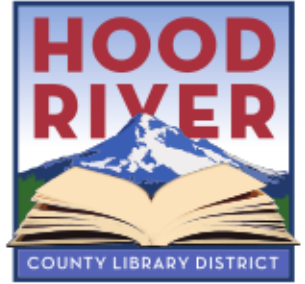


**Board of Directors**  
**Regular Meeting Agenda**  
 Tuesday, July 17, 2018, 7.00p  
 Jeanne Marie Gaulke Community Meeting Room  
 502 State St, Hood River  
 Jean Sheppard, President



- |   |           |
|---|-----------|
| <b>I. Additions/deletions from the agenda (ACTION)</b>                    | Sheppard  |
| <b>II. Conflicts or potential conflicts of interest</b>                   | Sheppard  |
| <b>III. Board officer elections (ACTION)</b>                              | Sheppard  |
| <b>IV. Consent Agenda (ACTION)</b>  | President |
| i. Minutes from June 19, 2018 meeting                                     |           |
| ii. Minutes from June 19, 2018 meeting, planning session                  |           |
| iii. Invoice Pauly, Rogers, and Co., P.C.                                 |           |
| <b>V. Open forum for the general public</b>                               | President |
| <b>VI. Reports</b>  |           |
| i. Friends update   | Fox       |
| ii. Foundation update   | Fox       |
| iii. June financial statements  | Fox       |
| iv. Director's report   | Fox       |
| <b>VII. Previous business</b>   |           |
| i. Policy review schedule 2018-19   |           |
| ii. Board planning session recommendation review                          |           |
| <b>VIII. New business</b>   |           |
| i. Appointing agents of record (ACTION)                                   | President |
| ii. Establishing regular meeting time (ACTION)                            | President |
| iii. Discussion of Friends of the Library and Library Foundation liaisons | President |
| <b>IX. Agenda items addressed when Fox returns from parental leave</b>    | President |
| <b>X. Agenda items for next meeting</b>                                   | President |
| <b>XI. Adjournment</b>  | President |

Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance with the following. Bolded topics are scheduled for the current meeting's executive session.

- ORS 192.660 (1) (d) Labor Negotiations
- ORS 192.660 (1) (e) Property
- ORS 192.660 (1) (h) Legal Rights
- ORS 192.660 (1) (i) Personnel

The Board of Directors meets on the 3rd Tuesday each month from 7.00 to 9.00p in the Jeanne Marie Gaulke Memorial Meeting Room at 502 State Street, Hood River, Oregon. Sign language interpretation for the hearing impaired is available if at least 48 hours notice is given.

502 State Street  
 Hood River - OR 97031  
**541 386 2535**

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**Board of Directors**  
**Regular Meeting Agenda, Supplementary info**

Tuesday, July 17, 2018, 7.00p  
Jeanne Marie Gaulke Community Meeting Room  
502 State St, Hood River  
Jean Sheppard, President



- I. Additions/deletions from the agenda (ACTION)** Sheppard
- II. Conflicts or potential conflicts of interest** Sheppard
- III. Board officer elections (ACTION)** Sheppard

Annually, the Board elects a President and Vice President, as delineated in the Board Governance Policy. At the June meeting, Sheppard agreed to be nominated as President for the 2018-19 fiscal year, and Bureker agreed to be nominated as the Vice President. Further nominations can be taken from the floor, too. Successful candidates require a majority of the vote in favor. If there are any changes, the newly elected President will need to state the new President, Vice President, Library Director Rachael Fox and Assistant Director Arwen Ungar are authorized to sign checks for the District and then Fox will alert the bank to update the bank signature card.

**IV. Consent Agenda (ACTION)** President

**i. Minutes from June 19, 2018 meeting**

Attachments:

- VII.i. Minutes from June 19, 2018 meeting

**ii. Minutes from June 19, 2018 meeting, planning session**

Attachments:

- VII.ii. Minutes from June 19, 2018 meeting, planning session

**iii. Invoice Pauly, Rogers, and Co., P.C.**

Attachment:

- VII.iii. Invoice Pauly, Rogers, and Co., P.C.

