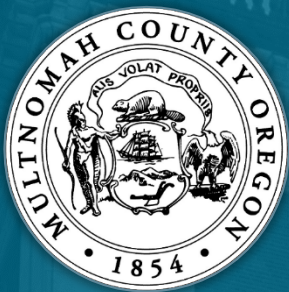


Recommendation Status Evaluation

The Library has implemented one recommendation and is in the process of implementing another recommendation



Multnomah County Auditor's Office

May 2024

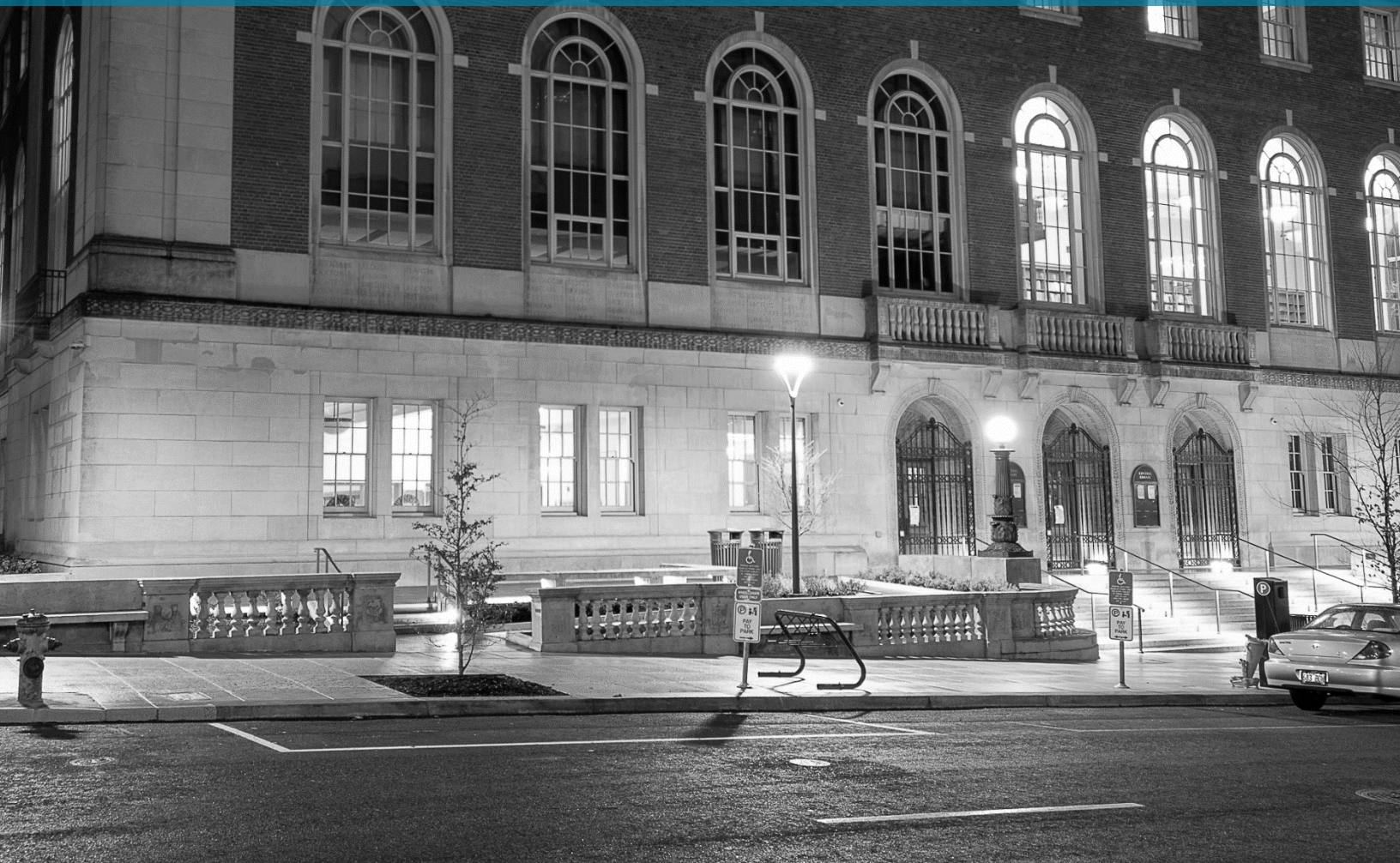
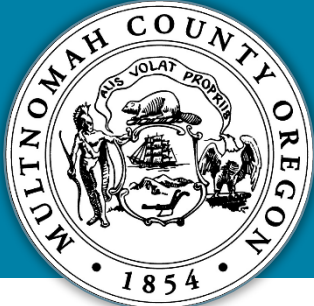


