



## OFFICE OF THE OMBUDSMAN Memorandum

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**DATE:** August 22, 2022

**TO:** Anchorage Public Library Employees

**Cc:** Amy Demboski, Municipal Manager  
Blair Christensen, Deputy Municipal Attorney  
Raylene Griffith, Labor Relations Director  
Jon Cecil, AMEA President

**FROM:** Darrel W. Hess, Ombudsman *DWH*

**SUBJECT:** Investigation of Library Employee Personnel Complaints

Over the past few months, multiple employees of the Anchorage Public Library (Library) have expressed that they were reluctant to file any personnel complaints with the Municipal Human Resources Department (HR), due to their perception that their concerns might not be investigated thoroughly, fairly, and impartially.

To ensure that any Library employee personnel complaints are investigated fairly and impartially, and that due process is met for every person involved, the Ombudsman made four recommendations to the Administration –

1. That the HR Director be “walled off” from any involvement with personnel complaints filed with HR by Library employees.
2. That the Municipal Attorney’s Office oversee the investigation of any personnel complaints filed by Library employees.
3. That a memo be distributed to all Library employees informing them of the process that has been put into place for investigating any personnel complaints they might file.
4. That the HR Director no longer be part of any future Library hiring panels.

The Administration has implemented recommendations 1, 2, and 4 – this memo implements recommendation 3. Implementing these recommendations should give all Library employees assurance that any personnel complaints that you may file with HR will be handled fairly and impartially. I am confident that the professional, dedicated HR team and Legal will handle any investigation of personnel complaints that you may file professionally, fairly, and impartially.

If you have any questions or concerns, please contact me, [darrel.hess@anchorageak.gov](mailto:darrel.hess@anchorageak.gov), or Raylene Griffith, [raylene.griffith@anchorageak.gov](mailto:raylene.griffith@anchorageak.gov).

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