This invoice is for the interim visit on June 13, 2018 in the amount of \$3,400. We will pay the rest of the contract price \$4,940 after they complete their final visit in November. This invoice is beyond my spending authority, so I ask the board for approval.

**V. Open forum for the general public** President

**VI. Reports**

**i. Friends update** Fox

The Friends of the Library are on break for the summer. However, the annual Friends of the Library picnic potluck will be on Tuesday, August 8, 6:00-8:00pm at 505 Eugene St. in Hood River (Jean Harmon's home). Board members are invited. Please bring a dish to share.

**ii. Foundation update** Fox

The Library Foundation is also on break for the summer and will resume their meetings in September. They will hold a brick cleaning party on Saturday, July 14 from 8am-noon. They will remove all of the

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sunken bricks with inscriptions, place sand under the brick, clean the bricks and put them back in place. They will also note the location and inscription of the bricks. They will use the information to create an online database, so patrons can find the location of their bricks.

### **iii. June financial statements**

Fox

Hood River County had a one week delay with sending the tax distribution statements, which the accountants need to complete our financial statements. The accountants hope to have the statements ready by the board meeting. I will bring a copy of the June financial report to the meeting for everyone.

### **iv. Director's report**

Fox

#### *Administration*

- I will be on FMLA leave from August 8 to October 31.
- While I am away Arwen will be overseeing the following projects and will ensure the following items are take of. I will work with Arwen before I leave to make sure she has the information she needs for these projects.
  - Painting of historic windows at Hood River Library
  - Cleaning of the masonry of the Hood River building
  - Set small stone in the Yasui Garden (between garden and staircase) which will make the space easier to access from the staircase
  - Renew contract for snow removal services
  - Renew or select a new provider for health insurance for employees
  - Present the statistics for FY2017-18 to the board
  - Bring new policy – Preventative Maintenance Policy to the board for approval. This is one of the requirements for the District to receive 10% off our Special District Association Liability insurance.

#### *Facilities*

- The HVAC system received the new compressors and is working great! This is just in time for the heat wave.
- I spoke with Hood River County School District Superintendent Dan Goldman regarding space for the public library in the St. Francis House at the Mid-Valley Elementary School. Goldman stated, the original plan to host the District in the small adjoining room to their new library, is no longer an option because they need a section of the space for storage. Goldman had requested minimum and maximum square footage for a space and I passed on the recommendations of the board for a minimum of 700 sq. ft. and a maximum of 2,400 sq. ft.. The School District received a state grant which will allow an upgrade of the St. Francis house. Goldman stated they will start work on the plans in October, but he thinks they may have space for our library in the building. I will contact Goldman right after I return from parental leave in November.
- The Cascade Locks branch is nearly complete. We had the grand opening party on Saturday, July 7, with over 80 people in attendance! Here are some comments from party attendees:
  - It's phenomenal
  - It's so much better
  - I love it
  - It looks like a real library
  - It's 150 percent better if there's such a thing. Totally over the moon.
  - I was at the first meeting and to see it come to fruition.
  - You have a teen space it's so nice!

### *Programs*

- The Odell Express Bus is transporting around 35 children a week to the Hood River Library. We have shifted from using the Columbia Gorge Express bus to Mt. Hood Meadows bus because our attendance exceeds the availability for the Columbia Gorge Express.
- The pop up library in Odell at the Mercado is very popular. It's open every other week through the end of September. Bilingual Outreach Specialist Yeli Boots has signed up over 35 kids for summer reading!
- We are in the thick of a program backed summer reading program! Check out all our events on the library web page.

### *Personnel*

- We welcome Kym Zanmiller to our staff as a Substitute Public Service Clerk. Zanmiller taught Kindergarten at Mosier School and been a substitute Teacher for Hood River County School District for 20 years. She also has spearheaded and volunteered for many different organizations in the county.

## **VII. Previous business**

### **i. Policy review schedule 2018-19**

Attachment: VII.i. Policy review schedule [2018-19]

I have created a schedule for reviewing policies. I recommend reviewing policies every two years, or more often if changes are needed. We can discuss the schedule for reviewing the policies. One option is to review one policy per month at the District board meeting.