Table of Contents

Report Highlights.....	2
What We Found.....	2
What the Statuses Mean	2
Recommendations Implemented.....	4
Recommendations In Process	5
Objectives, Scope, & Methodology.....	7
Updating the Status of a Recommendation.....	7
Photo Credits.....	7
Audit Staff	7
Response Letter	9

Report Highlights



The Library has implemented one recommendation and is in the process of implementing another

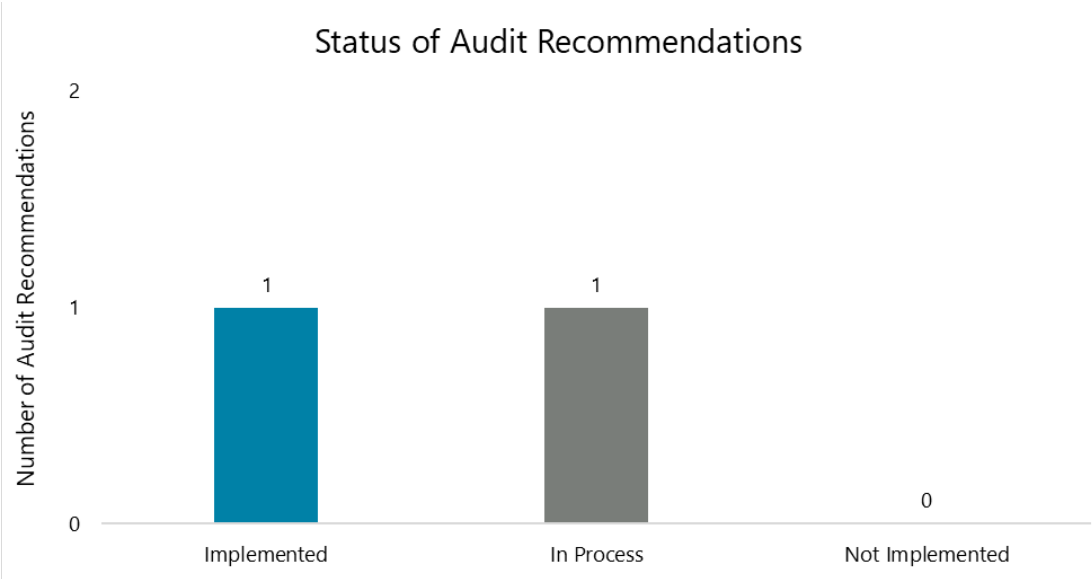
What We Found

The Auditor’s Office follows up on audit recommendations to support county government’s accountability. For this report, we only evaluated the two recommendations that were due in January 2024. We will evaluate and report on the remaining recommendations in a separate report.

We found that the Library has implemented one of those recommendations and is in the process of implementing the other.

What the Statuses Mean

- Implemented – Auditee has fully implemented, or auditee has resolved the issue to meet the recommendation’s intent.
- In Process – Auditee has started implementation.
- Not Implemented – Auditee has not implemented, or does not intend to implement.



Source: Multnomah County Auditor’s Office



Status of Recommendations

Recommendations Implemented

Recommendation #2: Coordinate with the County Security Program to complete a Workplace Violence Threat Assessment and Workplace Violence Prevention Plan and communicate the results to all employees.

Auditor's Note: Library staff have completed threat assessments for 20 locations and workplace violence prevention plans for 19 locations. As of April, 2024, all currently open locations have threat assessments and prevention plans. There are also threat assessments and prevention plans for some locations that are temporarily closed for construction. As additional buildings reopen from construction, Library leaders will need to make sure there are completed threat assessments and preventions plans for those buildings.

Library leaders posted links to the threat assessments and prevention plans on a page on the employee intranet that tracks audit recommendations. Library leaders report that they have shared the plans with location leaders and directed them to share the plans with employees. They also notified employees about the threat assessments and preventions plans in an email newsletter sent to the all Library employee email list.

Recommendations In Process

Recommendation #1: Implement corrective actions and processes to ensure safety committees are meeting OSHA standards and champion them as a place to address security issues.

Auditor's Note: Library leaders have put into place new structures and processes to promote compliance with OSHA requirements. However, we think that more time is needed to see these processes at work, in order to confidently say that this recommendation is implemented. Additionally, Library leaders have not yet implemented the part of the recommendation about championing safety committees as places to address security issues.

