

State Library Board Agenda Packet

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 **State Library**
of Oregon

August 17, 2018
State Library of Oregon
Salem, Oregon

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Agenda and Meeting Minutes



Oregon

Kate Brown, Governor



State Library
of Oregon

250 Winter St. NE
Salem, OR 97301-3950
503-378-4243
Fax 503-585-8059
www.oregon.gov/osl

Caren Agata
Interim State Librarian
503-378-5030

August 3, 2018

FOR IMMEDIATE RELEASE

The State Library Board will meet at the State Library, 250 Winter St. NE, Salem, OR on August 17, 2018. Ann Malkin of Bend will chair the meeting.

On August 17th, the Board will hold their regular meeting which will include; State Librarian Recruitment Update, Building Renovations Update, and required Board Training for “Preventing Sexual Harassment”.

Sign language interpretation will be provided for the public if requested prior to 48 hours before the meeting; notice prior to 72 hours before the meeting is preferred. Handouts of meeting materials may also be requested in alternate formats prior to 72 hours before the meeting. Requests may be made to Eva Luna at (503) 378-5015.

The State Library provides leadership and resources to continue growing vibrant library services for Oregonians with print disabilities, the Legislature and state government, and all Oregonians through local libraries.

STATE LIBRARY OF OREGON BOARD MEETING
August 17, 2018
ROOM 103, State Library, Salem, Oregon
Ann Malkin, Chair

Agenda

9:00 a.m.	Approval of minutes from June 19, 2018 meeting	Malkin
9:05	Reports of Board Chair & Members	Malkin
9:45	Report of the Interim State Librarian	Agata
10:45	Staff Reports <ul style="list-style-type: none"> ▪ Talking Books Fund Development ▪ Library Support Key Performance Measure Review ▪ Government Services Safari Update 	Pepler Hanning Coughenour
11:45	Open Forum**	
12:15 p.m.	Working Lunch	Agata
12:45	State Librarian Recruitment Update	Malkin
1:00	Building and Renovations Update	Agata
1:45	Release Board Members who have completed Required Training	
2:00	New Business: Board Training: “Preventing Sexual Harassment” and “Maintaining a Harassment Free and Professional Workplace”	Westin
3:00	Adjournment	Malkin

Note: The times of all agenda items are approximate and subject to change

** Any person may address the State Library Board at this meeting on any topic

Upcoming Board Meeting Dates and Locations

Friday, October 19, 2018 at the State Library, Salem, OR

State Library Board Meeting
June 19, 2018
State Library of Oregon, Salem OR

Board Members present: Aletha Bonebrake, Julie Curtis, Ann Malkin, Jennie Tucker, Satish Upadhyay, Lori Wamsley, Malinda Carlson, Marie Ballance, Leslie Howerton

Staff present: Eva Luna, Susan Westin, Shawn Range, Caren Agata, Ross Fuqua, Erich Pepler, Jennifer Graves, Arlene Weible

Guests present: Sean Nickerson, Greg Williams, Katie Anderson, Begona Rodrigas, Kristen Harrison, Luis Nava, Mari Cheney, Berri Leslie

Recorder: Eva Luna

Chair Ann Malkin started meeting at 9:00 am.

Approval of the minutes from May 8th meeting

Tucker made a motion to approve the May 8th Board meeting minutes. Howerton seconded. The motion passed unanimously.

Reports of the Board chair and members

Malkin reports that things are going well in Deschutes County. The Deschutes Public Library had a great strategic vision workshop June 12. Community leaders from all over the county participated in the day-long event led by Group 4 Architects (G4). The sessions were well attended and very well received. Public forums are planned for August and G4 will prepare a facilities/services planning report based on these sessions and other research to the Deschutes Public Library District Board in October. The board intends to make a decision by the end of the year on future facility needs.

Bonebrake reports that she was very disappointed that the majority vote was against the proposal to create a library district in Wallowa County. There is some discussion about trying to push the proposal through again but Bonebrake feels that with a vote of sixty-five percent against the proposal, the opposition is very strong. Baker County has hired new Interim Manager for circulation training.

Howerton reports that Independence is doing well. The Summer Reading Program is off to good start. The Independence Library staff offers story time with free lunches at the different schools. The migrant school is up and running. The Independence Library staff are able to offer story time in Spanish by using some of the funds from the Summer Reading Program to fund a part time bilingual reader.

Tucker reports that the Literacy center at La Grande Library is doing well. Last year they had four volunteer college students as interns for the program and one middle school student. The middle school student had actually been a participant in the Literacy Program when she was younger. The Summer Reading Program this year already has one hundred students signed up. The library will be short staffed, which is an ongoing issue due to insufficient funding.

Carlson reports that next week the Summer Work Experience Program begins. The program is for visually impaired teenagers to experience more independence, job experience and mobility. It is about 5-6 weeks in duration. The participants stay at the Willamette Campus or Portland State University 24/7 and get training in writing resumes, attending mock interviews, opening bank accounts, shopping and cooking for themselves and working at a job location part time. The program begins Monday, June 25th.

Ballance reports that for the Department of Education as the school year wraps up, things are ramping up for administration. ODE employees will present at the COSA Summer Teaching, Learning, & Assessment Institute. The institute theme this year is "Well-Rounded Education: Empowering Every Student to Succeed." Additionally, the English language arts standards are under review this summer and fall. ODE sent out a public comments survey about the ELA standards and anyone can comment on K-12. The public survey comments are taken into account when ODE does their standards review.

Curtis reports she has eight days left until her retirement. Her replacement comes from the Department of Geology and Mineral Industries and has worked closely with scientists. Curtis reports activists were again present for their June 12th State Lands Board meeting. The activists are opposed to the proposed pipeline designed to transport natural gas from Malin, Oregon to Jordan Cove LNG terminal in Coos Bay, Oregon. In 2018, the Legislature passed a bill that directs a portion of unclaimed money held in the Common School Fund to help schools pay down their debt for PERS. This means that distributions from the fund will likely decrease in future years. Curtis expressed how much she has enjoyed working with the State Library Board.

Wamsley reported public institutions have finished their spring term and have had their graduation ceremony. She feels the first OLA Leadership Institute conference went very well in Pendleton. Twenty two participants and eight mentors were in attendance. They are already planning their next Leadership Institute conference. Orbis Cascade Alliance has created a Copyright First Responders Group to field and assist with different copyright issues and questions. The Oregon Library Association (OLA) 2018 Support Staff Division Conference in Hood River is happening on July 13-2018. The OLA Board retreat at the Menucha Conference Center is August 13-14, 2018.

Upadhyay reports the Department of Revenue had a successful tax season. The department has moved to a new automated system and in doing so expect to have all sorts of issues crop up. They will be administering 5 new taxes. They are currently focused on the 2019-2021 agency request budget development and are reviewing the 2019 – 2021 Budget policy packages. Upadhyay expressed that he will miss Bonebrake and Curtis who will be leaving the Board in July, 2018.

Nickerson introduced himself as a new Board member for the State Library. He is a Senior Program Manager for the Oregon Health Authority, with the Office of Information Services. He comes to the State Library Board from the Government Information and Library Services Advisory Council. Nickerson

reports he is working on an integrated eligibility program that will combine different programs such as Temporary Assistance for Needy Families (TANF), food stamps etc. and combine them all into one eligibility computer program. He states that trying to modernize this system is a 360 million dollar project. Nickerson shared that his wife is passionate about libraries and is excited that he is now on the State Library Board.

Williams introduced himself as a new Board member for the State Library. He is the Library Network Manager at Clackamas County, and his office provides services and support to the 13 member libraries of the LINCC (Libraries in Clackamas County) cooperative. Currently in Clackamas County they are in the process of planning for the construction of two new facilities for Gladstone and Oak Lodge. Planning the new facilities for these locations have been in the making for quite a while. LINCC is also working on implementing a new web-based service that will allow patrons to reserve and obtain cultural passes online. Being able to reserve and print cultural passes online will make it easier for patrons to take advantage of the cultural pass program.

Report of State Librarian

- The State Library's web page redesign project is still under construction. Each of the divisions are working on paring down the amount of content that will be transitioned to the new website. The completion deadline was pushed back from June 30th to August 1st.
- We received an update from Steve Ponce, our DAS Coordinator for the State Library remodel construction project. We no longer have a firm finishing date. Steve Ponce will be speaking at our managers meeting tomorrow to address the current issues we are facing. The interior design architect has been working with our staff to choose furniture and systems that will address the needs of our staff.
- Regarding sunseting the mailing lists, the State Library is partnering with DAS IT and working on implementation. We have reached out to the mailing list administrators to clean up their lists.
- The Oregon Reference Summit put together by Natalie Brant and Tamara Ottum was a great success. The programming, catering and local planning went very smoothly. There was a great turn out of about one hundred people.
- A number of State Library job positions have been filled. Derek Nielson, our new IT Coordinator, Eva Luna, our Operations Support Specialist, Crystal Grimes, promoted to Customer Services Coordinator, Jennifer Graves, Circulation Services Coordinator, Erich Pepler, promoted to Fund Development Coordinator, and most recently Kate Dunn, our new Digitization Specialist.
- The State Librarian recruitment is under way.
- Agata extends a warm welcome our new Board members. She expressed that working with such an informed and strong board is one of her most positive experiences while serving as the Interim State Librarian.
- At the Governor's direction, policy regarding sexual harassment training and reporting for all state agencies, boards and commissions has been revised. Two online courses are required to be completed by December 31, 2018. The State Library can also provide a venue for those who need to have access to the training to complete it. Agata offered to put it on the agenda for the next Board meeting.

