

AGENDA
WASCO COUNTY LIBRARY SERVICE DISTRICT
BOARD MEETING

Tuesday, September 19, 2017

4:00 p.m.

Location: The Dalles

- I. CALL TO ORDER
- II. APPROVAL OF MINUTES
- III. RECOGNITION OF VISITORS AND INTERESTED PARTIES
- IV. ADDITIONS TO AGENDA
 - a. Reciprocal library cards with Fort Vancouver Library District
 - b. Election of officers (Chair and Vice-chair)
 - c. Patron complaint
- V. SHARED CONCERNS OF THE BOARD
- VI. LIBRARY DIRECTOR REPORTS
- VII. OLD BUSINESS
- VIII. NEW BUSINESS
- IX. FINANCIAL REVIEW
- X. UPDATES
- XI. ADJOURNMENT
 - a. Set Next Meeting Date and Location
 - b. Adjourn

Wasco County Library Service District
Board Meeting
June 20, 2017
Location: Maupin

MINUTES SUBJECT TO APPROVAL

Board members present: Margaret Brewer, Rita Rathkey, Carolyn Wood, Carol Jones, Dick Stentz
(Rita Rathkey was absent)

Staff present: Valerie Stephenson, Jeff Wavrunek

Called to order: at 4:06 by Margaret Brewer

Corrections to minutes: None, Dick Stentz moved to approve, Carol Jones seconded, and the minutes were approved.

Recognition of visitors and interested parties: Jeanene Stentz

Additions to agenda: Expiration of Library Board terms. Rita Rathkey, City of The Dalles representative, was appointed in 2013 and her term will expire June 30, 2017. Caroline Wood, At Large representative, was appointed in 2015 and her term will expire June 30, 2017. The Library Board voted to accept having Rita Rathkey and Caroline Wood each being reappointed to another 4 year term.

Shared Concerns: none

Library Directors' Reports:

Dufur – None

Maupin – OCI is digitizing Maupin newspapers. The Maupin City Council has agreed to purchase the Chamberlain property. Valerie is excited as the library building will now border a park and occupy the second floor of a proposed new city hall/library building. Architectural plans are being changed and grant writing is continuing. A sun roof is being planned for the new library. Also, the City Council voted to increase library hours from 25 to 30 hours a week. Elsa Milne, has been hired to help with summer reading. Valerie passed a summer reading activity flyer around the table. Finally, the Maupin Library is participating in the Edge initiative.

The Dalles – The Digital Media Lab/Teen Space grand opening was last Thursday. Attendance was fabulous as the public seems quite interested in the new space. The teen area is called The Athenaeum, which means a place of learning. The Oregon State Library Youth Service's consultant, Katie Anderson, spoke as did representatives from Google (Darcy Nothnagle) and the Oregon Cultural Trust (Corliss Marsh). Both organizations were instrumental in funding the Digital Media Lab/Teen Space. An animation specialist did a workshop in the Teen Space/Digital Media Lab this past Saturday that was very popular. She worked on the Simpsons and the Wallace and Gromit movie. 20 teenagers participated with a waiting list of about 10 kids. Assistant Library Director Dylan McManus is bringing in a 3D printing specialist from the Rhode Island School of Art and Design to do workshops with the staff and patrons utilizing the Google-funded 3D printer. The Library is also planning an Eclipse program with the Southern Wasco County Library to coincide with the rare August full eclipse in Oregon.

Old Business: The sprinkler has been fixed and covered with soil. A sign has been put up at The Dalles Library requesting that only service dogs be allowed inside the library.

New Business: None.

Financial Review: Financial documents were accepted by the Library Board

Updates: No updates

The next meeting will be held at 4 pm, September 19, 2017, in The Dalles.

Meeting adjourned at 5:01 pm.

