

# Baker County Library District

Board of Directors

## Regular Meeting Agenda

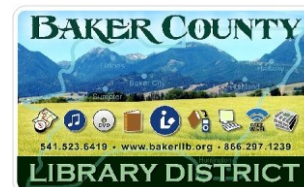
Monday, Dec 13, 2021, 6:00 – 8:00 pm

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. <b>Public Complaint Policy - New (ACTION)</b>  | Stokes |
| <b>VI. NEW BUSINESS</b>   |        |
| a. <b>2022 Holiday Closures (ACTION)</b>  | Stokes |
| <b>VII. REPORTS</b>   |        |
| a. Director   | Stokes |
| b. Finance  | Hawes  |
| <b>VIII. Next meeting: Jan 10, 2022</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, Dec 13, 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, Nov 15 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. Public Complaint Policy - New (**ACTION**) Stokes

The proposed policy documents include

- General Public Complaints Policy (one page) or basic guidance
- Public Complaints Form (2 page)
- Public Complaints Procedure (2 page) and
- Public Complaints – Library Board Referral Guide (2 page)

In response to discussion at the November meeting, I am proposing a streamlined version of the Public Complaints Policy which describes the basic complaint process and requirements. For basic complaint inquiries, this enables the district to provide patrons with just two sheets of paper:

1. Public Complaints Policy
2. Public Complaints Form (2-sided)

On request or for escalated complaints, patrons may also be provided a copy of the Public Complaints Procedure, and Library Board Referral Guide documents, which outline processes in more detail for different complaint types. The documents are primarily intended to clarify responsibilities and procedures for district staff and the Library Board.

These documents and processes have been adapted from models used by [Baker School District 5J](#) and the [Oregon Teacher Standards and Practices Commission](#).

- VI. NEW BUSINESS
- a. 2022 Holiday Closures (**ACTION**) Stokes

The board will consider the questions of including Juneteenth and Indigenous Peoples' Day as closed days, and as staff paid holidays.

The proposed 2022 Holiday Closure schedule includes the new Juneteenth federal holiday for the first time. *I recommend the board add Juneteenth to the district's roster of paid holidays for employees.*

# Library Board Meeting – Annotated Agenda

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Monday, Dec 13, 2021, 6:00 pm

Notes prepared by Library Director Perry Stokes

*I also recommend that Indigenous Peoples' Day (Columbus Day) be added as a paid holiday for employees, as well.* Traditionally, the district has been closed to the public on this date, but it has not been a paid holiday for staff. Instead, the closure has been used as an opportunity to hold the annual all-staff training event. For 2022, the district's All-staff Training Day is scheduled for August 11, to allow for holidays to be honored as intended, and to avoid a clustering of closure days in the fall. IPD is now recognized by both Oregon and observed by the federal administration. While it is not currently established as a paid holiday, there has been legislation introduced to make it so as demonstration of agency commitments to Equity, Diversity and Inclusion (EDI) objectives.

I contacted HR administrators for Baker County, Baker City, and Baker 5J School District about the question of adding IPD as paid holiday. All indicated that, at this point, the matter was not under consideration by their governing boards and that such personnel benefit matters were generally included as part of contract negotiations with their union representation.

If adopted, it appears BCLD would be at the forefront among government agencies making IPD a paid holiday. In my view, since our staff do not have union representation we are in an advantageous position of being able to make progressive change more rapidly.

If not approved as paid holiday for employees, the district will continue to officially recognize IPD but will remain open to the public on this date.

## VII. REPORTS

### a. Director

Stokes

Report to be shared at the meeting.

### b. Finance

Hawes

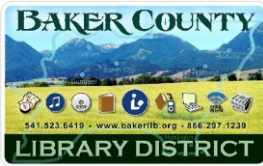
Report documents to be distributed at the meeting.