- Agata reports that the State Library has made significant progress coordinating procurement of databases. This progress is largely due to Amy Coughenour's collaborative efforts with other state agencies.
- In review of the Customer Satisfaction Surveys Agata expressed that all the divisions scored highly on timeliness and helpfulness. Talking Books scored a 96% good or excellent in helpfulness and timeliness, but scored lower on the availability of information. Library Support scored a 98% in good or excellent, and a 23% response rate. Government Services scored 89% good or excellent and had a 16% response rate.
- Amy Coughenour's e-resources research was used to determine which e-book selection resources were being widely used, and which resources were not. It was decided that moving forward the Books 24x7 e-book selection would be discontinued and Safari would be retained.

Staff reports

Summer reading project presented by Erich Pepler and Jennifer Graves

The Summer Reading Program of 2018 received funding from the Blind & Visually Impaired Student (BVIS) Fund, Delta Gamma Foundation, The Oregon Zoo, and the Portland Trailblazers. The program continues to grow and evolve based on outreach, the post-program Survey and Evaluation, as well as student, parent and teacher contact. This year they were excited to add an online interactive question and answer section to the program to further encourage interaction and completion of the program. The program was created to help avoid the 'summer slide', and to get kids excited about reading.

Digital Project with Washington State Library presented by Ross Fuqua

The State Library is engaged in a one-year intergovernmental agreement with Baker County Library and the Washington State Library. The project goal is to move a portion of the existing digital collection of historic images and metadata from an unsupported software platform into the Washington State Library's digital repository hosted for the Washington Rural Heritage program. This project will serve as a demonstration for other existing digital collections in Oregon that are considered to be held in at-risk depositories.

Customer Satisfaction Survey Results presented by Jerry Curry

The Customer Satisfaction Survey of the Government Information and Library Services division included all 8154 registered State Library patrons. The number of respondents was 1123, with a response rate of 16%. This year the survey methodology was designed to be able to tie the results to individual responses, allowing for more detailed qualitative analysis and response. The methodology and information received can provide many new opportunities to Government Services to provide specified services, identify resources, and receive critical feedback.

Curry's presentation initiated a discussion about why certain agencies use the State Library resources and some agencies do not, and whether or not there could be universal registration for all state agencies.

The Board requested a follow up that outlines barriers and opportunities around this issue in greater detail. They requested Curry to come back to the Board and present on both the progress on the universal registration and what further action was taken with the data received from the survey. It was also asked if the Board members could also be registered as well.

Open Forum

Guest presenting were:

Katie Anderson – Washington County Cooperative Library System

Begoña Rodrigas – Early Learning Washington County

Kristin Harrison – Portland Metro STEM

Luis Nava – Early Learning Washington County

Katie, Begoña, Kristin and Luis of United Way of the Columbia-Willamette/Early Learning Washington County, spoke in support of year 3 of their project, 'Bridging Cultures' LSTA grant. The group presented STEM Early Literacy Workshops with a curriculum and materials in many languages. They feel that supporting different languages and understanding cultural learning differences can have a huge impact on families.

State Librarian Recruitment Update

Berri Leslie, Deputy Chief of Staff for Governor Kate Brown, will be the contact for the State Librarian recruitment process. She reports the State Librarian recruitment is now closed. Thirteen to fourteen candidates had applied, and eight candidates have been selected. The first interview will be by video, with questions taken from the Stakeholder Feedback Survey. Out of the eight candidates, three to five candidates will be invited back to be interviewed with an in-person panel. The panel will probably include the four members from the Board, OLA members, leadership from the agency and Stakeholders. The final round will probably include two candidates to be interviewed by the Governor. The goal is to have a nominee by August to go through the legislative process by September.

After some discussion around whether or not there will be further employee involvement, Leslie suggested an option could be that the candidates each speak to an employee panel.

Malkin took a moment to express for all of us our deepest thanks and appreciation to Aletha Bonebrake and Julie Curtis for their years of service on the State Library Board. Aletha Bonebrake served for eight years, with four years as the Chair of the Board. Julie Curtis served on the Board for two years.

New Business

Board officer Elections:

Howerton made a motion to let the April election for the new chair for this year stand, and to decide on a new date for Board officer elections. Ballance seconded.

Westin reviewed bylaws and added that the chair and vice chair are elected by the Board for one year term by July 1st of each year.

Howerton amended the motion for Board officer elections to occur at the Board meeting closest to June for the fiscal year. Ballance seconded the motion. The motion passed unanimously.

Howerton further motioned that the April vote carries over to this meeting and carries forward to the next election. Ballance seconded the motion. The motion passed unanimously.

2019 – 2021 Budget Update

Range reports that we have completed the current service level budget. We asked and were granted a higher than standard inflation rate for several budget lines including; State Government Service Charge Fees, a director step increase, Shared Financial Services, State Data Center charges and electronic subscriptions. The State Library has successfully passed all current service level audits.

There were three policy option packages. The first policy option package was for electronic resources. Currently some of the funds for electronic resources are coming from other program cuts and salary savings. This policy option package is to reflect the actual current costs for electronic resources and anticipated costs for the 2019-2021 budget.

The second policy option package was for staffing. This policy package asks to reclassify the Operations administrative position to an Office Specialist 2 classification based on rewritten duties. In addition it asks to create a communications position based on the position description created for the Executive Assistant. This position will also be a place holder package until the new director is in place.

The third policy option package is management support. This package asks for two additional managers at the Principal Executive Manager A level, as well as related services and supplies. One additional manager would assist with the day to day operations of Government Services and the other manager would assist with the day to day operations of Talking Books and Library Support.

Key Performance measures (KPM)

1. Number of research assistance transaction for State Employees.
2. Average daily use of Government Information and Library Services electronic resources.
3. Number of individuals registered to receive Talking Book and Braille Services.
4. Cost per circulation of Talking Book and Braille books.
5. Average daily visits to State Library funded databases for local libraries.
6. Percentage of Oregon Libraries meeting essential and enhanced level of applicable Oregon Library Association Standards for a Public Library.
7. Percent of customers rating their satisfaction with the agency's customer services as "good" or "excellent" in the following categories.
8. Percent of best practices met by the board – recommendation to delete based on changes made in HB3523.

The Board entered into discussion about KPM #6. The concern around #6 is in the State Library's ability to measure those standards before those standards are even clearly defined. The State Library could become responsible for public libraries without any control in which to enforce the standards. Currently,

there is discussion around what is the definable standard for public libraries but there have been no official decisions. The State Library does not have the authority to tell public libraries to achieve specific standards.

It was argued that this Key Performance Measure was about measuring progress, and how we intend to measure. The measure can help direct our services and help us be a better facility. This is an important step in the process of creating qualitative measurement.

In conclusion it was decided that the wording on the Key Performance Measure did not clearly define the intention of the measurement, and needed to be reworded or removed. The Board asked if some suggestions on rewording could be reviewed at the next board meeting.

Malkin made a motion to approve the 2019 – 2021 budget as proposed and the Key Performance Measures excepting number 6, which will be reworded or removed. Bonebrake seconded the motion. The motion passed unanimously.

Talking Book and Braille Library Advisory Council Recommendations.

Westin gave an overview of the budget items and cash flow analysis of the July 1, 2018 through June 30, 2019 Expenditure Plan. She highlighted the significant increases which included the purchase of a recording booth, more money for DVD's and service fees for the online donation site.

(Detailed list of Expenditure Plan for program enhancements and solicitation for July 1, 2018 through June 30, 2019 can be found on pg. 21 of Board Packet)

Tucker moved to accept the Expenditure plan as written. Howerton seconded the motion. The motion passed unanimously.

LSTA Advisory Council Recommendations

1) LSTA Advisory Council Bylaws

The LSTA Advisory Council reviewed the bylaws and recommend the following changes: changing how chair and chair-elect are elected and updating the name of the agency.

Bonebrake made a motion to approve bylaw changes. Upadhyay seconded. The motion passed unanimously.

2) FFY2018 LSTA Grants Applications Recommended for Funding

Grants applications were received from Oregon libraries and cultural or educational organizations totaling 17 grants for a total ask of \$782,686.

The LSTA Advisory Council recommended 15 grant projects for funding with a total allocated of \$507,660.

Cheney, Chair of the LSTA Advisory Council, gave a report on the 2018 competitive grants. The council recommended 15 grants to be funded. The two grants not recommended were from the University of Oregon and United Way of the Columbia & Willamette/Early Learning of Washington County.

Tucker raised a concern regarding the Umatilla County grant. Cheney responded that the grant is trying to reinvigorate their existing rural group, wanting to contract with the Center for Non-Profit group. Other board members stated that best practices are really important with groups and there seems to be a passion but little direction. The Board discussed the application also not recommended, the United Way of the Columbia & Willamette/Early Learning of Washington County who presented their project 'Bridging Cultures' at open forum.

Cheney explained that the Bridging Cultures project is on year three, which generally is a year where the costs begin to go down. When she asked questions of the group about the project, she did not feel the questions were not fully answered, and it was large grant amount.

The Board asked if the group will receive feedback as to why their grant was declined.

Fuqua confirmed that feedback is given regarding the decision and why the application was denied.

3) **Statewide Database Licensing Advisory Council (SDLAC)**

The LSTA Advisory Council endorsed the recommendations made by SDLAC to:

- a. Move forward with negotiating a contact with Gale for the Statewide Database Licensing Program. (This was approved by the Board at the May 8th meeting)
- b. Increase the amount given to Orbis Cascade Alliance. The State Library will work with Orbis Cascade Alliance and the nonparticipating colleges to determine a subsidy amount that would bring all public academic institutions into the group subscription.