WASCO COUNTY LIBRARY SERVICE
DISTRICT BOARD OF DIRECTORS

Margaret Brewer, Chair

Carolyn Wood, Vice-Chair

Rita Rathkey, Board Member

Carol Jones, Board Member

Dick Stentz, Board Member

CITY OF THE DALLES
REVENUES WITH COMPARISON TO BUDGET
FOR THE 2 MONTHS ENDING AUGUST 31, 2017

LIBRARY FUND

		PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEARNED	PCNT
	<u>SOURCE 300</u>					
004-0000-300.00-00	BEGINNING BALANCE	.00	.00	1,135,852.00	1,135,852.00	.0
	TOTAL SOURCE 300	.00	.00	1,135,852.00	1,135,852.00	.0
	<u>GRANTS</u>					
004-0000-334.20-00	STATE FOR LIBRARY	.00	.00	3,264.00	3,264.00	.0
	TOTAL GRANTS	.00	.00	3,264.00	3,264.00	.0
	<u>LOCAL GOVERNMENT REVENUES</u>					
004-0000-337.10-00	URBAN RENEWAL	.00	.00	.00	.00	.0
004-0000-337.20-00	SHARE OF LIBRARY TAXES	.00	.00	1,233,315.00	1,233,315.00	.0
	TOTAL LOCAL GOVERNMENT REVENUES	.00	.00	1,233,315.00	1,233,315.00	.0
	<u>FINES</u>					
004-0000-351.50-00	LIBRARY FINES	1,497.99	2,768.02	12,500.00	9,731.98	22.1
	TOTAL FINES	1,497.99	2,768.02	12,500.00	9,731.98	22.1
	<u>INTEREST REVENUES</u>					
004-0000-361.00-00	INTEREST REVENUES	1,540.92	1,540.92	7,000.00	5,459.08	22.0
	TOTAL INTEREST REVENUES	1,540.92	1,540.92	7,000.00	5,459.08	22.0
	<u>GIFTS AND DONATIONS</u>					
004-0000-365.00-00	GIFTS AND DONATIONS	.00	.00	1,000.00	1,000.00	.0
	TOTAL GIFTS AND DONATIONS	.00	.00	1,000.00	1,000.00	.0
	<u>OTHER MISC REVENUES</u>					
004-0000-369.00-00	OTHER MISC REVENUES	.00	.00	100.00	100.00	.0
	TOTAL OTHER MISC REVENUES	.00	.00	100.00	100.00	.0

CITY OF THE DALLES
REVENUES WITH COMPARISON TO BUDGET
FOR THE 2 MONTHS ENDING AUGUST 31, 2017

LIBRARY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEARNED	PCNT
<u>OPERATING TRANSFERS IN</u>					
004-0000-391.37-00 FROM CAPITAL PROJECT FUND	.00	.00	.00	.00	.0
TOTAL OPERATING TRANSFERS IN	.00	.00	.00	.00	.0
 TOTAL FUND REVENUE	 3,038.91	 4,308.94	 2,393,031.00	 2,388,722.06	 .2

CITY OF THE DALLES
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 2 MONTHS ENDING AUGUST 31, 2017

