largest proportion of over 60% indicate support for a fines free policy. Another 12% indicate “maybe”.</p> <p>Survey participation to date has been from regular library users. Stokes’ next step is to send out a press release inviting responses from the general public to a separate survey.</p> <p>The trend of eliminating late fines is growing across the country. Studies indicate overdue fines disproportionately impact low income communities and the most at-risk individuals that rely on library services. Libraries that have eliminated late fees report increased usage and improvements in public relations and staff morale.</p> <p>Stokes said that he would like to see more comprehensive studies regarding the cost/benefit ratio to libraries. For BCLD, Stokes projects that a fines free policy would create a financial loss to the district of about \$5,000 compared to current practice. While several libraries report neutral or positive economic impacts, he is uncertain of whether all related factors have been evaluated, such as staff labor time to process additional late notices, time to monitor the inventory for “lost” items, costs of re-ordering and reprocessing materials that are far overdue, etc. These are just a few of the many complex repercussions to consider, Stokes said.</p> <p>Rohner commented that she is in favor of a fines free policy as a more equitable service that supports the library mission, and that the board should not view such a reform in economic terms alone. Stokes agreed that intangible, non-monetary factors are valid considerations as well, such as improved community relations, usage rates, literacy rates, and so forth.</p> <p>Palmer added that in her experience as a school administrator, when a book goes home for too long they often get buried in a pile or lost in a move. She is skeptical that elimination of fines is an effective means of supporting community literacy, but a trial basis may be informative to evaluate impacts to budget, staff, and the community. Palmer said she is concerned about loss of materials. A financial penalty as accountability tool has traditionally been an effective motivator to return items. Some discussion on how to do a trial period.</p> <p>Bigelow asked if Stokes has talked with other libraries about the loss of books in</p>



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	<p>connection with this. Stokes said other libraries report that losses and financial impacts are insignificant. However, the reports are anecdotal and may be disproportionate. What some may see as insignificant may be very significant to us. He commented that having a Collections Service in place is crucial to even be in a position to consider a Fines Free Policy.</p> <p>Dielman emphasized that he supports overdue fees as an accountability measure. Discussion ensued on the topic.</p> <p>Stokes said there are many procedural questions he would need to settle before he would be comfortable proposing a policy to the board for approval. He gave some alternative ideas for fines mitigation that could serve the same purpose, such as expanding the once lifetime “Clean Slate” amnesty option. Staff are already empowered to waive fines for claims of family medical emergencies, or other hardships. By logging such claims in patron records, staff are able to detect abuse of the privilege. He suggested that the Clean Slate allowance could expand to one each year rather than once in a lifetime. There may be other ideas to consider, as well, besides completely fines free. Those options have their own challenges, however, such as selective availability and implementation.</p> <p>Stokes said that we will revisit this issue with the board in coming months. For now, he wanted to restart discussion on the topic. Palmer asked for data from other libraries as well as the survey from the public. Stokes agreed that data from Sage library partners would be particularly helpful.</p>
<p><b>Annual Holiday Discussion</b></p>	<p>Rohner moved to the next item on the agenda, annual holidays. Stokes said that today is Indigenous Peoples Day (aka Columbus Day). State holidays are not paid days off whereas Federal holidays usually are. Columbus Day is a federal holiday. District staff has historically worked on this holiday for staff training in trade for getting the day after Thanksgiving off. The libraries are open today.</p> <p>Stokes added that with the holiday now being acknowledged as Indigenous Peoples Day by the district and State of Oregon, he would like to allow staff to honor the holiday as intended. At the same time, staff certainly don’t want to give up the 2-day Thanksgiving holiday. If the district were to add Indigenous Peoples Day as a paid holiday, the effect would be budget neutral. Staff are paid for the day either way. The district’s annual staff training event would be scheduled on a separate date with the library closed to the public, which is a common practice among other public agencies.</p> <p>The board should also keep in mind, he said, that in 2022 the Juneteenth federal holiday will be observed for the first time. That will be a new paid holiday for staff, so essentially he may be proposing two additional paid holidays for 2022. He asked for board discussion.</p>