Westin reviewed the FFY 2018 budget. She discussed the renewal of the Gale databases, reserving monies for different mini – grants such as continuing education and refreshing collections. One suggestion was targeting schools for the refreshing collections mini grant.

Carlson moves to accept 2018 LSTA budget with the caveat that you can increase or decrease for the subsidy data. This also includes the 15 competitive grants recommended by the Advisory council.

Tucker seconded. The motion passed unanimously.

4) **Proposed LSTA Competitive Grant application cycle**

The LSTA Advisory council recommends that the State Library Board adjust the annual LSTA Competitive Grants cycle to provide more time to applicants between the award decision and the start of the project year (based on the state fiscal year).

Incorporating this proposed change, LSTA Competitive Grant applications would be due to the State Library in early February. The LSTA Advisory Council will move their spring meeting to early March, and the State Library Board would then review the Council's recommendations on competitive grants at the April meeting.

Carlson moved to accept new grant schedule. Bonebrake seconded. The motion passed unanimously

Government Information & Library Services Advisory Council Nominations presented by Curry

The following four nominees were selected based on diverse representation of agencies as well as years and level of service:

Cristy Ouellette – Department of Human Services/Oregon Health Authority
Rebecca Smith – Department of Energy
Liz Pysar – Department of Environmental Services
Shawna Eddy – Department of Corrections

Wamsley moved to accept these four candidates as proposed. Howerton seconded. The motion passed unanimously.

The Board confirmed the next two meetings would be August 17th and October 19th.

Adjournment

Meeting was adjourned at 2:35 p.m.

Action Items

- Fuqua to send earlier report on Northwest Digital Collections of 2015 to Board.
- Curry to present follow up report on the progress of the Universal Registration Project.
- Curry to follow up with progress report on what was accomplished from the data collected from the Customer Satisfaction Survey.
- Board asked to be included in the universal registration.
- The Board asked if some suggestions on rewording Key Performance Measure #6 could be reviewed at the next board meeting.

State Library of Oregon
State Library Board Executive Committee
July 9, 2018

Board members present by phone: Malkin – Chair, Howerton
Recorder: Agata – Interim State Librarian

Meeting was called to order at 2:00 p.m.

Report of Interim State Librarian

- Open positions and recruitments—updates as all open positions are moving through the recruitment process
- Budget review and timetable
- Agency Web Page developments on buildout and extension of deadline for going live
- Recording Booth—purchase and preparations for co-locating in Special Collections mending room
- New Hire—Chris Patchell is temporary Project Manager in Government Services
- Update on move and renovations
- Staff Reports will be from:
 - Library Support discussing KPM related to the division
 - Government Services concerning expansion of instruction offerings and plans for Safari September
 - Talking Book and Braille Library will discuss fund development

Approval of Board Agenda for August 17th meeting to be held in Salem at the State Library

Other Business

There was no other business

Adjournment

Meeting adjourned at 2:40 pm

Reports of the State Librarian and Staff

**STATE LIBRARY
2017-19 BIENNIUM BUDGET REPORT**

Thursday, July 19, 2018

Report Period	Month Ending June, 2018						
Target Percentage	50.00%						
Budget Object Title	Budget	Current Month Expenditures	Expenditures Biennium to Date	Remaining Budget	%Spent BTD	Average Spend per month to Date	Average Remaining to Spend
PERSONAL SERVICES & SUPPLIES	\$ 7,323,365	\$ 257,066	\$ 3,151,174	\$ 4,172,191	43.03%	\$ 262,598	\$ 347,683
SPECIAL PAYMENTS	\$ 4,622,906	\$ 75,975	\$ 2,080,529	\$ 2,542,377	45.00%	\$ 173,377	\$ 211,865
TOTAL	\$ 4,037,007	\$ 28,841	\$ 1,390,062	\$ 2,646,945	34.43%	\$ 115,838	\$ 220,579
	\$15,983,278	\$ 361,882	\$ 6,621,765	\$ 9,361,513	41.43%	\$ 551,814	\$ 780,126

Thursday, July 19, 2018

**STATE LIBRARY
2017-19 BIENNIUM BUDGET REPORT**

Report Period		Month Ending June, 2018									
Target Percentage		50.00%									
Division	Budget Object Title	Budget	Current Month Expenditures	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to Spend			
Operations	PERSONAL SERVICES	\$ 1,662,645	\$ 38,118	\$ 577,780	\$ 1,084,865	34.75%	\$ 48,148	\$ 90,405			
	SERVICES AND SUPPLIES	\$ 413,301	\$ 19,834	\$ 196,495	\$ 216,806	47.54%	\$ 16,375	\$ 18,067			
	CAPITAL OUTLAY	\$ 2,576	\$ -	\$ -	\$ 2,576	0.00%	\$ -	\$ 215			
Total		\$ 2,078,522	\$ 57,952	\$ 774,275	\$ 1,304,247	37.25%	\$ 64,523	\$ 108,687			
Library Development	PERSONAL SERVICES	\$ 1,567,589	\$ 63,495	\$ 715,272	\$ 852,317	45.63%	\$ 59,606	\$ 71,026			
	SERVICES AND SUPPLIES	\$ 1,909,333	\$ 4,568	\$ 883,415	\$ 1,025,918	46.27%	\$ 73,618	\$ 85,493			
	SPECIAL PAYMENTS	\$ 4,037,007	\$ 28,841	\$ 390,062	\$ 2,646,945	34.43%	\$ 115,838	\$ 220,579			
Total		\$ 7,513,929	\$ 96,903	\$ 988,749	\$ 4,525,180	39.78%	\$ 249,062	\$ 377,098			
Talking Book and Braille Services	PERSONAL SERVICES	\$ 1,237,031	\$ 42,869	\$ 527,959	\$ 709,072	42.68%	\$ 43,997	\$ 59,089			
	SERVICES AND SUPPLIES	\$ 652,953	\$ 16,151	\$ 255,673	\$ 397,280	39.16%	\$ 21,306	\$ 33,107			
	CAPITAL OUTLAY	\$ 9,381	\$ -	\$ -	\$ 9,381	0.00%	\$ -	\$ 782			
Total		\$ 1,899,365	\$ 59,020	\$ 783,632	\$ 1,115,733	41.26%	\$ 65,303	\$ 92,978			
Government Research Services	PERSONAL SERVICES	\$ 2,856,100	\$ 112,584	\$ 330,162	\$ 1,525,938	46.57%	\$ 110,847	\$ 127,162			
	SERVICES AND SUPPLIES	\$ 1,624,017	\$ 35,422	\$ 744,946	\$ 879,071	45.87%	\$ 62,079	\$ 73,256			
	CAPITAL OUTLAY	\$ 11,345	\$ -	\$ -	\$ 11,345	0.00%	\$ -	\$ 945			
Total		\$ 4,491,462	\$ 148,007	\$ 075,108	\$ 2,416,354	46.20%	\$ 172,926	\$ 201,363			
Total		\$ 15,983,278	\$ 361,882	\$ 621,765	\$ 9,361,513	41.43%	\$ 551,814	\$ 780,126			

Thursday, July 19, 2018

**STATELIBRARY
2017-19 BIENNIUM BUDGET REPORT**

		Report Period		Month Ending June, 2018									
		Target Percentage		50.00%									
Program Code	Program Code Title	Budget Object Title	Budget	Current Month Expenditures	Expenditures Biennium to Date	Remaining Budget	% Spent BTD	Average Spent per Month to Date	Average Remaining to spend				
1200	OSL BOARD	PERSONAL SERVICES	\$ 1,900	\$ 65	\$ 130	\$ 1,770	6.84%	\$ 11	\$ 148				
		SERVICES AND SUPPLIES	\$22,360	\$ 1,644	\$ 9,531	\$ 12,829	42.62%	\$ 794	\$ 1,069				
		Total	\$24,260	\$ 1,709	\$ 9,661	\$ 14,600	39.82%	\$ 805	\$ 1,217				

Thursday, July 19, 2018

**STATELIBRARY
2017-19 BIENNIUM BUDGET REPORT**

Accounts	Account Title	OREGON STATE LIBRARY		OREGON STATE LIBRARY	
		6/30/2017	6/30/2018	6/30/2017	6/30/2018
					OREGON STATE LIBRARY 7/2017 to 7/2018
TALKING BOOKS ENDOWMENT FUND INTEREST	CASH ON DEPOSIT WITH TREASURER 0300	\$ 11,018.70	\$ 18,921.16	\$ 7,902.46	
TALKING BOOKS ENDOWMENT FUND	CASH ON DEPOSIT WITH TREASURER 0301	\$ 595,110.76	\$ 1,161,198.70	\$ 566,087.94	
Oregon Intermediate Term Pool (OITP)	Treasury Investment Fund	\$ 1,422,332.96	\$ 1,418,889.10	\$ (3,443.86)	
LONG FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0302	\$ 1,000.00	\$ 1,000.00	\$ -	
MOSES FUND - NON EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0303	\$ 6,000.00	\$ 6,000.00	\$ -	
LONG FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0306	\$ 54.75	\$ 72.18	\$ 17.43	
MOSES FUND - EXPENDABLE	CASH ON DEPOSIT WITH TREASURER 0307	\$ 7,533.08	\$ 7,658.79	\$ 125.71	
TALKING BOOKS DONATION FUND	CASH ON DEPOSIT WITH TREASURER 0308	\$ 251,622.04	\$ 285,010.27	\$ 33,388.23	
DATABASE LICENSING RESERVE	CASH ON DEPOSIT WITH TREASURER 0321	\$ 41,152.32	\$ 41,843.99	\$ 691.67	
TOTAL		\$ 2,335,824.61	\$ 2,940,594.19	\$ 604,769.58	