LIBRARY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>LIBRARY</u>					
004-2100-000.11-00 REGULAR SALARIES	38,849.13	71,897.86	427,396.00	355,498.14	16.8
004-2100-000.12-00 PARTTIME/TEMP SALARIES	3,711.49	11,257.54	70,929.00	59,671.46	15.9
004-2100-000.13-00 OVERTIME SALARIES	258.10	258.10	2,500.00	2,241.90	10.3
004-2100-000.21-10 MEDICAL INSURANCE	14,678.12	29,512.98	168,996.00	139,483.02	17.5
004-2100-000.21-20 L-T DISABILITY INSURANCE	286.04	513.79	3,038.00	2,524.21	16.9
004-2100-000.21-30 LIFE INSURANCE	41.28	82.48	503.00	420.52	16.4
004-2100-000.21-40 WORKERS COMP INSURANCE	23.68	1,723.23	3,008.00	1,284.77	57.3
004-2100-000.22-00 FICA	2,883.06	6,100.84	38,313.00	32,212.16	15.9
004-2100-000.23-00 RETIREMENT CONTRIBUTIONS	4,401.84	9,315.13	57,120.00	47,804.87	16.3
004-2100-000.28-00 VEBA CONTRIBUTIONS	.00	1,117.95	3,178.00	2,060.05	35.2
004-2100-000.29-00 OTHER EMPLOYEE BENEFITS	15.00	20.00	180.00	160.00	11.1
004-2100-000.31-10 CONTRACTUAL SERVICES	4,566.80	10,743.56	73,731.00	62,987.44	14.6
004-2100-000.32-20 SPECIAL LEGAL SERVICES	.00	.00	500.00	500.00	.0
004-2100-000.41-10 WATER & SEWER	174.92	320.09	4,727.00	4,406.91	6.8
004-2100-000.41-20 GARBAGE SERVICES	182.24	182.24	1,122.00	939.76	16.2
004-2100-000.41-40 ELECTRICITY	1,776.96	3,222.23	29,151.00	25,928.77	11.1
004-2100-000.43-10 BUILDINGS AND GROUNDS	590.27	667.59	27,052.00	26,384.41	2.5
004-2100-000.43-40 OFFICE EQUIPMENT	694.37	694.37	17,881.00	17,186.63	3.9
004-2100-000.43-45 JOINT USE OF LABOR/EQUIP	.00	.00	300.00	300.00	.0
004-2100-000.43-51 GAS/OIL/LUBRICANTS	28.93	28.93	.00	(28.93)	.0
004-2100-000.43-52 LIBRARY VEHICLE	69.83	69.83	3,200.00	3,130.17	2.2
004-2100-000.43-77 HVAC SYSTEMS	.00	.00	5,117.00	5,117.00	.0
004-2100-000.52-10 LIABILITY	.00	3,910.02	4,189.00	278.98	93.3
004-2100-000.52-30 PROPERTY	.00	5,678.97	6,107.00	428.03	93.0
004-2100-000.52-50 AUTOMOTIVE	.00	389.55	496.00	106.45	78.5
004-2100-000.53-20 POSTAGE	17.42	17.42	2,000.00	1,982.58	.9
004-2100-000.53-30 TELEPHONE	690.61	1,311.99	9,215.00	7,903.01	14.2
004-2100-000.58-10 TRAVEL, FOOD & LODGING	.00	.00	6,744.00	6,744.00	.0
004-2100-000.58-50 TRAINING AND CONFERENCES	.00	.00	10,381.00	10,381.00	.0
004-2100-000.58-70 MEMBERSHIPS/DUES/SUBSCRIP	722.00	797.00	2,306.00	1,509.00	34.6
004-2100-000.60-10 OFFICE SUPPLIES	6,165.27	6,189.76	32,223.00	26,053.24	19.2
004-2100-000.60-20 JANITORIAL SUPPLIES	.00	.00	12,441.00	12,441.00	.0
004-2100-000.60-85 SPECIAL DEPT SUPPLIES	706.91	774.27	21,642.00	20,867.73	3.6
004-2100-000.64-20 LIBRARY BOOKS AND BINDING	6,084.89	11,067.37	108,920.00	97,852.63	10.2
004-2100-000.64-30 LIBRARY PERIODICALS	41.95	41.95	5,073.00	5,031.05	.8
004-2100-000.64-40 AUDIO/VISUAL MATERIALS	1,447.70	1,697.58	25,821.00	24,123.42	6.6
004-2100-000.64-80 COMPUTER SOFTWARE	.00	182.95	22,858.00	22,675.05	.8
004-2100-000.69-50 MISCELLANEOUS EXPENSES	.00	.00	1,000.00	1,000.00	.0
004-2100-000.69-80 ASSETS < \$5000	.00	.00	135,579.00	135,579.00	.0
004-2100-000.72-20 BUILDINGS	.00	.00	85,000.00	85,000.00	.0
004-2100-000.74-20 VEHICLES	.00	.00	.00	.00	.0
004-2100-000.74-30 FURNITURE AND FIXTURES	.00	.00	.00	.00	.0
004-2100-000.74-40 OFFICE EQUIPMENT	.00	.00	.00	.00	.0
004-2100-000.74-50 COMPUTER EQUIPMENT	.00	.00	.00	.00	.0
TOTAL LIBRARY	89,088.81	179,767.57	1,429,937.00	1,250,169.43	12.6

CITY OF THE DALLES
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 2 MONTHS ENDING AUGUST 31, 2017

LIBRARY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>OTHER</u>					
004-9500-000.81-01 TO GENERAL FUND	.00	7,727.19	84,999.00	77,271.81	9.1
004-9500-000.81-10 TO UNEMPLOYMENT FUND	.00	.00	.00	.00	.0
004-9500-000.88-00 CONTINGENCY	.00	.00	184,982.00	184,982.00	.0
004-9500-000.88-01 RSRV FUTURE EXPENDITURES	.00	.00	23,153.00	23,153.00	.0
004-9500-000.89-00 UNAPPROPRIATED ENDING BAL	.00	.00	669,960.00	669,960.00	.0
TOTAL OTHER	.00	7,727.19	963,094.00	955,366.81	.8
TOTAL FUND EXPENDITURES	89,088.81	187,494.76	2,393,031.00	2,205,536.24	7.8
NET REVENUE OVER EXPENDITURES	(86,049.90)	(183,185.82)	.00	183,185.82	.0