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	<p>Dielman said that usually, district practice mirrors what Baker County and City departments are doing. He would like to know how they are handling this holiday.</p> <p>Rohner stated she supported the paid holiday.</p> <p>Palmer asked about the closure for October 28, the Staff Training day. She has reservations about closing 2 days to the public in a short time span. Bigelow asked if we could have staff training in the spring rather than fall; fall and winter are heavy library usage periods. Palmer supported scheduling a training day so as to spread out the public closures. Discussion on usage and closure concerns.</p> <p>Stokes said that when the board reviews the roster of holidays in December or January, we can discuss it again then. Rohner asked if he needed action tonight. Stokes said no that we can wait until he presents the annual holiday roster.</p>
<p><b>Public Complaint Policy</b></p>	<p>Stokes said he is still working on a Complaint Policy to present. He intends to have that ready for the board next month. Rohner said that she has not gotten a response from Special Districts after many emails. She wants to table this until that can be done. She may seek other counsel. Stokes said SDAO is usually good about responding to inquiries.</p>
<p><b>REPORTS: Director</b></p>	<p>Stokes reviewed the report:</p> <p>Audit - Stokes said the district's FY20-21 Audit report is expected to be ready for delivery at the November board meeting.</p> <p>Friends &amp; Foundation – Copies of the new edition of BookPage magazine are on the front desk. Stokes recommended Board members take a copy. This is a free monthly readers advisory publication provided by the Friends. They currently subscribe to delivery of 50 copies, 10 of those go out to branches.</p> <p>Facilities &amp; Vehicles –</p> <p>Bookmobile – is running well, but worn out windshield wiper blades and mechanical arms are in need of replacement. Those parts are being special ordered.</p> <p>Drive Up Window Remodel – in the drive up window space, the counter and window must be rebuilt for functional service. The book drop insert was replaced, which required removal of some of the countertop. Also, the sliding track of the window is worn out from use of the years and is difficult to open. Ed has proposed to replace the entire window with a vinyl model that slides easily on rollers. That will be much more ergonomic for staff. He has projected a cost estimate of about \$3,500 for outsourced parts and labor.</p>



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	<p>Tree Pruning - pruning of a contorted pine tree by the Madison street bridge is complete. One of the tree limbs had grown down into the river and then back up under the bridge, creating a straining hazard for river floaters and some bridge contact concern for the city Public Works department. Also, work is still pending on cutback of a lilac bush on the same corner for visibility and safety as vehicles exit the parking lot.</p> <p>Programs &amp; services -</p> <p>Public 3-D Printers – the district is now operating two 3-D printers for public service. Both are hosted in the front lobby on a new height-adjustable table acquired specially for this service purpose. The height helps keep the equipment above reach of kids. During library hours, they are available to print projects approved by staff. Project parameters are to be small enough to print within business hours, at least in segments. Palmer asked what kinds of projects that people are using it for. Stokes replied that the service was very new and he hadn’t received report about that yet. He described some sample projects Heather had done for demonstration. Some discussion on what they can be used for.</p> <p>Youth programs – Missy has launched a new creative art youth program. Registration for the art program filled up quickly. She mentioned that materials are focus on creative expression, not giving the kids a lot of direction but giving the kids an opportunity for imagination. There are also other youth programs happening including writing and book clubs.</p> <p>Personnel - LEO was awarded a state grant to provide a series of Equity, Diversity &amp; Inclusion workshops. The first one will be the morning of October 19. The next one will be in January. The topics including talking about perceptions; anything that is discriminatory or barriers. Stokes invited board members to join, if they are available.</p> <p>The annual Staff Training Day will be virtual, with live programs delivered by Zoom in the morning and staff attending recorded webinars in the afternoon.</p> <p>Safety &amp; Security - none</p> <p>Technology - none</p>
<p><b>Finance</b></p>	<p>Hawes had already distributed copies of the financial reports for those attending in person. Check packets were handed out. A scanned electronic copy has been Emailed to the board members. Stokes displayed the financial report on the screen as Hawes narrated. Hawes encouraged directors to review the three Approved Bills Lists, one for each fund, for details on activity since the last board meeting and initial each one.</p> <p><b>General Fund</b> received tax turnovers of \$1,388.19 on October 4 which was all prior</p>