## VIII. Next meeting: Jan 10, 2022

Rohner

## IX. ADJOURNMENT

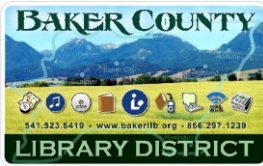
Rohner



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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 Betty <b>Palmer</b>, Gary <b>Dielman</b>, Frances <b>Vaughan</b>, and Beth <b>Bigelow</b>. Also attending are Perry <b>Stokes</b>, Director and Christine <b>Hawes</b>, Business Manager.</p> <p>Vice-President of the board, Betty Palmer, called the meeting to order at 6:03pm. There is a quorum present with 4 board members in attendance.</p> <p>Guest present: Rob Gaslin, Gaslin Accounting PC, the District’s auditor.</p> <p>The meeting was broadcast live on the Internet, available to the public via a link provided to the web conference.</p>
<p><b>Consent Agenda</b></p>	<p>Palmer asked for any additions or deletions to the proposed agenda and minutes from the previous meeting. There were none. <b>Dielman made a motion to approve the Consent Agenda as corrected; Bigelow seconded; motion passed by 4 yea (unanimous).</b></p>
<p><b>Conflicts of Interest</b></p>	<p>Palmer 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>Palmer noted that we have one visitor, the auditor who is here to present the financial report. No other members of the public were present.</p> <p>Stokes had no public communications to report.</p>
<p><b>OLD BUSINESS:</b> None</p>	<p>None</p>
<p><b>NEW BUSINESS:</b> <b>FY2020-2021</b> <b>Financial Audit</b> <b>Report</b></p>	<p>Palmer proceeded to New Business, with the presentation of the audit report.</p> <p>Rob Gaslin started by thanking Christine. For the most part, the audit work was 99% done a month ago. Gaslin credited Christine for making the work so efficient. Few of his clients have someone with her skills.</p> <p>He started by presenting two formal letters, a financial statement and a PERS update.</p> <p>The first two-page letter was a list of items he is required to share with the board. He reviewed highlights and talked about the estimates that are made. No issues were found and no disagreements with management occurred.</p>



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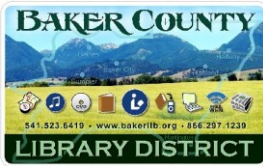
Management did not shop around due to disagreements. There were no other significant audit findings. The letter stipulates the information is primarily for use by the board of directors. He asked if there were questions: there were none.

Gaslin moved to the single-page letter covering a deficiency in Internal Controls. It talks about the staffing limitations of a small entity. BCLD doesn't have anyone that can check Christine's work. This is typical in a small district. Gaslin acts as the reviewer where that should be done internally. The District is lucky to have an employee who can write the financial statement, Gaslin said, and the Board need not worry about this comment. It is basically a formality. Palmer asked what action would result in removal of the comment. Gaslin said that involve the District hiring another accountant to review its financial records prior to the audit. But for an organization of our size, it is neither necessary nor cost effective. He assured the board that the City gets the same comment. He is subject to the rules so he has to bring it to the board's attention.

Gaslin moved to the financial statement. He paused to note photos featured on the cover and the back page. These are unusual for an audit report and help make the document more personal. He directed board attention to pages 2 and 3. This Audit Opinion is the main element of the audit. It describes the level of assurance he provided in areas of the financial statement. The District receives a clean opinion that the financial statements are presented fairly and in accordance with generally accepted accounting principles.

Gaslin asked everyone to move to page 4, the Management Discussion and Analysis describes Library District activity this year which is summarized on pages 4-10. He recommended reading this section if you don't read through anything else.

Moving to page 11, this page begins the actual financial statements, Statement of Net Position. Gaslin explained that the District has 3 different accounting statements; this is the first of those. This is the full accrual statement and attempts to present the library as if it were a larger for-profit entity. This statement is the first ever to include a financial report of the Foundation. It is included as an adjunct organization because it exists solely to support the library. It hasn't been reported in prior years mostly because the cash balances were small. Stokes asked if this includes both the Foundation and the Friends. Gaslin responded that yes it does; the Foundation has \$89,000 in cash. The Friends of the library operate under the Foundation and are combined here.