Today's Date**Youth Services**

Date	Name of Event/Outreach	Total includes adults
8/2/2017	SRP Party	228
8/2/2017	Baby lapsit storytime	7
8/3/2017	Toddler storytime	7
8/4/2017	Preschool storytime	13
8/4/2017	playgroup	18
8/9/2017	Baby lapsit storytime	7
8/10/2017	Toddler storytime	14
8/11/2017	Preschool storytime	21
8/11/2017	playgroup	25
8/16/2017	Baby lapsit storytime	10
8/17/2017	Toddler storytime	26
8/18/2017	Preschool storytime	21
8/18/2017	playgroup	36
8/23/2017	Baby lapsit storytime	5
8/24/2017	Toddler storytime	18
8/25/2017	Water safety preschool storytime	16
8/25/2017	playgroup	25
8/30/2017	Baby lapsit storytime	7
8/31/2017	Toddler storytime	11
AUGUST	STEM toys (passive)	324
AUGUST	Computer (passive)	36
AUGUST	Puppets (passive)	42
AUGUST	Reader's Advisory/assistance	61
Total		978

Teen Services

8/6/2013	Youth Fiber Guild	6
8/9/2013	Yu-gi-oh	0
8/20/2013	Youth Fiber Guild	4
8/23/2013	Yu-gi-oh	6
AUGUST	Survey (passive)	75
AUGUST	Maker Tower (passive)	26
AUGUST	Xbox One (passive)	19
AUGUST	Board Games (passive)	2
AUGUST	In-House Books (passive)	17
AUGUST	Reader's Advisory	3
Total		158

Adult Services

8/1/2017	Flagstone Assisted Living	8
8/1/2017	Adult Movie Night	6
8/2/2017	Dufur Potlatch	18
8/2/2017	Family Craft Night	12
8/2/2017	Knitting Night	3
8/8/2017	Springs @Mill Creek	8
8/9/2017	Family Movie Night	9
8/9/2017	Knitting Night	2
8/10/2017	Canyon Rim	6
8/10/2017	Tygh Valley Community Meal	12
8/16/2017	Knitting Night	3
8/23/2017	Knitting Night	2
8/30/2017	Knitting Night	2
8/17/2017	Third Thursday Book Club	3

Total 94

The Dalles Library Complaint June 9, 2017

First of all I want to state that I am creating this document from the point of view of 20 years of leading others in the field of Life and Success Coaching.

My Personal Library Account:

I have had an unbelievable amount of trouble with this account. Here are some of the problems:

- Being bumped in the holds queue over and over.
- New book requests lost or given to others before me, because there is not an efficient procedure for holding and getting new requests to the right people.
- Books I placed on hold not showing up and/or being given a different book I did not request.
- Being told I was jinxed and should get a new library card as a suggestion for a solution.

Volunteering:

In March of this year I decided that I would like to volunteer at the library because I could see that there were numerous areas where a great lack of organization was happening. I requested a form which stated on it that after the form was filled out and returned one of the staff would be in contact within 1 week.

After 2 weeks I asked a staff member what was happening. That person went to speak to the assistant manager who told her to tell me that he wasn't ready to do anything yet and wanted to discuss with the staff where they might need some help, then he would contact me. This man never came out himself to speak to me or greet me. I had never even met him before.

After another 2+ weeks went by (April) I happened to be at the library when the assistant manager was fiddling with the 3D printer. I approached him and asked him what was happening with my volunteer request at which he replied that they didn't need anyone and he had a paid volunteer. I let him know that was fine, but didn't he think it would be a good thing that he would contact me to let me know.

Still this man never introduced himself to me or made any attempt to get to know me or what value I might add to the library at another time.

On my application I stated that I had strong organizational skills and it was and still is very clear to me that the organization of the new books and the art/crafts books are a complete unorganized mess.

In May while talking with Jeff W., the director, about a new book that I had requested, but had become lost even though I received a notice via email that it was ready for me to pick up, I mentioned to him that I had requested to put in some volunteer time but

was told there were no opportunities. He told me he knew of a number of things they needed help with and he would look into it.

Jeff decided that they wanted me to learn how to prepare that new book to free up the staff doing the job so she could have more time to work the 3D printer. I told Jeff that I was only interested in short-term volunteering, so wondered at taking on such an important and detailed job.

In the mean-time the outer patron area is still unorganized making it hard to find things.

As it turned out too much time had gone by and other things began to take precedence in my life so I wasn't able to follow through with volunteering. The timing was no longer right.