Thursday, July 19, 2018

STATE LIBRARY QUARTERLY PERFORMANCE REPORT

Quarter: April - June, 2018

	Total This Quarter	Total Last Quarter	Variance to Last Quarter	Total 17-19 thru 4th QRT	Total 15-17 thru 4th QRT	Variance to Date	% Variance to Date
<i>Library Support and Development Services</i>							
Average daily visits to OSLIS	2,434	3,251	-817	2,193	2,553	-360	-14.1%
Average daily visits to LSTA-funded databases	17,537	23,611	-6,074	16,178	12,809	3,369	26.3%
Average daily visits to Answerland	39	48	-9	43	62	-20	-31.5%

Talking Book and Braille Library

Registered individuals*	5,304	5,171	133	5,304	5,266	38	0.7%
Items circulated	95,330	96,329	-999	378,476	418,555	-40,079	-9.6%
Percentage of circulated items that are digital cartridges	73%	75%	-2%	75%	75%	0%	0.0%
Percentage of circulated items downloaded from BARD	25%	25%	0%	23%	23%	0%	0.0%

*Figure represents total on the last day of the quarter.

Government Information and Library Services

Research transactions for state government employees**	672	698	-26	2,855	N/A	0	0.0%
New Registrations	221	179	42	553	967	-414	-42.8%
Percentage of state employees registered for State Employee Information Center*	21.3%	23.5%	-2.2%	21.3%	26.0%	-4.7%	-18.1%
Outreach and training presentations	26	16	10	67	37	30	81.1%
Outreach and training presentation attendees	233	153	80	1,447	1,198	249	20.8%
Oregon documents added	3,683	2,676	1,007	13,173	11,939	1,234	10.3%
Average daily use of electronic resources**	544	367	177	503	N/A	0	0.0%
Eclips**	144,163	124,640	19,523	543,345	N/A	0	0.0%

*Figure represents total on the last day of the quarter.

**15-17 figures unavailable. Started collecting data July 2017.

Operations

Number of volunteer hours	745	719	26	2,057	2,461	-404	-16.4%
Number of volunteers*	35	32	3	39	N/A	N/A	N/A
Number of intern hours	24	0	24	57	N/A	N/A	N/A

*Figure represents total on the last day of the quarter.

Board Training: “Preventing Sexual Harassment”

Agenda Item:

Board Training: “Preventing Sexual Harassment” and “Maintaining a Harassment Free and Professional Workplace”

Background and Summary

As communicated by the Chief Human Resources Office, all state agencies, boards and commissions are expected to provide a work environment free from discrimination and harassment. The State of Oregon has updated its *Discrimination and Harassment Free Workplace* policy that prohibits discrimination and harassment in the workplace, encourage individuals to report such conduct, and outline investigatory procedures and consequences for violations.

All current board and commission members are required to complete the sexual harassment training and maintaining a harassment free and professional workplace training by December 31, 2018. The policy also requires training annually for all current board and commission members.

Attachments include:

1. Online training outlines
2. Discrimination and harassment free workplace policy
3. Maintaining a professional workplace policy
4. Sexual harassment FAQ
5. Sexual harassment resources
6. Complaint form

Recommendation of the State Librarian

The Interim State Librarian endorses the training.

Preventing Sexual Harassment Course Outline

1. How sexual harassment impacts the workplace.
2. Identification of the applicable laws and policies prohibiting sexual harassment.
3. Key definitions.
4. Definition and review of Quid Pro Quo and Hostile Work Environment harassment.
5. Explanation of the forms that sexual harassment can take (verbal, non-verbal, or physical behavior).
6. Discussion of the policy prohibiting sexual harassment, including:
 - Who is covered by the policy
 - Employee's rights and responsibilities under the policies
 - Supervisor's and managers' responsibilities under the policies
7. Investigations:
 - Reporting complaints
 - Identifying who complaints can be directed to
 - Criteria for conducting an investigation
8. Retaliation
9. Preventing sexual harassment in the workplace.
10. A requirement that participants acknowledge that they:
 - Understood their responsibility to maintain an environment free from sexual harassment and their responsibility to not engage in behavior which constitutes sexual harassment.
 - Received a copy of the statewide and agency policy (if applicable) and will comply with the requirements of the policies.

Maintaining a Harassment Free and Professional Workplace Course Outline

1. How inappropriate workplace behavior impacts the workplace.
2. Identification of the applicable laws and policies prohibiting discrimination and harassment.
3. Key definitions.
4. Discussion of the policy prohibiting sexual harassment, including:
 - Who is covered by the policy
 - Employee's rights and responsibilities under the policies
 - Supervisor's and managers' responsibilities under the policies
5. Investigations:
 - Reporting complaints
 - Identifying who complaints can be directed to
 - Criteria for conducting an investigation
6. Retaliation
7. Preventing inappropriate workplace behavior.
8. A requirement that participants acknowledge that they:
 - Understood their responsibility to maintain an environment free from discrimination and harassment and their responsibility to not engage in inappropriate workplace behavior.
 - Received a copy of the statewide and agency policy (if applicable) and will comply with the requirements of the policies.

State HR Policy

SUBJECT: Discrimination and Harassment Free Workplace

NUMBER: 50-010-01

DIVISION: Chief Human Resources Office

EFFECTIVE DATE: 4/6/18

APPROVED: Signature on file with Chief Human Resources Office

POLICY**STATEMENT:**

Oregon state government as an employer is committed to a discrimination and harassment free work environment. This policy outlines types of prohibited conduct and procedures for reporting and investigating prohibited conduct
Discrimination and Harassment Free Workplace

AUTHORITY:

ORS 174.100, 240.086(1); 240.145(3); 240.250; 240.316(4); 240.321; 240.555; 240.560; 659A.029; 659A.030; Title VII; Civil Rights Act of 1964; Executive Order EO-93-05; Rehabilitation Act of 1973; Employment Act of 1967; Americans with Disabilities Act of 1990; and 29 CFR §37.

APPLICABILITY:

All employees, including limited duration and temporary employees, board and commission members, volunteers, and others working in an agency, unless this policy conflicts with an agency's collective bargaining agreement.

ATTACHMENTS:

None

DEFINITIONS:

See also State HR Policy 10.000.01, Definitions; and OAR 105-010-0000

Collective Bargaining Agreement (CBA): A written agreement between Oregon state government (Department of Administrative Services) and a labor union. References to CBAs contained in this policy are applicable only to employees covered by a CBA.

Complainant: A person or persons allegedly subjected to, or who witnessed observed, discrimination, workplace harassment or sexual harassment and who files a complaint with their immediate supervisor, another manager, or the agency, board, or commission Human Resources section, Executive Director, chair, or DAS Chief Human Resources Office.

Contractor: An individual or business with whom Oregon state government has entered into an agreement or contract to provide goods or services. Qualified rehabilitation facilities who by contract provide temporary workers to state agencies are considered contractors. Contractors are not subject to ORS 240 but must comply with all federal and state laws.

Discrimination: Making employment decisions related to hiring, firing, transferring, promoting, demoting, benefits, compensation, and other terms and conditions of employment, based on or because of an employee's protected class status.

Employee: Any person employed by the state in one of the following capacities: management service, unclassified executive service, unclassified or classified unrepresented service, unclassified or classified represented service, or represented or unrepresented temporary service. This definition includes board and commission members, and individuals who volunteer their services on behalf of state government.

State HR Policy

Discrimination and Harassment Free Workplace

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Higher Standard: Applies to managers and supervisors. Managers/supervisors are held to a higher standard and are expected to be proactive in creating and maintaining a discrimination and harassment free workplace. Managers/supervisors must exercise appropriate measures to prevent and promptly correct any discrimination, workplace harassment or sexual harassment they know about or should know about.

Manager/Supervisor: Those who supervise or have authority or influence to effect employment decisions.

Protected Class Under Federal Law: Race; color; national origin; sex (includes pregnancy- related conditions); religion; age (40 and older); disability; a person who uses leave covered by the Federal Family and Medical Leave Act; a person who uses Military Leave; a person who associates with a protected class; a person who opposes unlawful employment practices, files a complaint or testifies about violations or possible violations; and any other protected class as defined by federal law.

Protected Class Under Oregon State Law: All federally protected classes, plus: age (18 and older); physical or mental disability; injured worker; a person who uses leave covered by the Oregon Family Leave Act; marital status; family relationship; sexual orientation; whistleblower; expunged juvenile record; and any other protected class as defined by state law.

Sexual Harassment: Sexual harassment is unwelcome, unwanted or offensive sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- 1) Submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment, or is used as a basis for any employment decision (granting leave requests, promotion, favorable performance appraisal, etc.); or
- 2) Such conduct is unwelcome, unwanted or offensive and has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include but are not limited to: unwelcome, unwanted or offensive touching or physical contact of a sexual nature, such as closeness, impeding or blocking movement, assaulting or pinching; gestures; innuendoes; teasing, jokes, and other sexual talk; intimate inquiries; persistent unwanted courting; sexist put-downs or insults; epithets; slurs; or derogatory comments.

Sexual Orientation under Oregon State Law: An individual's actual or perceived heterosexuality, homosexuality, bisexuality or gender identity, regardless of whether the individual's gender identity, appearance, expression or behavior differs from that traditionally associated with the individual's sex at birth.