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Next, Gaslin reviewed highlights of the PERS statement. The real number that matters is Net Pension Liability. It makes the assumption that if the library were to close today, it would owe PERS \$1.2 million to fund its share of retirements. This schedule is the balance sheet, it shows the assets and liabilities.

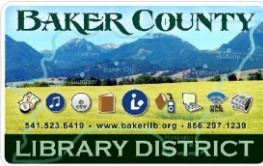
On page 12 is the Statement of Activities which also includes the component unit, the Foundation, on the far right. He reviewed highlights of the reports, revenues and expenses. For all intents and purposes, it shows a loss of \$209,796 for the current fiscal year. The Foundation increased its cash by \$37,157 this year.

Page 13 starts the second type of reports. This is the modified accrual statements. This report has nothing related to pensions or compensated absences that are included in the full accrual statements. It does include property taxes receivable, wages and payroll taxes payable. The District has three funds besides the Sage fund, including the General Fund, Special Revenue- Other Uses Fund and recently added Capital Investment Fund. In the fund balances, we talk about what is restricted, committed, and assigned. The most important number is the unassigned funds, which is a reserve available to sustain operations. The District has \$497,909 in unassigned fund balance.

On page 15, this report describes what the library did on a modified accrual basis; there is a profit of \$126,928. The General Fund only shows an excess of \$134,458 of income over expenditures because it transferred \$118,000 out to the Capital Investment Fund.

On pages 17 and 18, the Sage Fund is a fiduciary fund. These are on the full accrual basis. This entity is separate from the District but is reported here since the District manages financial activity for the Sage Library System. He reviewed a couple Sage fund highlights. The Sage fund shows a loss of (\$3,110), since it tapped into reserves to update computer hardware this past year.

The Notes starting on page 19 through page 34 describe what is happening in the reports. Gaslin covered highlights from the notes section. Page 23 reports the cash and investments detail for all of the funds. Page 24 shows the receivables, these are items for which we have recorded revenues, the largest item being Property Tax Receivables. On this same page is a schedule for Capital Assets. This schedule shows increases and decreases in the assets. Page 26, reports long term debt. The balance on the City LID note and compensated absences liability. Page 27, Fund Balances, this footnote shows what funds are restricted for and is split by fund. This page also includes



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Interfund transfers.

Pages 29 through 34, Note 11 Pensions, describe in incredible detail the pension program. This information is required. For the most part, the information is a copy and paste from data provided by PERS. On page 32, the most important piece of information, in Gaslin's opinion, is the Discount Rate Sensitivity. Starting with the current pension liability of \$1.2 million, it shows what happens if the rate increases or decreases by one percent. He reviewed the information.

Gaslin moved to the Required Supplementary Information section, starting on to page 35. These are the third kind of statements, the budgetary comparison schedules. On page 35 is the General Fund comparison of budget to actual activity report. This is the one the Board is most familiar with for management of operations. There are no overages in the major expenditure categories this year. Page 36, the same thing here for Special Revenue-Other Uses Fund. And again on page 37 for the new Capital Investment Fund. Page 38, the Oregon PERS Schedule, this is good information on pension costs. A highlight of this report, starting about half way down the page, under Schedule of District's Pension Contributions. He said that as a general rule the required contributions have increased every year. This is another required element, but he feels there is value in this statement. He reviewed a few pieces of information.

Under Other Supplementary Information, on page 39, is the Sage fund report on budget to actual activity. The District has elected to show this information but it is not required.

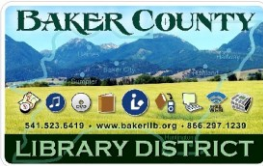
Page 40 is the schedule of property tax transactions. These are fairly simple. There are some complicated pieces that the County provides.

The last page features Gaslin's audit comments and assessment of District compliance with Oregon laws. Essentially this page says that since nothing came to their attention otherwise, then the District is in substantial compliance with Oregon Laws.