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years' taxes. The district received a grant of \$9,000.00 on September 16, right after the board meeting, from Worksource Oregon. The Worksource kits (6 laptops and related supplies) were purchased last month totaling \$9,179.10, under Public Programs. Personnel Services is on budget in total; the October PERS payment will post on October 27. In Materials & Services, starting with the Book Budget, three noteworthy checks are Ingram \$3,096.43 for the monthly book order, Gale Cengage \$2,479.05 for digital database subscriptions, and Revistas \$7,400.28 the annual subscription renewals for several magazines and newspapers ordered through this service. There are some that are not available that we continue to pay the subscriptions directly; a couple of those are being signed tonight. Moving to Computer Maintenance, a check written on 9/16/21 to Comprise \$3,169.00 for the SAM subscription renewal, and on 9/30/21 to Kajeet \$6,577.10 to renew 20 device licenses for hotspots we purchased last year. We applied in August for funding through the Federal Emergency Connectivity Funds (ECF) for additional hotspots and to support the continued Kajeet licenses. We are waiting to hear back on the ECF funding approval. This subscription is posted to the pandemic line in anticipation of that approval. On the Auditor line, a check was written to Gaslin Accounting for \$3,950 which is 50% for the audit progress billing as agreed in our contract. On the Association Dues line, a check was written to Special Districts of \$915.60 for the annual membership dues. Included in the Library Service Supplies, a check was written to Lowry Solutions \$1,322.00 for an order of barcode labels.

Hawes said that she added a Cash Comparison report for the General Fund in this month's financial report. The report compares the current cash balance on October 15th for this year as compared to the last 3 years. For the second year in a row, the cash on hand is over \$200,000 at this date (2021 and 2020), whereas in 2019 and 2018 we were borrowing funds from ourselves, using the memorial funds, of \$60,000 and \$120,000, respectively, in order to operate through the first week of November. We will need another \$50,000 to for payroll and bills at the end of the month and have more than enough to cover that. We often do not receive the first tax turnovers until November 5<sup>th</sup>. This is monumental that the District has increased general fund savings to be able to operate through November 1<sup>st</sup> without the need to borrow funds, even from ourselves. She reminded the board that had been a goal a few years ago and has been achieved.

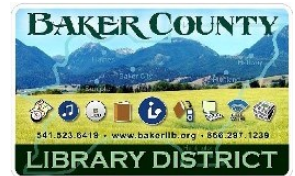
The **Other Funds** has written 2 checks, including the usual payment to Visa \$118.17 for Amazon shipping expenses, and a check to Kauffman Greenhouse of \$500.00 for 50% down on a landscape project that will be supported by the Friends of the Library. Facility Manager, Ed Adamson, has special ordered 200 starts of Red Creeping Thyme that will be groundcover on the riverbank along the boardwalk. Stokes showed pictures of the variety on the screen.