Workplace Harassment: Unwelcome, unwanted or offensive conduct based on or because of an employee's protected class status.

Harassment may occur between a manager/supervisor and a subordinate, between employees, and among non-employees who have business contact with employees. A complainant does not have to be the person harassed, but could be a person affected by the offensive conduct.

Examples of harassing behavior include, but are not limited to, derogatory remarks, slurs and jokes about a person's protected class status

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Volunteer: Any individual who is performing work on behalf of Oregon state government or a state agency and is not paid for their service. This may include interns, externs and other categories of unpaid workers.

POLICY:

(1) Oregon state government is committed to a discrimination and harassment free work environment.

This policy outlines types of prohibited conduct and procedures for reporting and investigating prohibited conduct.

(a) Discrimination, Workplace Harassment and Sexual Harassment. Oregon state government provides a work environment free from unlawful discrimination or workplace harassment based on or because of an employee's protected class status. Additionally, Oregon state government provides a work environment free from sexual harassment. Employees at every level of the organization, including state temporary employees and volunteers, must conduct themselves in a business-like and professional manner at all times and not engage in any form of discrimination, workplace harassment or sexual harassment.

(b) Higher Standard. Managers/supervisors are held to a higher standard and are expected to be proactive in creating and maintaining a discrimination and harassment free workplace. Managers/supervisors must exercise appropriate measures to prevent and promptly correct any discrimination, workplace harassment or sexual harassment they know about or should know about.

(c) Reporting. Anyone who is subject to or aware of what they believe to be discrimination, workplace harassment or sexual harassment should report that behavior to their immediate supervisor, another manager, or the agency, board, or commission Human Resources section, Executive Director, Chair, or DAS Chief Human Resources Office as applicable. A report of discrimination, workplace harassment or sexual harassment is considered a complaint. A supervisor or manager receiving a complaint should promptly notify the Human Resources section, Executive Director or Chair, as applicable.

(A) A complaint may be made orally or in writing.

(B) An oral or written complaint should contain the following:

- (i) The name of the complainant and the name of the person that was subjected to the discrimination or harassment if they are not the same person;
- (ii) The names of all parties involved, including witnesses;
- (iii) A specific and detailed description of the conduct or action that the employee believes is discriminatory or harassing;
- (iv) The date or time period in which the alleged conduct occurred; and
- (v) A description of the desired remedy.

d) Other Reporting Options. Nothing in this policy prevents any person from filing a formal grievance in accordance with a CBA, a formal complaint with the Bureau of Labor and Industries (BOLI) or the Equal Employment Opportunity Commission (EEOC), or if applicable, the United States Department of Labor (USDOL) Civil Rights Center. However, some CBAs require an employee to choose between the complaint procedure outlined in the CBA and filing a BOLI or EEOC complaint.

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(e) Filing a report with the U.S. Department of Labor (USDOL) Civil Rights Center. An employee whose agency receives federal financial assistance from the U.S. Department of Labor under the Workforce Innovation and Opportunity Act (WIOA), Mine Safety and Health Administration (MSHA), Occupational Safety and Health Administration (OSHA), Veterans' Employment and Training Services (VETS), may file a complaint with the State of Oregon Equal Opportunity Officer or directly through the USDOL Civil Rights Center. The complaint must be written, signed and filed within 180 days of when the alleged discrimination or harassment occurred.

(f) Investigation. The agency, board, or commission Human Resources section, Executive Director, or Chair, or DAS Chief Human Resources Office as applicable, will coordinate and conduct, or delegate responsibility for coordinating and conducting, an investigation.

(A) All complaints will be taken seriously and an investigation will be initiated as quickly as possible.

(B) The agency, board or commission may need to take steps to ensure employees are protected from further potential discrimination or harassment.

(C) Complaints will be dealt with in a discreet and confidential manner, to the extent possible.

(D) All parties are expected to cooperate with the investigation and keep information regarding the investigation confidential.

(E) The agency, board or commission will notify the accused and all witnesses that retaliating against a person for making a report of discrimination, workplace harassment or sexual harassment will not be tolerated.

(F) The agency, board or commission will notify the complainant and the accused when the investigation is concluded.

(G) Immediate and appropriate action will be taken if a complaint is substantiated.

(H) The agency, board or commission will inform the complainant if any part of a complaint is substantiated and action has been taken. The complainant will not be given the specifics of the action.

(I) The complainant and the accused will be notified by the agency, board or commission if a complaint is not substantiated.

(g) Penalties. Conduct in violation of this policy will not be tolerated.

(A) Employees engaging in conduct in violation of this policy may be subject to disciplinary action up to and including dismissal.

(B) State temporary employees and volunteers who engage in conduct in violation of this policy may be subject to termination of their working or volunteer relationship with the agency, board or commission.

(C) An agency, board or commission may be liable for discrimination, workplace harassment or sexual harassment if it knows of or should know of conduct in violation of this policy and fails to take prompt, appropriate action.

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(D) Managers and supervisors who know or should know of conduct in violation of this policy and who fail to report such behavior or fail to take prompt, appropriate action may be subject to disciplinary action up to and including dismissal

(E) An employee who engages in harassment of other employees while away from the workplace and outside of working hours may be subject to the provisions of this policy if that conduct has a negative impact on the work environment and/or working relationships.

(F) If a complaint involves the conduct of a contracted employee or a contractor, the agency, board, or commission Human Resources section, Executive Director, Chair, or designee must inform the contractor of the problem behavior and require prompt, appropriate action.

(G) If a complaint involves the conduct of a client, customer or visitor, the agency, board or commission should follow its own internal procedures and take prompt, appropriate action.

(h) Retaliation. This policy prohibits retaliation against anyone who files a complaint, participates in an investigation, or reports observing discrimination, workplace harassment or sexual harassment.

(A) Anyone who believes they have been retaliated against because they filed a complaint, participated in an investigation, or reported observing discrimination, workplace harassment or sexual harassment, should report this behavior to the employee's supervisor, another manager, the Human Resources section, the Executive Director, or the Chair, as applicable. Complaints of retaliation will be investigated promptly.

(B) Employees who violate this policy by retaliating against others may be subject to disciplinary action, up to and including dismissal.

(C) State temporary employees and volunteers who retaliate against others may be subject to termination of their working or volunteer relationship with the agency, board or commission.

(i) Policy Notification. All employees including board/commission members, state temporary employees and volunteers shall:

(A) Be required to complete harassment and discrimination training upon their initial hire or appointment, and annually thereafter

(B) Be given a copy or the location of Statewide Policy 50.010.01, Discrimination and Harassment Free Workplace


(C) Be given directions to read the policy

(D) Be provided an opportunity to ask questions and have their questions answered – Questions regarding this policy may be directed to the employee's immediate supervisor, another manager, or the agency, board, or commission Human Resources section, Executive Director, or Chair, or DAS Chief Human Resources Office as applicable

(E) Sign an acknowledgement indicating the employee read the policy and had the opportunity to ask questions

The agency, board or commission must keep signed acknowledgements on file, or use an electronic acknowledgment system to comply with this requirement.

SUBJECT: Maintaining a Professional Workplace	NUMBER: 50.010.03
DIVISION: Chief Human Resource Office	EFFECTIVE DATE: 11/01/13

APPROVED: 

POLICY STATEMENT: It is the policy of Oregon state government that mutual respect between and among managers, employees, temporary employees and volunteers is integral to the efficient conduct of business. All individuals work together to create and maintain a work environment that is respectful, professional and free from inappropriate workplace behavior.

AUTHORITY: ORS 240.145 and ORS 240.250

APPLICABILITY: All employees, including temporary employees and volunteers, and others working in the agency

DEFINITIONS: **Professional Workplace Behavior:** Supporting the values and mission of Oregon state government and the agency, building positive relationships with others, communicating in a respectful manner, holding oneself accountable and pursuing change within the system.

Inappropriate Workplace Behavior: Unwelcome or unwanted conduct or behavior that causes a negative impact or disruption to the workplace or the business of the state, or results in the erosion of employee morale and is not associated with an employee's protected class status.¹ (See State HR Policy 50.010.01 Discrimination and Harassment Free Workplace for guidance on issues involving protected class status.)

Examples of inappropriate workplace behavior include but are not limited to, comments, actions or behaviors of an individual or group that **embarrass, humiliate, intimidate**, disparage, demean, or show disrespect for another employee, a manager, a subordinate, a **volunteer**, a customer, a contractor or a visitor in the workplace.

¹ Protected Class Under Federal Law: Race; color; national origin; sex (includes pregnancy-related conditions); religion; age (40 and older); disability; a person who uses leave covered by the Federal Family and Medical Leave Act; a person who uses Military Leave; a person who associates with a protected class; a person who opposes unlawful employment practices, files a complaint or testifies about violations or possible violations; and any other protected class as defined by federal law.

Protected Class Under Oregon State Law: All federally protected classes, plus: age (18 and older); physical or mental disability; injured worker; a person who uses leave covered by the Oregon Family Leave Act; marital status; family relationship; sexual orientation; whistleblower; expunged juvenile record; and any other protected class as defined by state law.

Inappropriate workplace behavior does not include actions of performance management such as supervisor instructions, expectations or feedback, administering of disciplinary actions, or investigatory meetings.

Inappropriate workplace behavior does not include assigned, requested or unsolicited constructive peer feedback on projects or work.