He asked if there were any questions. There were none.

Gaslin moved to his PERS update. On July 23, the PERS board voted to change the 7.2% assumed earnings rate and dropped it to 6.9%. It is interesting to note, they probably didn't drop it enough. He talked about the effect on the District. Milliman recommended they go to 6.2%. The long term actual return is 6.25% and yet the PERS board landed on 6.9%, which he felt was odd. That liability is based upon an assumption. In his opinion, it is



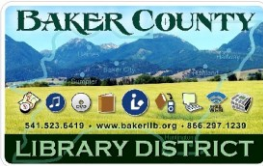


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	<p>probably understated. We put in a big number there, \$1.25 million. There is nothing we can do about it, but we need to keep it in mind. Stokes asked about the market return rate average in recent years. Gaslin reported it was much higher than what PERS earned. Some discussion on where the market is at and how it is performing. As a result of the rate change, the effective rates will increase to 26.44% and to 20.14%; Tier 1 and 2 went up 1.2%, OPSRP went up 10%. We can easily predict that next year, the District will probably be paying over 20% of its payroll toward PERS liability. It is 20 cents on the dollar for everyone you hire.</p> <p>Stokes recommended the Board watch a documentary called “The Retirement Gamble” produced by PBS Frontline a few years ago, which describes the retirement fund misfortunes of several US states and how Wall Street interests influenced and profited on those poor investment decisions. There was discussion on what the State of Oregon is doing. Gaslin said that as he was doing research for tonight's presentation, he found it interesting how the PERS board operates.</p> <p>Dielman asked about the Tier 1 and 2 people, how this will affect them. Gaslin responded that he feels that the retirees are benefiting from the mismanagement of PERS at the time. They were given a promise, it’s not their fault; employees are required to sign up. He commented on the state of PERS, saying this is just his take on it. The PERS board has control and makes the decisions.</p> <p>Palmer asked if there were any further questions. There were none. Rob Gaslin thanked the board and left the meeting. The board expressed that they were pleased with tonight’s presentation and the fact that the report was delivered in November, the earliest we have ever received the report.</p>
<p><b>Public Complaint Policy - New</b></p>	<p>Palmer moved to the Public Complaint Policy. Stokes introduced the policy and described model documents he got from Baker 5J School District and adapted for our use. He found the Oregon Teacher Standards and Practices Commission (TSPC) had a good process also, and an excellent reporting form.</p> <p>He reviewed the documents. The complaint form might be a little more daunting than somebody just writing a note, but it helps organize the process and ensure the District gets needed information. Board members expressed it would be helpful to have Kyra’s opinion, given her legal skills.</p> <p>Stokes said there is no urgency to establish this policy, but it’s helpful to now have an idea of a process. Palmer noted it wasn’t marked as an action item on the agenda. Stokes said the action omission was an oversight, but he would also like to have Kyra’s opinion. Palmer reported that she has dealt</p>





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with many public complaints in her role as school administrator. She described the process and what needs to happen. Most people don't have an idea of how to go about it. They just want to vent but may not necessarily know what result they may want. Discussion ensued on handling complaints.

Palmer summarized how a complaint from a patron about an employee was typically handled by a school district; it would go through a process before it gets to the board. Bigelow reiterated the need for a process for staff to follow. Stokes said that the policy provides detailed guidance for different scenarios, so that the public and staff would know that they are going through the right process.

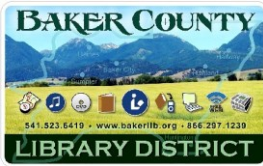
A new mandate in the proposed policy is a requirement for the Director to report to the board any allegations of a person being physically harmed by a district employee. Stokes said he hadn't thought of this before, so found it helpful to be prepared for.

Dielman commented that he felt the proposed policy was overly long, confusing, and unnecessary. He was skeptical that the public would thoroughly read all the information and understand the process. Dielman said the District has had almost no previous incidents in his decades of experience with the library and this level of bureaucratic procedure is overkill.