### **ii. Board planning session recommendation review**

Attachment:

- VII.ii.a. Board meeting minutes [2018-06-19], planning session grid
- VII.ii.b. Board meeting minutes [2018-06-19], planning session recommendations

The Library District Board held their annual planning session on Tuesday, June 19, 2018. The focus of the planning session was to conduct the Special District Insurance Services Board Practice Assessment (BPA). The BPA is a new consulting tool SDIS is offering to show district boards how they rate in six key areas of risk management:

1. Duties & Responsibilities
2. Budget & Finance
3. Operational Compliance
4. Personnel Administration
5. Policies and Procedures
6. Customer Relations

The BPA was conducted in a 90-minute on-site meeting with the full board. This is not a training program or presentation by SDAO. It is a facilitated self-assessment discussion and format designed to help boards improve their effectiveness in the six Key Performance Areas that make the difference between high risk and low risk districts. Boards receive a follow-up summary of their self-assessment along with the facilitator's notes from the meeting and recommendations for improvement.

Completing this assessment gives the Library District an additional 4% credit on the best practices program. This is in addition to the 10% credit the District receives when we complete the annual best practices program, which is designed to implement best practices to mitigate risk in areas of high exposure. We would receive 14% off our insurance premium for 2019.

I have attached the results from the consultation who facilitated the discussion. The overall assessment is positive and recommendation is to “stay on course”.

### **VIII. New business**

#### **i. Appointing agents of record (ACTION)**

President

Attachments:

- VIII.i. Resolution 2018-19.01, establishing agents of record

The District must appoint its insurance agents of record. We have two agents. Columbia River Insurance assists the district with general liability and property insurance, which we currently get through Special Districts Insurance Services. HUB International NW assists us with employee benefits such as health insurance and retirement, which we currently get through United Healthcare (medical and vision insurance), Guardian Life Insurance Company (dental insurance), and T. Rowe Price (403(b) retirement plan). Both agents have been very helpful. The attached resolution affirms these companies as our agents of record for the coming year.

#### **ii. Establishing regular meeting time (ACTION)**

President

Attachments:

- VII.ii. Resolution 2018-19.02, establishing a regular meeting time

The Board's regular meeting time, date, and location needs to be established annually. At the June regular meeting, Board members agreed that the third Tuesday from 7.00-9.00p was a good time for regular monthly meetings.

#### **iii. Discussion of Friends of the Library and Library Foundation liaisons**

President

Each year, the District Board designates liaisons to attend the monthly meetings for the Friends of the Library and the Library Foundation. Past Board members have found attending the meetings is appreciated by our support groups, which are a valuable asset to the library through their financial and volunteer support. I also attend all the meetings and can report to the Board.

- Friends of the Library – meet second Tuesday of each month from 12:00-1:00pm. They do not meet in July, August, or December.
- Library Foundation – meets the first Wednesday of each month from 5:30-7:00pm. They do not meet in July or August.

### **IX. Agenda items addressed when Fox returns from parental leave**

President

- Review strategic goals
- Review State Library Statistics for FY 2018-19 and Summer Reading Statistics
- Review and update District policies

### **X. Agenda items for next meeting**

President

- Statistics FY 2018-19
- Preventative Maintenance Policy
- Interim Library Director Contract Arwen Ungar

### **XI. Adjournment**

President

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Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance with the following. Bolded topics are scheduled for the current

meeting's executive session.

ORS 192.660 (1) (d) Labor Negotiations

ORS 192.660 (1) (e) Property

ORS 192.660 (1) (h) Legal Rights

ORS 192.660 (1) (i) Personnel

The Board of Directors meets on the 3rd Tuesday each month from 7.00 to 9.00p in the Jeanne Marie Gaulke Memorial Meeting Room at 502 State Street, Hood River, Oregon. Sign language interpretation for the hearing impaired is available if at least 48 hours notice is given.