State HR Policy 10.000.01 Definitions and OAR 105-010-0000

POLICY

- (1) **Conduct** Employees of all service types, temporary employees and volunteers, at every level of the agency (includes boards and commissions) must foster an environment that encourages professionalism and discourages disrespectful behavior. All employees, temporary employees and volunteers must behave respectfully and professionally and refrain from engaging in inappropriate workplace behavior.
- (2) **Addressing Inappropriate Workplace Behavior**
 - (a) Supervisors must address inappropriate behavior they observe or experience and should do so as close to the time of the occurrence as possible and appropriate.
 - (b) If an employee, **temporary employee or volunteer** observes or experiences inappropriate workplace behavior and feels comfortable in doing so, he or she should **do one or both of the following**:
 - (A) Redirect inappropriate conversations or behavior to workplace business
 - (B) Tell an offending employee, **temporary employee or volunteer** his or her behavior is offensive and ask him or her to stop.
- (3) **Reporting Inappropriate Workplace Behavior**
 - (a) An employee, **temporary employee or volunteer** should report inappropriate workplace behavior he or she experiences or observes to his or her immediate supervisor as soon as practical. If the employee, **temporary employee or volunteer's** immediate supervisor is the one engaging in the inappropriate behavior, **he or she** should report the behavior to upper management, the agency head or agency Human Resource section, as soon as practical. The report may be **verbal** or **written**.
 - (b) If past practice exists in the agency, an employee represented by a labor union may have a union representative present during regular work hours, when reporting inappropriate workplace behavior and through the process set forth in this policy.
- (4) **Responding to a Report of Inappropriate Workplace Behavior** Inappropriate workplace behavior must be addressed and corrected before it becomes pervasive, causes further workplace disruption or lowers morale. Unless the agency decides otherwise, the supervisor of the **individual** allegedly engaging in inappropriate workplace behavior must **address²** the report as soon as possible.

² The agency determines the best method of addressing the report, depending upon the behavior reported or observed, including determining method of follow up if necessary.

(5) Consequences

- (a) Any employee found to have engaged in inappropriate workplace behavior, will be counseled, or, depending on the severity of the behavior, may be subject to discipline, up to and including dismissal.
 - (b) An employee in trial service found to have engaged in inappropriate workplace behavior may be removed from trial service.
 - (c) A temporary employee or volunteer found to have engaged in inappropriate workplace behavior will be counseled or, depending on the severity of the behavior, may have his or her service terminated.
 - (d) A supervisor who fails to address inappropriate behavior, will be counseled, or, depending on the severity of the behavior, may be subject to disciplinary action, up to and including dismissal.
- (6) Retaliation** Retaliating against someone for reporting or addressing inappropriate workplace behavior is prohibited. **An employee who believes he or she is experiencing retaliation as a result of reporting inappropriate behavior should report this to his or her immediate supervisor as soon as practical³.** The agency will investigate reports of retaliation. Any employee found to have engaged in retaliation may be subject to discipline, up to and including dismissal. **An employee in trial service found to have engaged in retaliation may be removed from trial service. A temporary employee or volunteer found to have engaged in retaliation may have his or her service terminated.**
- (7) Policy Notification.** All employees including temporary employees and volunteers will:
- (a) Be given a copy or told the location of State HR Policy 50.010.03 Maintaining a Professional Workplace by the agency
 - (b) Be given directions to read the policy
 - (c) Be provided an opportunity to ask questions and have their questions answered
 - (d) Acknowledge he or she read the policy and had the opportunity to ask questions
 - (A) The agency decides the form of the acknowledgement, such as electronic, signed, or other documented acknowledgment
 - (B) The agency may create and offer training as it deems necessary.

³ If the employee believes his or her immediate supervisor is engaging in retaliation, he or she should report the behavior to the agency human resource office, upper management or the agency head as soon as practical.

Sexual Harassment: Questions & Answers

Q. What is sexual harassment?

A. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or conduct of a sexual nature (verbal, physical, or visual), that is directed toward an individual because of gender. It can also include conduct that is not sexual in nature but is gender-related. Sexual harassment includes the harassment of the same or of the opposite sex.

Q. What are some other examples of conduct that could be considered sexual harassment?

A. Sexual harassment can take many forms, including repeated sexual flirtations, advances or propositions, continued or repeated language of a sexual nature, graphic or degrading comments about an individual or his or her appearance, the display of sexually suggestive objects or pictures, or any unwelcome or abusive physical contact of a sexual nature. Sexual harassment also includes situations in which employment benefits are conditioned upon sexual favors (quid pro quo); or in which the conduct has the effect or purpose of creating a hostile, intimidating, or offensive working environment (must be sufficiently pervasive or severe to create a hostile environment)

Q. What does "quid pro quo" mean?

A. Quid pro quo means "this for that" in Latin. This terminology describes harassment that typically involves a supervisor giving or withholding employment benefits based upon an employee's willingness to grant sexual favors.

Example: Robert tells Sue she'll get the promotion if she sleeps with him.

Example: Demi tells Michael his workload will double if he doesn't join her for dinner.

Example: Geraldo implies Sally must continue dating him if she wishes to keep her job.

Q. How would you describe a "hostile environment"?

A. A "hostile environment" is a work atmosphere in which a pattern of offensive sexual conduct is involved. The administrative rules describe it as "Any unwelcome verbal or physical conduct that is sufficiently severe or pervasive to have the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile, or offensive working environment." *OAR 839-005-0010(3)(A)*

Example: Tom, Nicole's supervisor, regularly compliments her figure and clothing. He frequently walks up behind her and massages her shoulders, despite her objections. On Monday mornings, Tom tells the crew the "dirty joke of the week" from his Saturday night poker game. Other employees laugh, but Nicole usually walks away. Tom also keeps a calendar of semi-nude women posted in his office, despite Nicole's comments that she finds the calendar demeaning. Based on all of the foregoing conduct by Tom, Nicole files a hostile environment sexual harassment claim.

Q. Is an employer automatically liable for sexual harassment by a supervisor?

A. An employer is automatically liable for sexual harassment by a supervisor when a "tangible employment action" occurs in connection with the harassment. A tangible employment action is very broadly defined and need not be negative. Examples include changes in work assignment or schedule, terminations or failure to promote. *OAR 839-005-0030(4)*

Q. What about harassment by a supervisor when there is no tangible employment action?

A. The employer is still liable if the employer knew about the harassment, unless the employer took immediate and appropriate corrective action. Furthermore, the employer is liable if it should have known of the harassment. The Civil Rights Division will find that the employer should have known of the harassment unless the employer can show:

- That it exercised reasonable care to prevent harassment, and
- That the complaining employee unreasonably failed to take advantage of preventive opportunities, such as the employer's complaint process. *OAR 839-005-0030(5)*

Q. May an employer also be liable for harassment by co-workers?

A. Yes, if the employer knew or should have known of the conduct but failed to take immediate and

appropriate corrective action. *OAR 839-005-0030(6)*

Q. What is an employer's responsibility for sexual harassment by a non-employee?

A. An employer is liable for harassment by a non-employee if the employer knew or should have known of the conduct, unless the employer took immediate and appropriate corrective action. When evaluating a complaint, the Civil Rights Division considers how much control the employer has over the non-employee. For example, an employer is considered to have a great deal of control over an individual who is on the premises to fill a vending machine. An employer can call the vending company and request a different service person, can hire an alternate company, or can even have the machines removed. *OAR 839-005-0030(7)*

Q. Should an employer have a written policy prohibiting sexual harassment?

A. Yes. The policy should define sexual harassment and emphatically state that it is not tolerated. Employers should allow verbal or written complaints, and should provide a grievance procedure that bypasses the immediate supervisor if he or she is the alleged harasser. The policy should also describe the disciplinary actions that may be taken, up to and including termination.

Q. What is the best way to prevent sexual harassment?

A. Equal Employment Opportunity Commission (EEOC) Guidelines recommend that employers discuss sexual harassment with employees and express strong disapproval. The employer should develop appropriate sanctions, inform employees of the right to raise complaints and how to raise them, and develop methods to sensitize all concerned.

The employer should emphasize the importance of its sexual harassment policy through communication and training. Training for staff is essential. Employers should have departmental or unit meetings to explain policies and grievance procedures, so that all employees understand what is prohibited conduct and how to complain about it.

Q. What should an employer do if an employee complains of sexual harassment?

A. The employer must make a prompt, thorough investigation to determine whether harassment has occurred. The employer should take detailed statements from the complaining person, the alleged harasser, and witnesses, and determine if the allegations are supported by the investigation. All steps of the investigation should be thoroughly documented. Employers may wish to consult an attorney for assistance with harassment investigations.

Q. What if the investigation shows that harassment has occurred?

A. The employer must take "immediate and appropriate corrective action," which means doing whatever is necessary to put a stop to the harassment. Depending on the severity of the harassment, appropriate corrective action could include any of the following: verbal or written warning; counseling; suspension; sensitivity training or education on harassment laws and appropriate workplace conduct; reassignment of workers to different locations or shifts; or dismissal of the harasser.

Q. Roseanne, an employee of mine, used to delight in telling off-color and sexually explicit jokes, but has now joined a new church and is strongly objecting when other employees tell such jokes. Is the company obligated to take any action?

A. Yes. Even though Roseanne previously consented to and even actively participated in the conduct, the company must act if she communicates that she now finds it offensive. Sexual jokes or conversations in the workplace can form the basis of a hostile environment claim, and an employer is liable if he or she knew or should have known that the offended employee withdrew consent to such conduct.

Q. Must an employee complain to the harasser or to the company before taking legal action?

A. No. An employee alleging sexual harassment can file a lawsuit or a complaint with an administrative agency, without first exhausting intra-company remedies.