Homeless people using the library for their personal kitchen:

On Saturday June 3rd I went to the library in the afternoon and while looking for books came across a homeless woman feeding her 2 children at a table in the library. One child was standing on one of the chairs and there were containers of food spread out over the table making a big mess.

I was shocked that no one was doing anything about it and mentioned it to the staff at the counter. I was told that the staff was told to "turn a blind eye" because there wasn't anything they could do about it. Nothing was working to get the homeless woman to stop eating in the library.

Personally, I have worked as both a consultant and as staff for the Oregon Dept. of Human services and for the management at the library to be so lame as to not be able to set a clear boundary and stand up for the policies which create the integrity of the space is appalling to me. Nobody wins in this situation and it reads as a wrong message to the homeless person regarding their personal responsibility toward the public resources.

The director's lack of integrity toward the principles and purpose of the library fundamentally undermines and causes the devaluing of the space, devaluing of the patrons who are responsible and upholding the purpose for which the library is intended, a major disempowering of the staff to uphold the principles and integrity of the purpose and principles as well as devaluing their own senses and feelings of the clean nature of doing what is right and in harmony with the policies and rules laid down to support the overall success of the library.

This double standard fundamentally cracks the foundation of the policies taking away the essential integrity of them leaving a negative "hole" through which more lowering of the standards which the leaders should have the courage and personal integrity to uphold. This is the difference between mediocrity and excellence.

I have been having a building awareness that despite the shiny new children's room and the 3D printer (which was interesting for about 10 minutes) the overall effectiveness of the operations of the organization are sadly lacking.

In the Life/Success Coaching field the first action rule for the client is to clean up his/her personal condition. One look in the director's office should make it clear that there is no way that any true clarity or high vision could come out of it. In fact I feel very certain that the hoarder like conditions are against the fire code. The same could be true the of the back staff area.

At one point I offered to volunteer my Coaching services to Jeff W. to help him organize the space because it was clear to me that the level of confusion and disorganization I was experiencing with the problems with my account were directly related, and indeed any Life/Success Coach will tell you it is so.

Staff overall:

While there are certainly, a couple of members of the staff who know are helpful and knowledgeable (Maggie at the top), for the most part I find them to be less than ideal. They are "nice", but mostly ineffectual. More often than not I hear; I don't know what happened, we can't... I find for the most part these are not solutions oriented people, but people who are visionless and stuck in limitation. No recipe for excellence in that.

Personal Note:

Even though I have been tough on the management and the director specifically, I want to state that as a person Jeff W. is a very kind and good man, and I would do what I could to help bring the library up to a better standard. The assistant manager I couldn't say because I never see him and don't feel like he is an outgoing or friendly person.

I can see many solutions to the sagging organizational standards that are now permeating The Dalles library... maybe somebody else will figure them out as well.

Vicki Gooch
Wholeness Life Coach
The 10 Layers of Love®
Vibrational Fitness Quotient®

CITY OF THE DALLES
EMPLOYEE WITNESS REPORT

This report should be used for describing damage to City property, the witnessing of an accident, reporting unsafe conditions, and any other incident that involves the City of the Dalles. This report should be printed in ink and returned to your Supervisor within 24 hours of the work shift of the employee who witnessed the occurrence. The Supervisor, in turn, is to immediately forward to the Safety/Risk Management Department. IF MORE SPACE IS NEEDED, USE THE SPACE ON REVERSE SIDE.

1. Employee Name Haak Megan
(print) (last name) (first) (mid. in)
2. Department Library Job Title Lib Teen services Coordinator
3. Date of Accident/Incident 6/3/17 Time 10:55 am/pm
4. Where did it happen? Tables behind computer kb
5. Was weather a factor? If so, describe
6. Type of Accident/Incident: (check those applicable)
employee injury building damage
equipment damage inventory damage
property damage (city) (others)

bodily injury (public)
other (specify) admission confrontation
7. Severity of the accident/incident:
potential accident-close call
minor damage/injury
major damage/injury
8. Name(s) of injured Vicki Gooch; Candy Parnell
Address Phone see Sage system
9. Describe how accident/incident occurred Sam came to
get me because a patron, Vicki Gooch, was verbally
abusing another patron, Candy Parnell, + her children.
- Employee Signature [Signature] Date: 6/3/17
- Supervisor's Signature Date:

Ms. Parnell was feeding her children snacks & Ms. Gooch found that offensive. She was speaking aggressively in a raised voice to Ms. Parnell, yelling about how she pays taxes & how she felt Ms. Parnell was behaving inappropriately.