**Board of Directors**  
**Regular Meeting Minutes**  
Tuesday, June 19, 2018, 7.00p  
Jeanne Marie Gaulke Community Meeting Room  
502 State St, Hood River  
Jean Sheppard President

Present: Rachael Fox (staff), Jean Sheppard, Brian Hackett, Karen Bureker, Megan Janik,  
Sara Marsden, Arwen Ungar (Staff)

**I. Additions/deletions from the agenda (ACTION)** Sheppard  
President Jean Sheppard called the meeting to order 7:00pm. Hackett moved to approve the agenda as presented. Bureker seconded. The motion passed unanimously.

**II. Actual or potential conflicts of interest** Sheppard  
None stated.

**III. Consent agenda (ACTION)** Sheppard  
**i. Minutes from May 15, 2018 budget committee meeting**  
**ii. Minutes from May 29, 2018 meeting**  
**iii. Invoice Onstott, Broehl, & Cyphers**

Bureker moved to approve consent agenda. Marsden seconded. The motion passed unanimously.

**IV. Open forum for the general public** Sheppard  
None present.

**V. Reports**  
**i. Friends update** Fox  
There was nothing to add to the written report.

**ii. Foundation update** Fox  
There was nothing to add to the written report.

**iii. May financial statements** Fox  
There was nothing to add to the written report.

**iv. Director's report** Fox  
There was nothing to add to the written report.

**VI. Previous business**  
**i. Discussion of wage for Assistant Director during Library Director FMLA** Fox

Burker asked if Ungar's benefits would change. Fox stated her health benefits would be the same but she would receive more in retirement because it's based upon salary. Hackett made a motion to approve Assistant Director Arwen Ungar receive the Library Director salary at step 1 during Fox's FMLA leave. Janik seconded. The motion passed unanimously.

## **VII. New business**

- i. **2018-19 Budget approval (ACTION)** Sheppard

### **I. Budget hearing**

President Sheppard opened the at budget hearing 7:08pm. She closed it at 7:09am, as no public were present. Marsden moved to approve Resolution 2017-18-.08, adopting the budget, making appropriations, imposing taxes, and categorizing taxes. Burker seconded. The motion carried unanimously.

ii. **Approval of emergency services and materials (ACTION)** Sheppard  
Janik moved to approve Resolution 2017-18.09 Approving Emergency Purchases. Bureker seconded. The motion carried unanimously.

iii. **Approval of recurring payments for 2018-19 (ACTION)** Sheppard  
Burker moved. Marsden seconded.

iv. **Discussion of 2018-19 President and Vice-President positions** Sheppard  
The board discussed Jean Sheppard and Karen Bureker continuing in their roles of President and Vice President.

v. **Discussion of regular meeting time** Sheppard  
The board discussed continue to meet the third Tuesday of each month at 7:00pm.

vi. **Library Director contract renewal (ACTION)** Sheppard  
The board discussed Fox receiving the Cost of Living increase and the whether to move Fox to step 2. Sheppard asked when Fox might finish her program with the American Library Association Certified Public Library Administrator course, which will give Fox an automatic step increase, as stated in her contract. Fox stated she expects it will take her another three years. Hackett stated Fox has been completing projects on time and her employee review evaluations were consistent. Hackett moved to approve the Library Director contract. Janik seconded. The motion carried unanimously.

## **VIII. Agenda items for next meeting** Sheppard

Sheppard stated she is going to work with the Hood River County Parks and Recreation District to discuss sharing cost for the Library Gardens since it's a public space.

Jean Sheppard requested Fox create a schedule to review policies and present it at the next meeting. Fox stated she would have it ready by the next meeting.

## **IX. Adjournment** Sheppard

The meeting was adjourned at 7:28pm.



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Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance with the following. Bolded topics are scheduled for the current meeting's executive session.