The **Sage Fund** has checks including 6 to small monthly couriers totaling \$2,350.85 for September services. The check to Visa of \$216.25 includes a purchase from Amazon \$182.40 for sage shipping labels and a small amount for USPS click-n-ship services. In



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	<p>addition, Hawes reordered Sage Fund checks totaling \$306.50 that will be deducted directly from the checking account.</p> <p>Hawes said that Rob Gaslin completed the audit field work last week for 2 days. He also did onsite fieldwork in July for 2 days. His spreading out the fieldwork went well. The financial report has been drafted and was presented to him last week. This year seems to have went smoothly. He did mention that next year, we will see some new reporting requirements. Hawes was pleased that the report will be delivered at the November board meeting.</p> <p>There were no further questions.</p> <p>Checks were signed and Approved Bills Lists were initialed, both were returned to Hawes.</p>
<b>Next Meeting</b>	The next regular board meeting will be November 15, 2021. The Audit delivery is anticipated.
<b>Adjourn</b>	<p>The meeting was adjourned at 7:00pm.</p> <p>Respectfully submitted,</p> <p>Perry Stokes Secretary to the Board PS/ch</p>



## Public Complaints Guide

As governing body of Baker County Library District, the Library Board has statutory authority to formulate policies, employ all necessary agents and assistants, and perform any and all acts necessary and proper to the complete exercise and effect of any of its powers or the purposes for which it was formed. While the Library Director is empowered with full executive and administrative authority to manage daily operations for the District, the Library Board has established this policy as due process for the hearing of public complaints about its employees and agents. The procedures described are established to provide a safeguard of accountability to the public, indicating the district's commitment to quality public service through expectations of a high standard of conduct and professionalism.

The Library Board is only authorized to take action against the chief administrator, the Library Director. ***The Board is not empowered to change an employee status or to force the Director to take certain employment-related disciplinary action against a district employee.***

The Library Board accepts reports of misconduct from patrons (members of the public). The Board requires its chief administrator to report serious misconduct to the Board in a timely manner. ***Prior to submitting a report, complainants should check with the Library Director regarding whether they have already reported similar misconduct to the Library Board.***

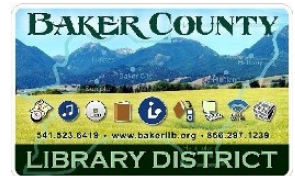
The Board requires patrons filing a complaint to submit documentation which verifies that the patron has previously made attempts to resolve the complaint through the complaint process of the district. The Library Director, investigating Board member, or designee may contact patrons who submit complaints without the required verification. The Director or authorized investigator has the authority to delay any Board agency investigation until such time that sufficient verification has been provided by the patron.

The following criteria have been established for use in all considerations of patron complaints against BCLD staff:

1. Board may prioritize the investigation of patron complaints which explicitly allege a District staff is directly responsible for the physical harming of a patron(s). For the purposes of this criteria, "physical harm" includes, but is not limited to, physical contact with a patron which results in injury to the patron's body, and/or any physical contact with a patron which can be reasonably characterized as sexual in nature.

*Note – The BCLD Board is not a primary report agency for instances of physical or sexual abuse.. Mandatory reporters, or patrons with direct knowledge of the physical or sexual abuse of a minor, are to report such activity to law enforcement, or to the [Oregon Department of Human Services \(DHS\)](#) prior to filing a complaint with the Library Board.*

2. Anonymous patron complaints which are determined by the Library Director or appointee to



## Public Complaints Guide

meet criteria shall not result in the execution of a Library Board investigation. Anonymous complaints which do not result in the execution of a Library investigation shall be recorded (to whatever extent possible) for the purposes of public record and all submitted documentation being electronically scanned and stored for records purposes.

### Board discipline authority is limited to the following areas:

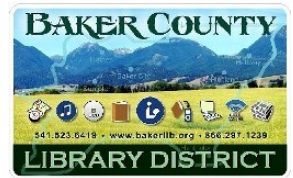
**Findings of gross neglect of duty** requires: “**Serious** and **material** inattention to or breach of professional responsibilities.” If the conduct is not serious and material, it does not require reporting.

**Findings of gross unfitness** requires: “Conduct which renders an employee **unqualified** to perform his or her professional responsibilities.” If the conduct does not reach this standard, it does not require reporting.