Stokes said it is better to have a clear policy and procedure and not need it, than to need it and not have it. He feels that most complaints will be handled by Step One in the policy, which involves just a simple staff response, and no advancement to the more bureaucratic process. He feels that having a policy for handling public complaints at various degrees of seriousness shows a good faith effort by our government organization to take such matters seriously and be held accountable. If a member of the public is serious enough about a complaint, they will use the form and take the necessary actions described in the policy, and we will follow up on it within the specified time frames.

Bigelow said that she also has handled complaints in her role as school administrator. She feels that a guide is a good tool to follow if a serious complaint comes up. Dielman reiterated that during his many years on the board, we didn't need all of this; the complaints were handled and worked out fine. He said that if he is out-voted, that is fine; he is one vote on a board of five; that is how it works. Discussion continued. Palmer said we are not voting tonight. Stokes said that it is good to have a policy and not need it.

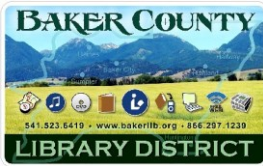
Palmer asked if there was any further discussion. There was none. Topic was



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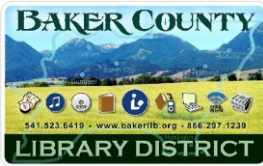
	<p>tabled for this meeting.</p>
<p><b>Collection Development Policy - Revision</b></p>	<p>Palmer moved to the Collection Development policy. Stokes reported that in his role as Co-Chair of the OLA Intellectual Freedom Committee, he recently attended an American Library Association online summit on legislative activities of concern to libraries in the country. The ALA Office of Intellectual Freedom reported it has received a 60% increase of reports about challenges to items in collections as compared to prior years. There appears to be a coordinated effort by some extreme right political organizations to agitate and mobilize their supporters toward efforts to restrict or remove books with a certain viewpoint they find objectionable from schools and public libraries.</p> <p>The ALA recommends every library have a strong and up-to-date Collection Development Policy in place. Ours is called the Materials Selection and Withdrawal Policy. Stokes sent out a link to the policy but did not print copies for the board packets. On review, he was satisfied and saw no need for revision at this time. The board last looked at it the policy in 2016 and made the reconsideration process more efficient. Stokes shared a document outlining for staff how to handle complaints about library materials. As with the Public Complaint policy, we would strive to resolve most complaints at the lowest level and avoid initiation of the more formal processes which would be very time consuming. Like Palmer said, usually the patron just wants a way to voice their complaint. Stokes said engagement with the library administrative staff also gives us an opportunity to explain the First Amendment legal and ethical issues involved with library collection policies.</p> <p>Palmer clarified that no action on this, since no revision is proposed. Stokes agreed.</p>
<p><b>REPORTS: Director</b></p>	<p>Palmer moved to Stokes reviewed the report:</p> <p>According to the annual County assessment report, Stokes anticipates \$20-\$25,000 additional revenue this fiscal year. We budgeted county property value growth at 3.5%; the actual rate is 4.8%. Also, a letter from the County Treasurer that says a 2014 appeal ruled in favor of the taxpayer, so the County will have to make an adjustment on tax disbursements. It is unclear how exactly much that would affect the library, but is expected to not be significant. Stokes is pleased to see a strong growth rate in the county and, based on migration trends, he expects that will continue.</p> <p><b>Friends &amp; Foundation</b> - Staff report that Friends have been a tremendous help with processing large loads of donated books. We have been getting</p>