ORS 192.660 (1) (d) Labor Negotiations

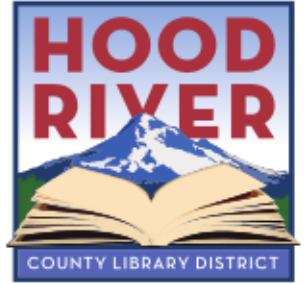
ORS 192.660 (1) (e) Property

ORS 192.660 (1) (h) Legal Rights

ORS 192.660 (1) (i) Personnel

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**Board of Directors**  
**Special Meeting Minutes**  
Tuesday, June 19, 2018, 5.00-6.30p  
Jeanne Marie Gaulke Community Meeting Room  
502 State St, Hood River  
Jean Sheppard, President



Present: Rachael Fox (staff), Jean Sheppard, Brian Hackett, Karen Bureker, Megan Janik, Sara Marsden, Arwen Ungar (Staff), Rob Mills (Special Districts Consulting Services)

- I. Additions/deletions from the agenda (ACTION)** Sheppard  
Bureker moved to approve the agenda as presented. Marsden seconded. The motion passed unanimously.
- II. Conflicts or potential conflicts of interest** Sheppard  
There were none stated.
- III. Open forum for the general public** Sheppard  
There were none present.
- IV. Board Practice Assessment by Special Districts Association of Oregon** Mills  
Attachment:  
• IV.i. Planning Session Grid  
• IV.ii. Planning Session Recommendations
- Rob Mills guided the board through discussing six areas. The assessment and notes from presenter are attached.
- V. Adjournment** Sheppard  
The meeting was adjourned at 6:26pm.

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Other matters may be discussed as deemed appropriate by the Board. If necessary, Executive Session may be held in accordance with the following. Bolded topics are scheduled for the current meeting's executive session.

ORS 192.660 (1) (d) Labor Negotiations

ORS 192.660 (1) (e) Property

ORS 192.660 (1) (h) Legal Rights

ORS 192.660 (1) (i) Personnel

The Board of Directors meets on the 3rd Tuesday each month from 7.00 to 9.00p in the Jeanne Marie Gaulke Memorial Meeting Room at 502 State Street, Hood River, Oregon. Sign language interpretation for the hearing impaired is available if at least 48 hours notice is given.



**SPECIAL DISTRICT BOARD PRACTICES ASSESSMENT**

**HOOD RIVER COUNTY LIBRARY DISTRICT**

June 19, 2018

**Board: Karen Bureker; Brian Hackett; Megan Janik; Sara Marsden; Jean Sheppard; Director: Rachael Fox; Assistant: Arwen Unger**

KEY PERFORMANCE AREAS	RATING			ASSESSMENT
	Good	Caution	Danger	
<b>Board Duties and Responsibilities</b>				
Adherence to standards of good stewardship				Board members report there is not much public scrutiny of their stewardship but they are “very cognizant” of their responsibilities and do a “good job” of adhering to their strategic plan and are “deliberate about allocating resources”. Informal feedback from program participants indicates the library is fulfilling its expected role in the community.
Demonstration of good governance practices				The Board “follows the rules” of good governance established by the former director. Board members enjoy good working relationships with one another and the director who is credited with preparing well-organized meetings – materials delivered in advance, action items and timelines clearly defined, etc.
<b>Operational Compliance</b>				

Overall regulatory compliance				According to Board members, there are “not too many” regulatory requirements to deal with and they rarely have a need to “get down into the weeds” of specific regulatory issues. The Board has confidence that routine requirements in the areas of budgeting and contracting are taken care of by the director with guidance if needed from legal counsel and SDAO.
Timeliness of compliance reporting				The Board reports there are no specific compliance reporting issues. Issues involving inappropriate behavior and trespassing on library property have been carefully addressed with policies that protect the premises and preserve the rights of all members of the public.
Potential compliance challenges				
<b>Budget and Finance</b>				
Consistency in budgeting to meet needs				Standard protocols for special district budgeting are followed with draft reviews, a combined citizen/Board committee, Board approval and public hearing. Revenue and spending rarely deviate from projections and the Board maintains a year-to-year reserve that is comfortably adequate to cover any expenses not forecast in the strategic plan.
Soundness of financial practices				The Board has continued the district’s historical practice of sound financial management with realistic projections of expenditures and prudent allocation of resources.
<b>Customer Relations</b>				