Leaders reorganized the safety committees for neighborhood libraries into regions, with regional managers participating in and supporting those committees. The safety committee charter template describes roles and responsibilities. According to the charter, lead managers have an oversight responsibility to ensure OR-OSHA rules are followed. The safety committee sites on the intranet and the structure for storing documents were also reorganized.

Library leaders also reported that an executive specialist checks documentation periodically and a new safety committee coordination team will check documentation quarterly. The organizational learning team has started assigning required trainings to committee members in Workday, and plans to run reports to check if trainings were completed.

When we reviewed documentation, we found that the completeness and accessibility of documentation has improved. However, some documentation of inspections and meetings was still missing. Additionally, over a third of safety committee members had not yet completed all the required trainings. Committee membership may still change, especially with some locations closed for construction.

Given these factors we are considering this recommendation in process. We will evaluate this recommendation again when we evaluate the remaining recommendations

to see how the processes are working and whether Library leaders are championing safety committees as a place to address security issues.

Objectives, Scope, & Methodology

The objectives of this evaluation were to determine the status of recommendations from Library Audit that had the following due date:

- January 1, 2024

Auditors evaluated the status of recommendations based on interviews, documentation, and other available evidence. Auditors will evaluate the remaining recommendations after those recommendations become due.

Updating the Status of a Recommendation

During each audit our office conducts, we develop recommendations intended to improve government operations, particularly with regard to effectiveness, transparency, accountability, and equity. Our goal for evaluating the status of recommendations is to help ensure management implements these recommendations for improvement.

We recognize that after we publish an evaluation on the status of recommendations, management may fully implement a recommendation that we reported was in process or not implemented. Management can then provide evidence to the Auditor's Office demonstrating why the recommendation's status should be changed in the Auditor's Office's future reporting. The final decision on whether to change any recommendation's status rests with the Auditor's Office.

Photo Credits

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Multnomah Co

Libran

Gregory Heights
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Audit Staff

Caroline Zavitkovski, Audit Director

Response Letter



Jessica Vega Pederson Multnomah County Chair

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May 1, 2024

Dear Audit Director Dewees,

I have reviewed the recommendation status report that you provided, which outlines the completion of one audit recommendation and the progress made on another. We are appreciative of the update on these items, and look forward to additional status updates as they are available.

Recommendation 1 *Implement corrective actions and processes to ensure safety committees are meeting OSHA standards and champion them as a place to address security issues.*

As noted in your update, the library has implemented new structures, processes, and documentation workflows to ensure compliance with OR-OSHA requirements. These new structures do appear to be working effectively, but reinforcing the new documentation workflows has taken more time than anticipated, especially as the library experiences multiple and overlapping bond-related closures.

In order to ensure that this improves going forward, the library will continue to review the completeness of documentation on a monthly basis, and follow up directly with safety committee leaders as needed. We are pleased at the improvement we have seen to date, but are committed to implementing these new practices system-wide.

The library has since engaged its official training work unit, Learning & Organizational Development, to assist with assigning and tracking completion of the three required trainings. The library has directly assigned the training to these staff in WorkDay, and assigned a hard deadline for completion. This formalization of the training requirements has proved helpful, and many staff have completed the required training since your initial review. At this time, just 6 safety committee members have yet to complete the training. This will assist in improved training tracking over time, as new safety committee members can be assigned this training directly when they join committees.

The library has directed the Security Manager to participate in the quarterly safety committee coordination team meetings, in order to ensure that both safety and security issues are front and center when planning training and discussions across safety committees.

While this position is currently vacant, the position description for the Security Manager outlines this position's responsibility to support and liaise directly with safety committees. Additionally, RSK-3 reports for each location are included in the monthly Risk Management dashboard that is reviewed by regional safety committees.

Deeper discussions of security issues may be better addressed by staff members who act as person-in-charge, who are the primary responders in many security situations. Going forward, the library is interested in launching regularly scheduled facilitated discussions with library PICs. These sessions would review analysis of security trends by region, provide opportunities for PICs to discuss training needs and opportunities, and discuss opportunities and challenges in the library security landscape.

Recommendation 2 *Coordinate with the County Security Program to complete a Workplace Violence Threat Assessment and Workplace Violence Prevention Plan and communicate the results to all employees*

The library has partnered with Workplace Security on the assessments and plan, and has shared the results directly with staff. Your report notes that this audit recommendation is complete.

Again, we thank you for your review of the audit recommendations, and for the opportunity to comment on the library's progress in completing these recommendations.

Best regards,

A handwritten signature in black ink that reads "Jessica Vega Pederson". The signature is written in a cursive, flowing style.

Jessica Vega Pederson
Multnomah County Chair