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	<p>some huge donations and the Friends have been assisting with that.</p> <p><b>Facilities &amp; Vehicles:</b>          Bookmobile reported an electrical issue; a mystery slow battery drain. District facility specialist, Ed Adamson, had a local repair shop fix the issue.</p> <p>Tutor Room Temperature Control - rooms with window walls (Archive, Garden, Lighthouse Rooms) continue to be below comfortable temperatures for patron use. Stokes directed Ed to correct the issue with thermostat-controlled space heaters as a last resort. Before we go to that solution, Ed is focusing on other system performance solutions targeting the duct work. He is trying one last thing before we resort to space heaters.</p> <p>Roof &amp; 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 recoating work done.</p> <p><b>Safety &amp; Security</b> - Theft incident - on Thursday, Nov 4 at approximately 6:40pm, one of the library's public workstation computers was stolen from the genealogy room. 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. Stokes expressed gratitude to the efficient work of the Baker City Police Department. The computer unit was recovered as well.</p> <p>Last weekend a main sewer line at the Baker branch got plugged up and caused closure of the building from Saturday afternoon through Sunday. Ed got Roto Rooter from Ontario to come do the cleanout work. He next contacted the City, they came on Monday to check on the line from their end. They found a pile of women's clothing had been flushed down on of the toilets. The City said there have been several similar incidents in town and appreciated Ed contacting them about the issue.</p> <p><b>Personnel</b> - none</p>
<p><b>Finance</b></p>	<p>Hawes has distributed copies of the finance reports for those attending in person. A scanned electronic copy was sent to Stokes which was emailed to the board members.</p> <p><b>General fund</b> received tax turnovers of \$138,607.55 on November 4. In Personnel Services, a check was written to Special Districts for Workers'</p>



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Comp insurance of \$1,315.89 on October 26, due on the first. Overall, Personnel Services is on target at 39% spent. In Materials & Services, a few bills were paid on October 26 for the first of the month including Arros Electric \$1,548.50 for building service calls, Shading Rays \$2,415.00 for the completion of branch window tinting installation at 2 locations and Goertzen Janitorial \$2,200 monthly contract. Checks written for tonight include Ingram \$6,032.95 for the monthly book order, EBSCO \$2,246.00 for Novelist subscriptions, Sage Library System \$13,731 for our annual membership, and Gaslin Accounting \$3,950 the final payment for audit services. The overall budget is at 39.9% spent which is slightly below anticipated spending of \$41.7% at this time. The cash balances are written on page 7.

The **Other Funds** received revenues of \$412.38 from Amazon online book sales in October. One check was issued to the District VISA of \$99.51 for book shipping expenses of \$33.77 plus \$65.74 for an update to the model car collection. Fund cash balances are written on the second page.

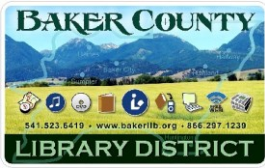
The **Sage Funds** received membership revenues of \$136,493 so far. Payments continue to arrive daily. There were 6 checks written totaling \$2,130.74 to small couriers, a check to OCLC \$1,351.75 for the CatExpress subscription, and a check to Visa \$396.40 which includes a \$370 subscription for an RDA toolkit for cataloging assistance. The monthly tech contract of \$5,573.42 was paid electronically on November 1st. The cash balance is noted on the second page.

Checks were signed by those board members present at the meeting. In addition, the Approved Bills Lists were approved and returned.

Hawes reported the audit went smoothly. There were no questions.

Beth Bigelow wanted to compliment Stokes and the staff that the library has been open and providing services to the public during the pandemic. She is aware of a couple large libraries that are still closed. Stokes credited the library staff, who opted to take the risk of being open and provide services to the community. Their consent was essential, he said. Palmer asked if the staff are having "Covid fatigue" and how they were dealing with the restrictions. Stokes described the staff atmosphere. The hardest part has been re-instituting the mask mandate after we had a brief respite during the summer. Some discussion.

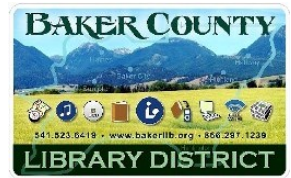
Dielman presented some old Baker postcards and talked about some local history.