Management of service problems				Issues involving public use facilities – trespassing, behavior, inclusion, hours of service, etc. – are addressed with reason and sensitivity.
Improvements to customer service				While additional parking and longer service hours are the most commonly voiced improvement “needs”, the Board recognizes that budget limitations make fully addressing them impractical. The district’s small satellite locations were established to better serve the general area.
<b>Personnel Administration</b>				
Staff morale and work climate				Board members conclude “all seem to like their jobs” and are surprised to learn “how much work they do” when employees present overviews of their jobs at Board meetings. Occasional problems involving personnel conflicts are addressed directly and effectively.
Management of employee performance				Formal, documented performance reviews are conducted annually at all levels in the organization. The director’s review includes 360-degree feedback from employees and while not all respond, they are invited to give input to the director’s performance review.
Alignment of positions with work assignments				Job duties are clearly defined in position descriptions that are reviewed and updated during performance reviews. “Some do other tasks” is the director’s description of the customary practice of extending co-workers’ duties as needed to cover the normal work flow.

<b>Policies and Procedures</b>				
Soundness of administrative policies				The Board and director follow an annual schedule for reviewing, updating, and adding policies and procedures and follow SDAO recommendations for amending and supplementing policy coverages.
Consistency between work practices and policies				
Efficiency of staff and work systems				

**DATE:** June 23, 2018

**TO:** Rachael Fox, Library Director  
Hood River Library District

**SUBJECT:** **Consultant's Impressions and Recommendations**  
Hood River Library District Board Practices Assessment  
Conducted June 19, 2018

**FROM:** Rob Mills  
SDAO Consulting Services

It was a pleasure meeting with your board members and conducting the Board Practices Assessment for your district. Accompanying this memo is your board's **Assessment Summary**. I trust you will find that it accurately reflects what was discussed and that it paves the way for continued discussion and follow-up actions as appropriate.

Your **Consultant's Impressions and Recommendations** are outlined below. We discussed in our meeting the importance of reviewing these documents at your next board meeting and taking action on "flags". SDAO will do a 60/90 day follow-up to check progress and offer additional consulting support if desired. Again, please extend to your board members my sincere thanks for participating in the Board Practices Assessment.

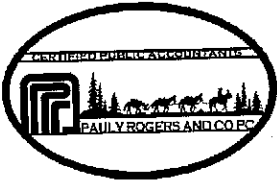
### **Impressions**

The Hood River Library District Board is comprised of dedicated members who have close ties to the community they serve. The current board oversees a strong infrastructure that was established early in the organization's brief history as a special district and has been continued with a pattern of sound finances, prudent management, and devoted public service. Board members have a clear sense of their roles in serving the district and are acutely aware of the district's responsibility for including the needs all members of the community in its range of service offerings.

### **Recommendations**

Sound finances, good leadership, and solid infrastructure – all are factors in making the district a successful organization. The board and management seem keenly aware of their successful track record and very capable of sustaining it for the district. The only recommendation to be offered at this time is to "stay the course."





# Pauly, Rogers and Co., P.C.

12700 SW 72nd Ave, Tigard, OR 97223  
 Phone (503) 620-2632 Fax (503) 684-7523  
 Website: www.paulyrogersandcpcas.com

*01-618  
 Rehearsal  
 7-11-18*

Hood River County Library District  
 502 State Street  
 Hood River, OR 97031

DATE	INVOICE #
6/14/2018	11191

Mission Statement: Pauly, Rogers and Co., P.C., provides high quality, timely and cost effective auditing and consulting services to meet our clients' needs with an emphasis on improving their performance and accountability.

## Invoice

DESCRIPTION	CONTRACT PRICE	PRIOR BILLS	AMOUNT DUE
June 30, 2018 Audit	8,340.00		3,400.00
<b>Payments/Credits</b>			<b>\$0.00</b>
<b>Balance Due</b>			<b>\$3,400.00</b>

