



ETHICSPPOINT®

Incident Management

Case

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Case 432-Employee Relations

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Opened
02/05/2025

Days Open
Less than 24 hours

Last modified
02/05/2025

Intake Method
Hotline Web

Status
In Process

Alert Status
None

Case Details

Reported tier information

Case type:
Allegation

Intake method:
Hotline Web

Location

Organization/Building name:

City of Las Cruces, NM

Branch Number:

3

Location name:

Branigan Library

Location/Address:

Branigan Library - 3
200 E. Picacho Ave

City:

Las Cruces

State/Province:

NM

ZIP/Postal code:

88001

Country/Territory:

United States

Location Name:

Branigan Library

Reporter Information**Reporter anonymous:**

Yes

Case Information**Relationship to the Company or Organization?**

Employee

Please identify the person(s) engaged in this behavior:

Colleen Corgel - manager

Do you suspect or know that a supervisor or management is involved?

Yes

If yes, then who?

Shuly Serrano, manager and Sarah Booth, director

Is management aware of this problem?

Yes

What is the general nature of this matter?

One member of management yells and even screams at director and other manager causing staff to feel uncomfortable and unsafe.

Where did this incident or violation occur?

In the library, various locations

Please provide the specific or approximate time this incident occurred:

No one specific incident, has been occurring the first time I can think of was August 2023.

How long do you think this problem has been going on?

More than a year

How did you become aware of this violation?

I heard it

Please identify any persons who have attempted to conceal this problem and the steps they took to conceal it:

Sarah Booth, problem persists so it appears she is ignoring what it does to all staff.

Case Details:

Colleen Corgel has on multiple occasions led loud arguments that then turns to screaming full volume on her part at the director Sarah

Booth as well as another manager Shuly Serrano, and staff. This happens in front of staff. Colleen isn't asked by those leaders that the conversation be moved to a private area, and maybe that is due to fear on their part. However, it has created a feeling of unease and at times a safety concern being a bystander to that level of hostility. These outbursts have some staff feeling like we are walking on eggshells, asking when will this temper be directed at them?

Colleen yelling at staff has already happened. I can think of two instances one in August 2023 she yelled at staff and pushed a cart of books over. In another instance in spring 2024, Sarah observed her charging toward staff yelling - she did move that one argument into Colleen's office. That staff member didn't feel comfortable reporting the incident because Colleen was their supervisor at the time and they didn't want to suffer with the consequences or retaliation that could come from it, if something was even done at all.

She yells at Sarah and Shuly throughout the library, with no one location or instance to single out. The most recent times she yelled at Sarah that I know about was in January of this year. This happened twice, once outside of staff cubicles area and in hallway near the Admin Assistant's office.

There is a concern that Colleen has been allowed this behavior because it hasn't been curtailed by any upper management who knows about her actions. I don't feel comfortable naming witnesses, but in either specified area there were staff members who witnessed.

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