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<b>Next Meeting</b>	The next regular board meeting will be December 13, 2021.
<b>Adjourn</b>	The meeting was adjourned at 7:25pm.  Respectfully submitted,  Perry Stokes Secretary to the Board PS/ch

DRAFT



## Public Complaints Policy

A person who resides in the district service area, or a staff member may petition the district with a complaint. A complainant will be referred through the proper administrative process for resolution of a complaint before investigation or action by the Board. An exception will be a complaint against the Library Director or one that involves Board actions or Board operations.

The complaint procedure is available on the district's website and from any district library branch.

The Board advises that there are processes available for resolving complaints, including but not limited to complaints in one or more of the following areas:

1. Services and operations (employee performance);
2. Collection materials;
3. Policies;
4. Retaliation against an individual who in good faith reported information that the individual believes is evidence of a violation of state or federal law, rule or regulation.

The complainant must follow the process as outlined in the district's **Public Complaint Procedure**.

The district may offer mediation or another alternative dispute resolution process as an option if all parties to the complaint agree in writing to participate in such mediation or resolution.

Any complaint about district personnel other than the Library Director will be investigated by the administration before consideration and action by the Board. The Board will not hear complaints against employees in a session open to the public unless an employee requests an open session.

Complaints against district employees, volunteers, or agents should be filed with the Library Director.

Complaints against the Library Director should be referred to the Board chair on behalf of the Board.

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 will follow the process as outlined in the **Public Complaints - Library Board Referral Guide**.

Complaints against the Board chair should be referred directly to the district counsel on behalf of the Board.

A complainant must file a complaint within the later of either time limit set below:

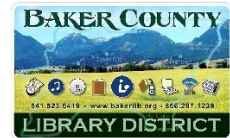
- Within one year after the alleged violation or unlawful incident occurred or the complainant discovered the alleged violation or unlawful incident. For incidents that are continuing in nature, the time limitation must run from the date of the most recent incident.

The Library Director will administer the complaint process, as appropriate.

If any complaint alleges a retaliation as a whistleblower, and the complaint is not resolved through the complaint process, the complainant, if a person who resides in the district, may appeal the district's final decision to the Oregon Bureau of Labor and Industries (BOLI).

END OF POLICY

# Public Complaint Form



<b>REVIEW AND CHECK APPLICABLE BOXES:</b>		
<input type="checkbox"/> I have reviewed and understand the <b>Public Complaints Procedure</b> .		
<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?

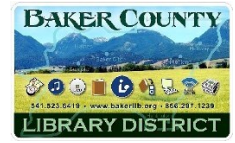
**I certify that, to the best of my knowledge and understanding, the information on or relating to this form is true and correct.**  
If you are submitting this form electronically, please enter your full legal name in the Signature box below. If you have printed the form and are mailing it to BCLD,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

_____ Signature	_____ Date
--------------------	---------------

\*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.

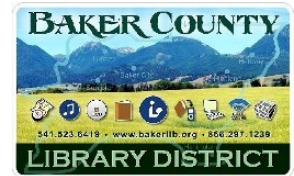


# Public Complaint Form



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.)*



## Public Complaints Procedure

### STANDARD COMPLAINT WORKFLOW

#### Step One – Complaint to employee

Any member of the public who wishes to express a concern should discuss the matter with the district employee involved. The employee shall report the complaint to their supervisor and respond to complainant within five working days. A written report, and/or copy of the correspondence, or shall be shared with the employee supervisor.

#### Step Two – Complaint to Supervisor

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, but not required.)** The employee's supervisor shall evaluate the evidence and render a decision within 10 working days after receiving the complaint.

#### Step Three – Complaint to Library Director

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, but not 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 – Appeal of Decision to Library Board

Any complaint about district personnel other than the Library Director will be investigated by the administration before consideration and action by the Board.

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 **(A form is available, and is required.)** 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 Board will not hear complaints against employees in a session open to the public unless an employee requests an open session.