I approached the two & spoke to them both, saying "I'll bring this issue to my director for review, but we need to not have confrontations between patrons in the library."

Ms. Gooch then turned to me & became very loud, aggressive, & verbally abusive: "I can say whatever I want! I pay taxes for this library! I pay your salary!"

Me: "Ma'am, the library is a safe space. You can't speak like that to people here."

Gooch: "I can say whatever I want! Don't get in my face! You'll lose your job."

Me: "No, I won't. And if you continue to act this way, you're going to need to leave."

Ms. Gooch continued to yell & behave rudely as she moved away from Ms. Parnell & her family, at my insistence, & angrily made her way out the door (still yelling, etc.).

I followed up w/ Ms. Parnell & her kids to make sure they were okay. Since they did have some messier snacks (pistachios, chips, etc.), I gently reminded them about the library's policy that snacks should be small, ^{discrete,} & in containers. Ms. Parnell apologized, saying she didn't know, & promised to clean up once they were done eating, &

To avoid this issue going forward, I recommend posting our food policy clearly in a visible location. That way, all visitors can see & be aware of it.

* The Parnells were at a far away table, being quiet, & not disturbing anyone until Ms. Gooch approached them.

CITY OF THE DALLES
EMPLOYEE WITNESS REPORT

This report should be used for describing damage to City property, the witnessing of an accident, reporting unsafe conditions, and any other incident that involves the City of the Dalles. This report should be printed in ink and returned to your Supervisor within 24 hours of the work shift of the employee who witnessed the occurrence. The Supervisor, in turn, is to immediately forward to the Safety/Risk Management Department. IF MORE SPACE IS NEEDED, USE THE SPACE ON REVERSE SIDE.

1. Employee Name Luth, Samantha L
(print) (last name) (first) (mid. in)
2. Department Library Job Title Clerk I
3. Date of Accident/Incident June 3, 2017 Time 10:50 (am/pm)
4. Where did it happen? Main floor at library at front desk
5. Was weather a factor? No If so, describe _____

6. Type of Accident/Incident: (check those applicable)
employee injury _____ building damage _____
equipment damage _____ inventory damage _____
property damage (city) _____ (others) _____
bodily injury (public) _____
other (specify) Patron Confrontation

7. Severity of the accident/incident:
potential accident-close call _____
minor damage/injury _____
major damage/injury _____

8. Name(s) of injured Vicki Gooch, Candy Parnell
Address In Sage System Phone _____

9. Describe how accident/incident occurred Vicki Gooch asked if it was ok to eat in the library because she saw parnell family doing so and was in disagreement. →

Employee Signature Samantha Luth Date: June 3, 2017

Supervisor's Signature _____ Date: _____

I told her to write a note for the suggestion box for our director. She did so then said you can't say anything but I can, and went to confront the family. I told my coworker Megan and she went over to mediate and prevent a confrontation. Vicki Gooch left the library angry saying she was a taxpayer and paid for our salary, so she could do what she wanted as she passed the front desk and out the door. I've attached the note Ms Gooch put into the box prior to the confrontation to this report for documentation.

Saturday June 3, 17

I come to the library
and find a woman
w/ 2 children. Sitting
at one of the tables
feeding her children.

Unacceptable!!!

Where is the integrity
of the library?

This is not a lounge
room for the home-
less or anyone else.

There is a park library
across the street.

August 31, 2017

Official Response to Vikki Gooch Patron Complaint

-Dylan McManus

Assistant Director of The Dalles Public Library

It has come to my attention that The Dalles citizen and patron of our library Vikki Gooch filed a formal complaint about management regarding three individual incidents concerning our library, and that a large portion of those complaints were directed towards both my own, and Jeff's performance as supervisors. These areas of complaint center around her offering to volunteer with us, her confrontation with a second library patron, and the claim of disorganization of library material.

I will address my first hand experiences with this patron regarding each of these areas of complaint in kind.

Regarding Volunteering:

I was first made aware of Vikki Gooch's offer to volunteer when she aggressively cornered me while I was working on the 3D printer. She approached me in a rapid fashion that if it were a man I would have felt I was about to be physically assaulted. She then leaned in towards me and issued an aggressive complaint about how rude I was for not contacting her about volunteering and began to talk with leading phrases I knew were designed to entrap me. Questions like: "Well don't you think it would be beneficial to contact people who volunteer and tell them there are no positions available?" and similar questions. I immediately tried to diffuse the situation by explaining that I had only been hired within the last two months and I was trying to focus on all organizational elements of my job, and that currently I did not feel comfortable taking on additional volunteers. This was a decision I had made prior, and had told staff as much because I was trying to figure out the social dynamics of my current paid volunteers and actual staff. Vikki was visibly not happy with this response and immediately went to Jeff.