The Board does not control employment actions made by the district’s chief administrator, the Library Director. You may be able to best resolve your complaint by contacting the Library Director.

### IMPORTANT INFORMATION - PLEASE REVIEW

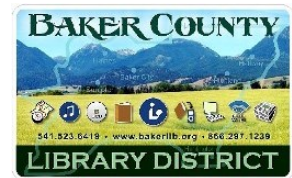
- Complaints are only accepted in writing on the official **BCLD Public Complaint form**, and each section of the complaint form should be completed. Please limit your initial complaint to not more than three additional pages following completion of the complaint form. If you have other evidence you would like to submit, indicate this on the additional page. The investigator may contact you regarding this additional information.
- Patron complaints received by the District which fail to comply with the Public Complaint Guide requirements may be returned to the patron via the patron's mailing address as provided on the submitted complaint form. If this occurs, the returned complaint will be accompanied by a letter of explanation from the District encouraging the patron to resubmit the complaint at a time when verification that the complaint previously completed a local-resolution complaint resolution process can also be provided to the District by the patron. Patrons should provide written correspondence from the district which documents the completion of a local-level complaint resolution process.
- First-hand information is the best evidence. Second-hand information is very difficult to verify or prove. Whenever possible, provide first-hand accounts, with names and contact information of witnesses.
- The Board may rely on the person filing a complaint to testify in any administrative hearings proceeding, as required.



## Public Complaints Guide

- Anonymous complaints truly obstruct the investigative and disciplinary process. Witnesses and the ability to verify misconduct are important factors when proving any employee misconduct. Anonymous complaints limit the investigator's ability to research the actual misconduct since the investigator(s) cannot speak with the complainant or the potential victim.
- Investigations are confidential, but the subject of a complaint may be notified of the allegation(s), the complaining party's identity, and may be provided copies of the complaint and any attachments as part of the employee's or agent's due process rights.
- The **BCLD Public Complaint Form** should be completed as fully as possible.

The Library Director, investigating Board Member, or designee may attach additional narrative and support materials, if necessary.



## Public Complaints Procedure

### Step One

Any member of the public who wishes to express a concern should discuss the matter with the district employee involved. The employee shall respond within five working days.

### Step Two

If the individual is unable to resolve a problem or concern with the employee, the individual may file a written, signed complaint with the library district clearly stating the nature of the complaint and a suggested remedy. **(A form is available, and is required.)** The employee's supervisor shall evaluate the evidence and render a decision within 10 working days after receiving the complaint.

### Step Three

If Step 2 does not resolve the complaint, within 10 working days of the written response from the supervisor, the complainant, if they wish to pursue the action, shall file a signed, written complaint with the Library Director or designee clearly stating the nature of the complaint and a suggested remedy. **(A form is available, and is required.)**

The Library Director or designee shall investigate the complaint, confer with the complainant and the parties involved and prepare a report of the findings and the conclusion within 10 working days after receiving the written complaint.

### Step Four

If the complainant is dissatisfied with the Library Director's or designee's findings and conclusion, the complainant may appeal the decision to the Board within five working days of receiving the Library Director's decision. The Board may hold a hearing to review the findings and conclusion of the Library Director, to hear the complainant and to take such other evidence as it deems appropriate. All parties involved, including the district administration, may be asked to attend such hearing for the purposes of making further explanations and clarifying the issues.

If the Board chooses not to hear the complaint, the Library Director's decision is final. The Board may hold the hearing in executive session if the subject matter qualifies under Oregon law.

The complainant shall be informed in writing or in electronic form of the Board's decision within 20 working days from the hearing of the appeal by the Board. The Board's decision will address each allegation in the complaint and contain reasons for the district's decision. The Board's decision will be final.

The timelines may be extended upon written agreement between the district and the complainant.

