

# **MEMORANDUM OF AGREEMENT**

## Library Public Service Desks

### **I. Parties to the Agreement**

The parties to this Memorandum of Agreement (hereinafter referred to as “MoA”) are Multnomah County, Oregon (hereinafter referred to as “County”), and Multnomah County Employees Union, Local 88, AFL-CIO (hereinafter referred to as “Union”).

### **II. Background**

The County has determined that it will require new public service desks at Central Library, as a part of the location’s planned 2023 renovations. This agreement does not impact any other ongoing negotiations.

Now, therefore, the parties mutually agree as follows:

### **III. Terms of Agreement**

1. A joint committee of Union representatives and Library management will be formed to develop a plan to evaluate and review the working model 3 months after the building is reopened to the public. An additional review will occur 9 months after reopening to review any new developments or changes implemented at 3-month review. **The review will include everything covered in #1-11 of this agreement.**
2. Service desks will be heavy enough to be immovable by an individual without proper tools and equipment to move them, and large enough to enable staff to hide or ensure space between an individual and themselves.
3. Service desks will be reviewed for safety, functionality and ergonomics during the 3 and 9 month reviews.
4. Service desks will have space for at least 2 staff members per desk and the infrastructure for a second workstation.
5. Sightlines will be clear between staff members on the public floor to facilitate communication.
6. The need for a second service desk on Central’s third floor will be included in the 3 and 9 month review processes, and a desk will be added if there is a demonstrable need. Management will set the criteria to be used for this assessment.
7. A mandatory personal safety training for all library staff will be developed, with a required refresher training on a set schedule. Union representatives and Library Management will work to jointly define the scope and design of this training that will include the following points: an in-person building walkthrough, safety basics for staff, situational awareness,

safety tactics for behind the desk, and a clear staff procedure for patron clusters at desks.

8. Union representatives and Library Management will open conversations regarding staffing models and minimum staffing guidelines. These discussions will include high-level, systemwide concerns, and include Central Library. The full scope of these conversations will be jointly defined, and will be incorporated into the already planned Future Staffing Effort team. The Future Staffing Effort Team will include Union representatives.
9. Current and future Library User Groups (LUG) will include Union representatives.
10. Union representatives and Library Management will open conversations regarding acceptable patron to staff ratios at desks to hear Union suggestions and concerns, and the creation of a clear back up staffing plan to include items such as: who is assigned to assist, how are they contacted, and directions for staff if the contact is unavailable. This agreement to discuss does not include an agreement to set patron to staff ratios.
11. All proposed conversations will be started before the first anniversary date of the signing of this agreement.

B. Any dispute over the meaning, interpretation, or application of this MOA shall be subject to the grievance procedure set forth in Article 18 of the parties' CBA.

### **C. TERM OF THE AGREEMENT**

After the one year revisit, if management and the union agree, the MOA will be in effect unless either party provides a written notice 90 days before that date that it wishes to modify this Agreement.

Agreed to this date   11th   of **April**, 2023

For the Union:

For the County:



*Mecca Scott*

**Mecca Scott**

Council Representative  
Oregon AFSCME Local 88

**Matt Davies**

Labor Relations Manager  
Multnomah County