Q. What types of damages can be awarded to an employee who has a successful sexual harassment lawsuit?

A. A court or administrative law judge may award damages including: back pay, counseling or medical costs; attorney fees, pain and suffering, and punitive damages.

DISCLAIMER

Nothing on this website is intended as legal advice. Any responses to specific questions are based on the facts as we understand them, and not intended to apply to any other situations. This communication is not an agency order. If you need legal advice, please consult an attorney. We attempt to update the information on this website as soon as practicable following changes or developments in the laws and rules affecting Oregon employers, but we make no warranties or representations, express or implied, about whether the information provided is current. We urge you to check the applicable statutes and administrative rules yourself and to consult with legal counsel prior to taking action that may invoke employee rights or employer responsibilities or omitting to act when required by law to act.

**TECHNICAL ASSISTANCE FOR EMPLOYERS
800 NE OREGON STREET, STE 1045
PORTLAND, OR 97232
971-673-0824**

THIS INFORMATION IS AVAILABLE IN AN ALTERNATE FORMAT

Quid Pro Quo and Hostile Work Environment

Under Title VII there are two recognized types of sexual harassment quid pro quo sexual harassment and hostile environment sexual harassment.

Quid Pro Quo

One party forces the other party to offer sex in return for recruitment, promotion or salary raise within the first party's powers, and threatens to demote, cut the salary or even fire the second party if rejected.

In Latin it means "this for that". This is usually the most blatant kind of sexual harassment. This occurs when employment decisions are based upon an employee's willingness to grant sexual favors in exchange for working benefits such as promotions, increases, preferred assignments or punishment such as being demoted or fired. This type of harassment, typically involves a harasser who has authority over the victim.

According to federal guidelines, a single "quid pro quo" advance may be considered harassment if it is linked to an employment benefit.

Hostile Environment

A "hostile environment" is a work atmosphere in which a pattern of offensive sexual conduct is involved. The administrative rules describe it as "Any unwelcome verbal or physical conduct that is sufficiently severe or pervasive to have the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile, or offensive working environment." OAR 839-005-0030(1)(b) and (2)

When one party interferes with the work performance of the victim in an unreasonable manner, intentionally leaves the victim in an intimidated or hostile work environment, or exposes the victim to a rude, lewd and uncomfortable work environment, it constitutes a hostile environment due to inappropriate sexual harassment. The conduct can include verbal, non-verbal, visual, or physical.

Elements which courts analyze in determining whether a hostile environment harassment claim is valid include:

- Whether the conduct was verbal, physical, or both;
- Frequency of the conduct;
- Whether the conduct was hostile or blatantly offensive;

- Whether the alleged harasser was a co-worker or manager;
- Whether others joined in perpetrating the harassment; and
- Whether the harassment was directed at more than one individual or singled out the victim.

FORMS OF SEXUAL HARASSMENT

Much of sexual harassment is based on what is considered as “unwelcome” behavior. Unwelcome behavior is behavior that is not solicited or wanted by the offended person.

The intent of the behavior is not important, the perception of the behavior by the offended person is. Regardless of the intent, “I didn’t mean anything by it” does not justify or validate the perceived harassing behavior.

The “Reasonable Person” standard is used by the courts to assess if particular conduct is illegal by determining whether a reasonable person would find it severely or pervasively offensive under similar circumstances.

Sexual harassment manifests itself in different forms – verbal/written, physical, and visual.

Verbal

Verbal or written is probably the most obvious form of sexual harassment—and the one you come across most often. Examples may include:

- Offensive jokes of a sexual nature or sexist nature
- Repeated and unwelcomed requests for sexual favors
- Repeated and unwelcomed requests for dates
- Excessive and unwelcomed flirting
- Threats regarding adverse employment action if sexual favors are not granted
- Unwelcome compliments of a sexual nature

You’ll notice this form of sexual harassment involves repetitive and excessive unwelcome conduct. An isolated verbal or written incident may not rise to the level of sexual harassment but may violate the professional workplace policy. On the other hand, if a single incident is egregious enough, such as demanding sex to keep a job, one incident may be enough for sexual harassment.

The biggest thing to watch out for nowadays is technology. For example, if one employee forwards an email with a suggestive or pornographic image, it can circulate to the point where everyone in the office sees it— even if that’s not the original sender’s intent.

Physical

Physical harassment might be a little harder to recognize because it can sometimes be very subtle. Physical harassment, in relation to sexual harassment, is when a victim is inappropriately touched. Most importantly, the victim is touched against his or her will.

Examples may include:

- Touching may include massaging a person on any body part without first asking permission;
- Playing with a person's hair.
- Caressing a person's arm, hand, or any body part in a sexual way.
- Making bodily contact with another person in a sexual way.
- Cornering a victim with one's body.
- Lewd hand gestures or other gestures meant to convey curse words.
- Unwanted touching of a person or their clothing.
- Frequently following or standing too close to a person on purpose.
- Making sexually suggestive facial expressions.
- Playing music with offensive or degrading language.

Visual

Visual sexual harassment is probably the hardest to spot because it's the most subjective and really requires you to put yourself in the shoes of the reasonable person.

Examples may include:

- Wearing clothing with offensive or vulgar language
- Displaying posters or pictures of a sexual nature
- Showing other people sexually suggestive text messages or emails
- Drawing violent or derogatory images

For example, someone might have a comic strip displayed at their workstation and while most people might find the joke funny, someone else might find it offensive.

REPORTING

Anyone who is subjected to or aware of what they believe to be any type of discrimination or harassment should report the behavior to their immediate manager, another manager, or the agency, board, or commission's HR section, the executive director or chair, or the DAS Chief Human Resources

Office. All discrimination and harassment complaints must be investigated, even if the person reporting the allegations is not requesting or wanting an investigation.

A report of sexual harassment is considered a complaint. A manager receiving a complaint should promptly notify their agency human resources section. Human resources is usually involved and will investigate the allegations to establish the facts.

The complaint can be reported orally or in writing and should include all of these items.

1. The name of the complainant and the name of the person that was subjected to the discrimination or harassment if they are not the same person;
2. The names of all the parties involved, including witnesses;
3. A specific and detailed description of the alleged conduct or action the employee believes is discriminatory or harassing;
4. The date or time period in which the alleged conduct occurred; and 5. A description of the desired remedy.

BYSTANDER INTERVENTION

Darley and Latane, the forefathers of bystander intervention, identified five decision making steps that people move through when taking action in a problematic situation. These steps may not be linear.

Step 1 – Notice Potentially Problematic Situations

While some situations are easily noticeable, many other situations are better characterized as problematic or high-risk behaviors that are likely to escalate, including:

- Atypical or withdrawn behavior.
- Controlling behavior.
- Making offensive jokes or comments of a sexual nature or sexist nature.
- Excessive and unwelcomed flirting.
- Making unwelcome compliments of a sexual nature.
- Making bodily contact with another person in a sexual way.
- Cornering a person with one's body.
- Making lewd hand gestures or other gestures meant to convey curse words.
- Making sexually suggestive facial expressions.

Step 2 – Identify When It's Appropriate to Intervene

The next step is interpreting the situation as a problem in need of intervention.

Are the two people standing close together being affectionate, or is one being intimidating or aggressive towards the other? Has your co-worker seemed depressed for more than a week or two? Are they constantly trying to avoid a certain person?

You may have to gather more information by:

- Observing the situation.
- Checking in verbally.
- Asking someone else what they've seen.

You may not be the person who needs to take direct action, but by identifying problems, you can help put the right solutions in place.

Step 3 – Recognize Personal Responsibility for Intervention

The question here is “do I need to act?” It can be easy to assume that others will intervene so you don't have to.

We are more likely to recognize the situation as requiring our help if

- No one else is around; and/or
- We can relate to the issue on a personal level. We would want help if we were in that position or we understand the impact the situation could have if it continues.

Even if it seems like the situation is “not your business” or someone else should intervene, you may need to help make that happen.

Step 4 – Know How to Intervene

This step involves acquiring skills and developing a range of strategies that lead to effective interventions. Knowing how to intervene safely and effectively improves our ability and willingness to intervene.

Step 5 – Take Action to Intervene

There are multiple of options when it comes to intervening. Learning an array of direct and indirect approaches allows you to choose the one(s) that fit the particular situation and your comfort level.

Strategies for Intervening

This section will provide you with some strategies to intervene when you are witnessing sexual harassment. There are different ways to intervene — direct, distract, delegate, and delay.

1. Direct intervention

You may want to directly respond to sexual harassment by naming what is happening or confronting the harasser. This tactic can be risky: the harasser may redirect towards you and may escalate the situation. Before you decide to respond directly, assess the situation: Are you physically safe? Is the person being harassed physically safe? Does it seem unlikely that the situation will escalate? Can you tell if the person being harassed wants someone to speak up? If you can answer yes to all of these questions, you might choose a direct response.

If you choose to directly intervene, some things you can say to the harasser are:

- “That’s inappropriate, disrespectful, not okay, etc.”
- “Leave them alone.”

The most important thing here is to keep it short and succinct. Try not engage in dialogue, debate, or an argument, since this is how situations can escalate. If the harasser responds, try your best to assist the person who was targeted instead of engaging with the harasser. Direct intervention can be risky, so use this one with caution.