**PLEASE MAKE CHECKS PAYABLE TO:  
 PAULY, ROGERS AND CO., P.C.**

**Hood River County Library District Policy Review Schedule \*2018-19, 2019-2020**

**Review policies every 2 years or more often if needed**

	<b>Established</b>	<b>Last amended</b>	<b>Last reviewed</b>	<b>Next review date</b>
<b>Board Governance Policy</b>	04/05/2011	02/16/2016		*12/2018
<b>Bulletin Board Policy</b>	07/12/2012	02/17/2015		05/2020
<b>Code of Conduct (Ordinance No. 1)</b>	04/21/2015	04/17/2018		04/2020
<b>Collection development policy</b>	10/21/2014			*03/2019
<b>Employee health care benefits policy</b>	01/17/2012	11/18/2014		07/2019
<b>Exhibits policy</b>	10/18/2011	08/19/2014		01/2020
<b>Financial management policy</b>	03/15/2011	08/15/2017		8/2019
<b>Intellectual property policy</b>	08/20/2011	08/19/2014		09/2019
<b>Library card policy</b>	07/12/2011	03/21/2017		*02/2019
<b>Library director evaluation policy</b>	06/19/2012			02/2020
<b>Meeting and study room policy</b>	07/12/2011	02/17/2015		03/2020
<b>Mission, vision, values</b>	07/12/2011	04/17/2012		*06/2019
<b>Personal services policy</b>	04/19/2011	02/21/2012	11/18/2014	10/2019
<b>Personnel policies</b>	06/29/2011	Various dates		*01/2019
<b>Preventative maintenance policy</b>	08/21/2018			06/2020
<b>Privacy policy</b>	08/16/2011	08/20/2013		11/2019
<b>Programming policy</b>	10/21/2014			12/2019
<b>Public records policy</b>	02/21/2012	07/21/2015		05/2019
<b>Return to work policy</b>	04/17/2018			04/2020
<b>Social media policy</b>	06/15/2012	12/16/2014		01/2020
<b>Technology use policy</b>	07/19/2011	01/15/2015		*04/2019
<b>Use restrictions policy</b>	09/18/2012	02/17/2015		*02/2019
<b>Volunteer policy</b>	06/29/2011	08/19/2014		10/2019

Approved by the Board of Directors, July 19, 2018



**SPECIAL DISTRICT BOARD PRACTICES ASSESSMENT**

**HOOD RIVER COUNTY LIBRARY DISTRICT**

**June 19, 2018**

**Board: Karen Bureker; Brian Hackett; Megan Janik; Sara Marsden; Jean Sheppard; Director: Rachael Fox; Assistant: Arwen Unger**

KEY PERFORMANCE AREAS	RATING			ASSESSMENT
	Good	Caution	Danger	
<b>Board Duties and Responsibilities</b>				
Adherence to standards of good stewardship				Board members report there is not much public scrutiny of their stewardship but they are “very cognizant” of their responsibilities and do a “good job” of adhering to their strategic plan and are “deliberate about allocating resources”. Informal feedback from program participants indicates the library is fulfilling its expected role in the community.
Demonstration of good governance practices				The Board “follows the rules” of good governance established by the former director. Board members enjoy good working relationships with one another and the director who is credited with preparing well-organized meetings – materials delivered in advance, action items and timelines clearly defined, etc.
<b>Operational Compliance</b>				

Overall regulatory compliance				According to Board members, there are “not too many” regulatory requirements to deal with and they rarely have a need to “get down into the weeds” of specific regulatory issues. The Board has confidence that routine requirements in the areas of budgeting and contracting are taken care of by the director with guidance if needed from legal counsel and SDAO.
Timeliness of compliance reporting				The Board reports there are no specific compliance reporting issues. Issues involving inappropriate behavior and trespassing on library property have been carefully addressed with policies that protect the premises and preserve the rights of all members of the public.
Potential compliance challenges				
<b>Budget and Finance</b>				
Consistency in budgeting to meet needs				Standard protocols for special district budgeting are followed with draft reviews, a combined citizen/Board committee, Board approval and public hearing. Revenue and spending rarely deviate from projections and the Board maintains a year-to-year reserve that is comfortably adequate to cover any expenses not forecast in the strategic plan.
Soundness of financial practices				The Board has continued the district’s historical practice of sound financial management with realistic projections of expenditures and prudent allocation of resources.
<b>Customer Relations</b>				