## **Public Complaints Procedure**

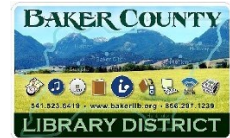
**Complaints against any district employee, volunteer, or other agent** should be filed in written, signed format with the Library Director (**A form is available, and is required**). The Library Director will attempt to resolve the complaint. If the complaint remains unresolved within 10 working days of receipt by the Library Director, the complainant may request to place the complaint on the Board agenda at the next regularly scheduled or special Board meeting. The Board may use executive session if the subject matter qualifies under Oregon law. The Board shall decide, within 20 days, in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 10 days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

**Complaints against the Library Director** should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide, within 20 days, in open session what action, if any, is warranted. The Board may use executive session if the subject matter qualifies under Oregon law. A final written decision regarding the complaint shall be issued by the Board within 10 days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

**Complaints against the Board** as a whole or against an individual Board member should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide, within 20 days, in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 10 days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

**Complaints against the Board chair** may be referred directly to the district counsel on behalf of the Board. The district counsel shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide, within 20 days, in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 10 days. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

# Public Complaint Form



<b>REVIEW AND CHECK APPLICABLE BOXES:</b>		
<input type="checkbox"/> I have reviewed and understand the <b>Public Complaints Guide</b> and Public Complaints Procedure.		
<input type="checkbox"/> I understand that while investigations are confidential, complainant information may be released at the discretion of the agency.	<input type="checkbox"/> I will testify at a hearing	
<input type="checkbox"/> I understand my complaint and information may be shared with the accused individual(s).	<b>Other Agencies Notified (check below)</b>	
<input type="checkbox"/> I understand anonymous complaints obstruct the investigative process.	<input type="checkbox"/> Police <input type="checkbox"/> BOLI (Labor) <input type="checkbox"/> DHS	<input type="checkbox"/> City Manager <input type="checkbox"/> County Commissioner(s) <input type="checkbox"/> Other (specify):
<input type="checkbox"/> I have attempted to resolve my complaint at the local level (district administration), and per the Public Complaint Procedure, I am including documentation with this form as verification of my efforts to resolve my complaint at the local level (district administration).*		

## Complaint Against

*(Attach additional pages and support materials as necessary; three additional pages maximum. The assigned investigator may contact you directly for additional support material or information.)*

LOCATION where incident occurred		DATE of INCIDENT	
DISTRICT EMPLOYEE OR REPRESENTATIVE <small>(a separate form must be completed for each individual.)</small>	First Name (if known)	Last Name (if known)	
CITY where incident occurred	STATE	ZIP CODE	
DESCRIPTION OF EMPLOYEE OR AGENT (if name not known)			

## Person Filing Complaint

First Name \_\_\_\_\_ Middle Name \_\_\_\_\_ Last Name \_\_\_\_\_ DATE \_\_\_\_\_

Please enter the Nature / Description of the complaint on the next page

MAILING ADDRESS		
CITY	STATE	ZIP
HOME PHONE	WORK PHONE	CELL PHONE

EMAIL ADDRESS \_\_\_\_\_

## WHAT OUTCOME DO YOU ANTICIPATE AS A RESULT OF FILING THIS REPORT?

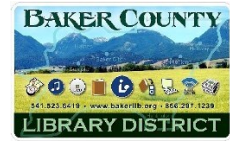
**I certify that, to the best of my knowledge and understanding, the information on or relating to this form is true and correct.** If you are submitting this form electronically, please enter your full legal name in the Signature box below. If you have printed the form and are mailing it to BCLD, please sign in the Signature box below.

_____ Signature	_____ Date
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**\*BCLD may require verification from public complainants demonstrating that attempts were made to resolve the complaint through the complaint process. Additionally, the BCLD Director has the authority to delay an investigation by the Library Board until such time that sufficient verification is provided by the public complainant.**



# Public Complaint Form



Please enter the Nature / Description of the complaint

*(Attach additional pages and support materials as necessary; three additional pages maximum. The assigned Library Board investigator may contact you directly for additional support material or information.)*