2. Distraction

Distraction is a subtler and more creative way to intervene. The aim here is simply to derail the incident by interrupting it. The idea is to ignore the harasser and engage directly with the person who is being targeted. Don’t talk about or refer to the harassment. Instead, talk about something completely unrelated. You can try the following:

- Ask them if you can talk to them about a work item. Ask for the time. Talk to them about something random and take attention off of the harasser.
- Get in the way. Continue what you were doing, but get between the harasser and the target.
- Accidentally-on-purpose spill your coffee or make a commotion.

Of course, read the situation and choose your distract method accordingly. The person who is being targeted will likely catch on, and hopefully your act or statement will de-escalate the situation.

3. Delegation

Delegation is involving a third party, usually an authority figure. Bring your manager, human resources, or safety manager over into the situation.

4. Delay

Delay is where you check in with the victim of the incident after it has occurred to see if you can do anything to help them. Maybe you weren't there when the incident happened, but you see someone looking really upset.

Even if you can't act in the moment, you can make a difference for the person who has been harassed by checking in on them after the fact. Many types of harassment happen in passing or very quickly, in which case you can wait until the situation is over and speak to the person who was targeted then. Here are some ways to actively use the tactic of delay:

- Ask them if they're okay and tell them you're sorry that happened to them.
- Ask them if there's any way you can support them.
- Offer to accompany them to their destination or sit with them for a while.
- Share resources with them and offer to help them make a report if they want to.
- If you've documented the incident, ask them if they want you to send it to them.

Whatever tactic you use, the key is preparation. Think about it beforehand, and decide on a strategy you think you can execute. Rehearsing can help you make decisions more quickly in a heated situation. And tailor your bystander strategy to fit your identity and personality.

These four D's of bystander intervention are just the beginning. Get creative. Start small and intentionally. Hear a racist joke? Shooting a frustrated look at the teller of the joke is better than laughing along. An audible sigh can stop the next joke from coming sometimes.



COMPLAINT FORM

DISCRIMINATION, HARASSMENT AND WORKPLACE ISSUE(S)

DISCLOSURE

Filing a written complaint is voluntary. Oregon state government takes all complaints of discrimination, harassment, unethical, unfair or unprofessional conduct seriously. Information submitted on this form is treated confidentially. Names and other identifying information is disclosed when it is necessary for investigation purposes. It is illegal to be intimidated, threatened, coerced, discriminated or retaliated against for filing this complaint. You are not required to use this form.

PLEASE PRINT OR TYPE (Attach extra pages as necessary.)

YOUR NAME		EMPLOYEE ID #
HOME PHONE (Please include area code)	WORK PHONE (Please include area code)	
STREET ADDRESS	CITY, STATE, ZIP	
EMAIL ADDRESS (If available)	ALTERNATE CONTACT METHOD (If applicable)	
AGENCY / DIVISION / SECTION	WORK LOCATION	

PLEASE IDENTIFY THE PERSON(S) AND/OR DIVISION/SECTION AGAINST WHOM/WHICH YOU ARE FILING THIS COMPLAINT.

NAME(S) OF ACCUSED	
AGENCY / DIVISION / SECTION	PHONE NUMBER

PLEASE ANSWER THE FOLLOWING QUESTIONS PERTAINING TO YOUR COMPLAINT (Attach additional pages as necessary).

Describe what happened. Please be as specific as possible including dates.

How does this adversely / negatively impact you?

Witnesses. List all names and positions of anyone who witnessed the conduct or incident.

Have you attempted to resolve the concern? If so, please describe in detail.

Do you believe that the action(s) taken against you were because of a protected class*

**Protected class may include the following (for a complete list refer to State HR Policy, Discrimination and Harassment Free Workplace 50.010.01): age, color, disability, sex, family medical leave, medical condition, religion, national origin/ancestry, race, sexual orientation, veteran status.*

SIGNATURE (Please sign and date this form. You do not need to sign if submitting via email, email submission represents signature.)

EMPLOYEE SIGNATURE

DATE

PLEASE INCLUDE ANY DOCUMENTATION YOU BELIEVE IS RELEVANT TO YOUR COMPLAINT.

RETURN THIS FORM TO:

(AGENCY NAME)
HUMAN RESOURCES OFFICE
(AGENCY STREET/MAILING ADDRESS)
(CITY), OR (ZIP)
FAX #:
EMAIL:

FOR AGENCY HR USE ONLY. THIS FORM WAS COMPLETED BY:

- Complainant (employee filing the complaint) HR Employee (name) _____
- Another employee (on behalf of complainant) Manager / Supervisor (name) _____
- Other (specify) _____

FOR AGENCY HR USE ONLY. THE INFORMATION ON THIS FORM WAS GATHERED:

- By phone In person
- Submitted by the complainant. Other (specify)



COMPLAINT FORM

DISCRIMINATION, HARASSMENT AND WORKPLACE ISSUE(S)

In order to expedite the investigation of your complaint, please read, sign, and return a copy of this consent form with your complaint. Please make a copy for your records.

- As a complainant, I understand that in the course of the investigation of my complaint it may become necessary to reveal my identity or identifying information about me to person(s) at the entity or agency under investigation or to other persons, agencies, or entities.
- I also understand that it may be necessary to disclose personally identifying information, gathered as a part of the investigation of my complaint.
- In addition, I understand that as a complainant I am protected from being intimidated, threatened, coerced, retaliated, or discriminated against because I have made a complaint, testified, assisted, or participated in any manner in mediation, investigation, hearing, proceeding, or any other part of this investigation.

PLEASE PRINT OR TYPE

YOUR NAME		EMPLOYEE ID #
HOME PHONE (Please include area code)	WORK PHONE (Please include area code)	
STREET ADDRESS	CITY, STATE, ZIP	

SIGNATURE *(Please sign and date this form. You do not need to sign if submitting via email, email submission represents signature.)*

EMPLOYEE SIGNATURE

DATE

Miscellaneous

From: Tamara Ottum
Sent: Monday, June 11, 2018 2:08 PM
To: AllStateLibrary <AlloSL@oslmail.osl.state.or.us>
Subject: 658.3142 Dewey Salute to Natalie Brant

I would like to salute Natalie Brant for excellent work on the Oregon Reference Summit planning team. Natalie helped draft the program and solicit presenters, organized a social event for attendees, managed catering, and took pictures on the day of. She even gave a presentation herself! Thanks, Natalie, for being so efficient, knowledgeable, and fun to work with. On behalf of Answerland, the State Library, and the OLA Reference Round Table, nicely done!

-Tamara

From: Natalie Brant
Sent: Monday, June 11, 2018 2:27 PM
To: Tamara Ottum <TamaraOttum@oslmail.osl.state.or.us>; AllStateLibrary <AlloSL@oslmail.osl.state.or.us>
Subject: RE: 658.3142 Dewey Salute - right back atchya Tamara!

Thank you so much, Tamara.

I don't know if a double Dewey Salute is allowed (well, it is now), but Tamara was really the hero of the day. She kept all of us planners in line, got all the bills paid, was wildly organized over the months of planning and ultimately taught me a lot about the process of planning an event like this which is invaluable to me.

I am Saluting Tamara right back! The Reference Summit would not have happened without her leadership.

-Natalie

From: Heather Pitts
Sent: Monday, June 25, 2018 3:18 PM
To: Eva Luna <EvaLuna@oslmail.osl.state.or.us>; Caren Agata <CarenAgata@oslmail.osl.state.or.us>
Subject: Feedback

Patron feedback for board packet:

>>> Woo Hoo you are magic!

(When I helped the patron find an article.)

Heather Pitts

From: Tamara Ottum
Sent: Thursday, July 5, 2018 2:42 PM
To: Caren Agata <CarenAgata@oslmail.osl.state.or.us>
Cc: allGovernmentServices <allGovernmentServices@oslmail.osl.state.or.us>; Susan Westin <SusanWestin@oslmail.osl.state.or.us>
Subject: RE: Kudos for State Library's "Ask a librarian" service

We received another compliment for Gov Services staff via Answerland: "The OSL services are unparalleled; if all government services were delivered in a similar way, we would ask to pay extra taxes every April!" Nice job!

From: Tamara Ottum
Sent: Monday, May 7, 2018 4:02 PM
To: Caren Agata <CarenAgata@oslmail.osl.state.or.us>
Cc: allGovernmentServices <allGovernmentServices@oslmail.osl.state.or.us>; Susan Westin <SusanWestin@oslmail.osl.state.or.us>
Subject: Kudos for State Library's "Ask a librarian" service

Hi Caren,

I am sorting through responses to the Answerland patron satisfaction survey, and wanted to pass along these compliments to Gov't Services staff:

- "I love the State Library! I've had nothing but excellent interactions with smart, knowledgeable librarians. Easily one of the best tools available for my work here."
- "Jey was very helpful. I so appreciate the fine service given!"
- "Jerry Curry, a Reference Librarian at the Oregon State Library, went above and beyond in answering questions I had as part of a homework assignment. He thoroughly answered all my questions, and added useful links to certain terms he used and examples. 5 stars for Jerry! You are an excellent reference librarian, and a good example of how I want to be when I'm a librarian someday! Answerland & the Oregon State Library should be proud."

-Tamara

From: Reagan Tiffany T [mailto:tiffany.t.reagan@state.or.us]
Sent: Tuesday, May 22, 2018 2:23 PM
To: BRANT Natalie <Natalie.Brant@state.or.us>
Subject: RE: OHA - research support

Hi there Natalie,

Thank you so much for your help. These are perfect and exactly what I was hoping to find. I'm so excited to hear that this is a topic you're passionate about. It's something I'm trying to push and make a better case for at OHA.

I really love the OSF resource. I think that is going to open a lot more doors for my research.

I can't thank you enough!
Tiffany