Management of service problems				Issues involving public use facilities – trespassing, behavior, inclusion, hours of service, etc. – are addressed with reason and sensitivity.
Improvements to customer service				While additional parking and longer service hours are the most commonly voiced improvement “needs”, the Board recognizes that budget limitations make fully addressing them impractical. The district’s small satellite locations were established to better serve the general area.
<b>Personnel Administration</b>				
Staff morale and work climate				Board members conclude “all seem to like their jobs” and are surprised to learn “how much work they do” when employees present overviews of their jobs at Board meetings. Occasional problems involving personnel conflicts are addressed directly and effectively.
Management of employee performance				Formal, documented performance reviews are conducted annually at all levels in the organization. The director’s review includes 360-degree feedback from employees and while not all respond, they are invited to give input to the director’s performance review.
Alignment of positions with work assignments				Job duties are clearly defined in position descriptions that are reviewed and updated during performance reviews. “Some do other tasks” is the director’s description of the customary practice of extending co-workers’ duties as needed to cover the normal work flow.

<b>Policies and Procedures</b>				
Soundness of administrative policies				The Board and director follow an annual schedule for reviewing, updating, and adding policies and procedures and follow SDAO recommendations for amending and supplementing policy coverages.
Consistency between work practices and policies				
Efficiency of staff and work systems				

**DATE:** June 23, 2018

**TO:** Rachael Fox, Library Director  
Hood River Library District

**SUBJECT:** **Consultant's Impressions and Recommendations**  
Hood River Library District Board Practices Assessment  
Conducted June 19, 2018

**FROM:** Rob Mills  
SDAO Consulting Services

It was a pleasure meeting with your board members and conducting the Board Practices Assessment for your district. Accompanying this memo is your board's **Assessment Summary**. I trust you will find that it accurately reflects what was discussed and that it paves the way for continued discussion and follow-up actions as appropriate.

Your **Consultant's Impressions and Recommendations** are outlined below. We discussed in our meeting the importance of reviewing these documents at your next board meeting and taking action on "flags". SDAO will do a 60/90 day follow-up to check progress and offer additional consulting support if desired. Again, please extend to your board members my sincere thanks for participating in the Board Practices Assessment.

### **Impressions**

The Hood River Library District Board is comprised of dedicated members who have close ties to the community they serve. The current board oversees a strong infrastructure that was established early in the organization's brief history as a special district and has been continued with a pattern of sound finances, prudent management, and devoted public service. Board members have a clear sense of their roles in serving the district and are acutely aware of the district's responsibility for including the needs all members of the community in its range of service offerings.

### **Recommendations**

Sound finances, good leadership, and solid infrastructure – all are factors in making the district a successful organization. The board and management seem keenly aware of their successful track record and very capable of sustaining it for the district. The only recommendation to be offered at this time is to "stay the course."

**Resolution No. 2018-19.02**

**Resolution adopting Insurance and  
Employee Benefits Agents of Record**

WHEREAS, special districts need to annually affirm their agents of record;

Now, therefore be it RESOLVED, that the Hood River County Library District Board of Directors appoints Columbia River Insurance of Hood River, Oregon, as the District's Insurance Agent of Record; and

RESOLVED, that the Board appoints HUB International Northwest of Hood River, Oregon, as the District's Employee Benefits Agent of Record.

Adopted by the Board of Directors of Hood River County Library District this 19<sup>th</sup> day of July, 2018.

ATTEST:

\_\_\_\_\_  
Jean Sheppard, President

\_\_\_\_\_  
Rachael Fox, Secretary



**Resolution No. 2018-19.02**

**Resolution establishing a regular meeting  
day, time, and location for 2018-19**

RESOLVED, that the Board of Directors of the Hood River County Library District shall meet monthly on the third Tuesday of the month from 7.00 to 9.00p in the Jeanne Marie Gaulke Community Meeting Room of the Hood River Library during the 2018-19 fiscal year.

Adopted by the Board of Directors of Hood River County Library District this 19<sup>th</sup> day of July, 2018.

ATTEST:

\_\_\_\_\_  
Jean Sheppard, President

\_\_\_\_\_  
Rachael Fox, Secretary