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

### COMPLAINT PROCEDURE BY CLAIM FOCUS

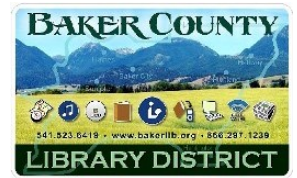
**Complaints against any district employee, volunteer, or other agent** should be filed in written, signed format (**A form is available, but not required**). A Managing Librarian or Library Director will attempt to resolve the complaint. If the complaint remains unresolved within 10 working days of receipt by the library managerial staff, 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 (**A form is available, and is required**). 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 (**A form is available, and is required**). 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 (**A form is available, and is required**). 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.

	Form Required
Employee, volunteer, or other agent	NO
Library Director	YES
Board	YES
Board chair	YES



## Public Complaints Library Board Referral 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 accepts reports of misconduct from patrons (members of the public) in accord with the **Public Complaints Procedure**. 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.

Complaints referred to the Board include:

- Appeal of decision by Library Director on complaint against any district employee, volunteer or other agent
- Complaint against Library Director
- Complaint against Board as a whole or any individual member

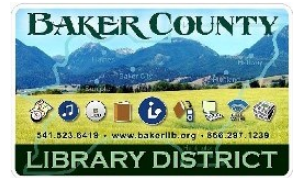
For appeals and all complaints referred to the Board, patron are required to submit documentation which verifies that the patron has previously made attempts to resolve the complaint through the complaint Public Complaints Procedure of the district. The Library Director, investigating Board member, or 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.

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

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

- 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.*



## Public Complaints Library Board Referral Guide

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 Board requires the Library Director to report serious misconduct to the Board in a timely manner. ***Prior to submitting a report to the Library Board, complainants should check with the Library Director regarding whether they have already reported similar misconduct to the Board.***

**For complaint appeal decisions, 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.

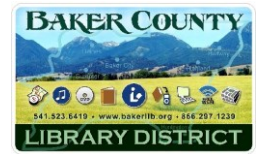
### **IMPORTANT INFORMATION - PLEASE REVIEW**

- Complaints to the Board are only accepted in writing on the official **BCLD Public Complaint form**, and each section of the complaint form should be completed as fully as possible. 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 and Public Complaint Procedure 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.

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



# 2022 Holiday Closures

	DATE	DAY	REASON
1	January 1	Saturday	New Year's Day
2	January 17	Monday	Martin Luther King Jr. Day
3	February 21	Monday	Presidents' Day
4	May 30	Monday	Memorial Day
5.i	June 19	Sunday	Juneteenth
5.ii	June 20	Monday	Juneteenth (observed) *NEW
6	July 4	Monday	Independence Day
	Aug 11	Thursday	Staff in-service training
7	September 5	Monday	Labor Day
8	October 10	Monday	Indigenous Peoples' Day (Columbus Day) *NEW
9	November 11	Friday	Veterans Day
10	November 24	Thursday	Thanksgiving Day
11	November 25	Friday	Day after Thanksgiving
	December 24	Friday	Early closure, 3:00 PM
11.i	December 25	Sunday	Christmas Day
12.ii	December 26	Monday	Christmas Day (observed)
	December 31	Saturday	New Year's Eve - <del>Early</del> Standard closure, 4:00 PM

Staff paid holidays (12)	Total planned closures: 15 (Last year: 13)
Public closure – staff work day / full or partial (2)	

## 2022 Calendar

Calendarpedia  
Your source for calendars

<b>January</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>February</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	<b>March</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>April</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
<b>May</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>June</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>July</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>August</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
<b>September</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>October</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>November</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>December</b> Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

### Federal Holidays 2022

Jan 1	New Year's Day	Jun 19	Juneteenth	Oct 10	Columbus Day	Dec 25	Christmas Day
Jan 17	Martin Luther King Day	Jun 20	Juneteenth (obs.)	Nov 11	Veterans Day	Dec 26	Christmas Day (obs.)
Feb 21	Presidents' Day	Jul 4	Independence Day	Nov 24	Thanksgiving Day		
May 30	Memorial Day	Sep 5	Labor Day				