Regarding why I did not accept Vikki as a volunteer had two elements from a managerial stand point, one being learning the job requirements and:

The second was her aggressive, combative, and bullying personality. While this was the first time I had spoken with Vikki about volunteering it was not the first time I had seen her in the Library. The first time I saw Vikki she was bullying my staff member Robert Shonbrun because of an apparent missed book on our holds shelf that went to a different library. I observed the interaction because I wanted to see how my staff responded to an aggressive client who was leaning over the Circulation Desk and using demeaning language when addressing him. I also wanted to take mental notes about a possible system failure in our holds and computing processes.

The next three interactions I witnessed with Vikki Gooch in our library prior to her confronting me, were of her bullying members of my staff, or aggressively trying to pigeon hole Jeff regarding the Holds issue. During one of these confrontations she told Maggie Pando: "What's wrong with you, look at your gut (pointing at Maggie's stomach), you're obviously living toxically." This insult was directed at Maggie because Maggie told her she couldn't isolate why a hold had gone missing. During that incident she stormed out after saying that and Maggie went into the back room and started crying. I was made aware of the situation by having Maggie crying at her desk and asking her why. Apparently Vikki came to the library several days later and apologized to Maggie personally.

While these issues with this patron were ongoing, I was actively trying to remedy the Holds issue that was causing the frustration while Jeff talked with Vikki regarding her concerns. During that time, despite her bullying every employee she had contact with I never once saw Jeff raise his voice or do anything other than placate the patron. Jeff consistently addressed her concerns and went above and beyond in meeting her needs, including buying new copies of books she wanted so that she could get her requests as quickly as possible.

These were all observations I had witnessed first hand prior to her confronting me regarding wanting to volunteer. Having witnessed these personality issues first hand I had absolutely no desire to accept her as a volunteer and I decided the most politically expedient way to respond to her would be to fall back on the fact that I was crafting a volunteer acceptance and training policy as had been requested by Jeff when I was hired.

After I was confronted by Vikki Gooch regarding volunteering, I went back into the back office space. I was immediately approached by four members of my staff all of whom said collectively that Vikki has been treating them poorly for years, and to please not let her volunteer here. Samantha Luth in particular seemed actually fearful of having Vikki in her space and I immediately felt like my staff had been subjected to years of bullying by this woman.

Approximately two weeks after the incident I had with Vikki, Jeff took me into his office and asked how things were going with the Volunteer Process. At that time I told Jeff that I had some volunteer applications but that I didn't feel we needed to accept any volunteers at this time because I felt we were overloaded with volunteer staff, and the back room was crowded. He then told me that Vikki Gooch had come to him to formerly complain about how she turned in a volunteer application but I never responded. This being the second time I had heard that she turned in an application I went back through all of my volunteer applications and again did not see any application for Vikki Gooch. I came to the conclusion at the time, after having four staff members tell me not to let her volunteer, that it was extremely likely that one of my staff simply "lost" her application having no desire to have this individual in their space.

Having worked in a toxic work environment in the past, I am a strong advocate of creating positivity in the work environment, and reducing conflict as much as possible. I explained to Jeff that I disagreed

with bringing her on board as a volunteer, and stated that I felt she was a toxic individual. Jeff decided to offer her an opportunity to volunteer, and when I explained this to staff they immediately said they didn't want her in their space, but that they would be polite and do their best to work with her.

When Jeff walked her through the orientation process Vikki immediately declined her offer to volunteer, and I believe it was a simple power play on her part to force the Library's hand into accepting her volunteer application than making a dramatic show of declining her offer.

Regarding Vikki's confrontation with a Patron:

On June 3rd, a Saturday, I came into the Library with my son to access the Children's Area. I had been using these weekend visits to periodically check up on the Saturday environment in the Library since I was hired. When I walked in the door I was immediately confronted by Megan Hoak wanting to talk to me about an incident. Megan was visibly shaken, and upset. She told me that Vikki Gooch had just lost her temper on one of our Patrons and started screaming at her about how the other patron Candy Parnell was "disgusting" and "had no respect or integrity". She explained that Vikki had come to the front desk to complain that Ms. Parnell was eating with her children at one of the tables in the library. When staff told Vikki that there was no official policy against eating in the Library, Vikki then told staff that "Well you can't say something, so I will," at which point she then initiated the confrontation with the patron.

Megan was visibly shaken and told me that Samantha Luth was the second staff member involved in the incident and that both had written an incident report and submitted it to me via email.

I then asked Sam for her account of the confrontation. During that conversation I noticed that Samantha was so shaken by the incident that her hands were physically shaking.

After hearing their accounts of the confrontation first hand I learned that Ms. Parnell was doing nothing inappropriate, and that according to our policies she was in no way in the wrong. I was also extremely shocked at the language that Vikki used as it appeared she had verbally assaulted another member of the community to a degree that may have warranted police intervention. At that point I asked if either of the patrons were still in the library, to which Megan said "No." I directed both of them to immediately call the police if Vikki returned that day, and I told Megan she was well within her rights to tell a someone verbally assaulting another patron that they needed to leave our library. I then went and read the incident reports which are on file with both the Library and City of the Dalles, and I noticed multiple indicators that Vikki could be charged with Verbal Assault in the State of New York (my last government Employer) for her confrontation.

The most shocking part about this incident to me was that Vikki seemed to apply her own qualifiers to the second patron, calling her "homeless," without knowing the patron specifically. She took it upon herself to create a bigoted environment towards a specific demographic of people that she did not accept as worthy of accessing our library. Had the individual been a minority, and had she confronted

said individual in the same way based on them being a minority, Vikki Gooch would have committed a Hate Crime in our Library.

Upon returning to work on Monday I spoke with Maggie Pando about the incident and talked further with staff regarding the incident. I learned after these conversations that it was the opinion of staff that Ms. Parnell was using our library as a way to have supervised visits with her children, or something along those lines. That Ms. Parnell was literally using our space as a safe location for her and her children to be together in public as a family. This seriously upset me and I further decided to back up my staff and told all of them that Megan and Sam made the correct decision when asking her to leave.

Vikki then came in to the library and told Maggie that she would be issuing a formal complaint and that people were going to lose their jobs over how she was treated over the weekend. At that time I crafted a formal response to Vikki that I asked all staff to use. That response was sent out in email and read as follows:

Dear Staff,

Please note that the Official Response to any complaint that Vikki Gooch may direct at any Staff member regarding Saturday at our library is:

"Please take this issue up with my Director upon his return to the library in two weeks."

If I am in the building I will mention this to her if something comes up.

Respond to this email and acknowledge that you have received it and are aware that this is our official response until Jeff returns. Do not engage in any discussion about the incident, or any future incident, the only thing I want any of you to say in regards to any question by Vikki regarding service is the above quote. Say it with a smile and an even tone in your voice, which I know you all are capable of doing.

Thank you,

Dylan McManus

At that time there was never mention of the incident by Vikki again. She never asked to speak with me, or Jeff about it, and she went directly to City Hall. She came back two to three days later to tell Maggie she has filled the complaint, and the situation never came up again until I was asked to provide the incident report by Jeff for his annual review in the middle of July.

Regarding Organizational Aspects of the Library:

This portion of her complaint doesn't warrant much of a response. Vikki has no professional knowledge of the complexities of our staff's jobs, and like any system library systems are prone to problems from

time to time. Jeff and I are overseeing an overhaul of the Library larger than anything seen since the opening of the new building in the mid 1960's, and it is natural that systems will show weak points at times of great stress. In addition Vikki is not aware of the fact that the consortium that oversees our database SAGE no longer has an IT person on staff. Therefore the computer failures that were causing her books to go missing cannot be addressed locally because we do not have the authority nor capability of remedying a problem that is state wide.

Conclusion:

Vikki Gooch subjects Library Staff to systematic bullying and power plays designed to constantly remind them that since she is a taxpayer she is their boss. She creates an environment of so much hostility that if she were an employee I would file formal charges of bullying and creating a hostile work environment.

Her verbal assault of a fellow community member further shows the level of toxicity that this woman carries with her. It also indicates that she may hold bigoted opinions about specific demographics of our community who have as much of a right to city facilities as any other members of the community.

Prior to learning about the extent of her complaint with the city, it was my opinion that if there was a third incident involving this patron and either staff or other community members, I was going to file a formal request with Jeff and the City to have this patron trespassed from our Library. I believe the incident where she assaulted Ms. Parnell warrants such a trespass even if only temporarily however I wanted to get one more incident on paper prior to pursuing this. There is no doubt in my mind that it is only a matter of time before Vikki Gooch assaults another individual in our library as she continues to use our space as a place to check out books.