NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on March 23, 2015 beginning at 6:00 p.m. at the Portage District Library in the Lower Level Long Lake & Gourdneck Lake Meeting Rooms for the purpose of conducting library business.
PORTAGE DISTRICT LIBRARY BOARD MEETING

March 23, 2015
Regular Meeting Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

III. Comments or Requests from the Public, Board Members, or Library Staff

IV. Adoption of the Agenda for the Regular Meeting of March 23, 2015

V. Consent Agenda (5 minutes) (Vote)
   A. Minutes of the regular board meeting held on February 23, 2015. Pgs.1-9
   B. Request for approval of a Budget Amendment to adjust the library’s FY 2015 Budget to accommodate for $950 in donations for the Nicolette Hahn Niman Author Visit/Speaking Engagement in April 2015. Pg. 10
   C. Request for approval of a Budget Amendment to adjust the library’s FY 2015 Budget to transfer $5,000 from the reserve fund into budget lines to cover expenses related to the library’s Book Drop Project. Pg. 11
   D. Request for approval of a Budget Amendment to adjust the library’s FY 2015 Budget to accommodate for a grant distribution of $3,000 from the library’s “Grandmother & CIG Endowment Fund” that will be used to support a special All Ears Theater performance at the library on March 28, 2015. Pg. 12

VI. Special Guest (20 minutes)
   A. Chris Buckley, Executive Director of the Portage Community Center. Pg. 13 (Info)

VII. Governance (15 minutes)
   A. Library Board linkage opportunities for March/April 2015. Pg. 14 (Info)
   B. Initial discussion about what needs to be done in 2015 for a Strategic Planning process in 2016. Pg. 15-16 (Info)

VIII. Ends Development (30 minutes)
   A. Information about creation of a library-wide Endowment Fund. Pg. 17-21 (Info)
   B. Update on the Staff Lounge Project. Pgs. 22 (Info)
   C. Information about the Book Drop Project. Pg. 23 (Info)
   D. American Red Cross Blood Drive at the Library scheduled for March 30, 2015. Pg. 24 (Info)

IX. Monitoring to Assure Compliance with Executive Limitations (15 minutes)

X. Library Director’s Reports (10 minutes total)
   A. Marketing Update for February 2015. Pg. 37-38 (Info)
   D. Legislative Update for February 2015. Pg. 43-44 (Info)

XI. Process Evaluation (5 minutes total)
   A. Suggestions for Agenda Items to be included on the April 27, 2015 Board Meeting
      2. Review of Art Exhibit Gift Policy.
      4. Special Guest: Larry Shaffer, City Manager for the City of Portage.
      5. Report from Trustee Martha Pacheco, Board Liaison to the Friends of the Library.
      6. Scheduling of mid-year meeting with the Library Director.
      7. Progress Report on End Statement #1
      8. Staff Presentation by Chris Walker on Fundraising Plan for 2015.
      9. Information about changes needed to the library’s wireless authentication (for security) & Internet Policy.
10. 1st Quarter Financial Report for FY 2015  

B. Assessment of this meeting  
C. Miscellaneous Items  

XII. Adjournment
I. Start of Meeting: Board members and staff gathered on January 26, 2015 at 5:30 pm for dinner, *(Food from Erbelli’s)* and the board meeting started at 6:00 pm.

II. Roll Call:

Board Members Present: Michele Behr, Stephanie Brown, Betty Lee Ongley, Martha Pacheco, Alisha Siebers and Donna Vander Vries.

Board Members Absent: Joe Yantis (excused)

Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Diane Delach, Rob Foti, Lawrence Kapture, Chris Walker and Laura Wright

III. Comments or Requests from the Public, Board Members, or Library Staff:

Library Board Chair Alisha Siebers asked if any trustees or others present had comments they would like to make, and the following comments were made:

A. Comment about Special Book Donation – Trustee Betty Lee Ongley announced that Lois Richmond, past President of the Ladies’ Library Association, has written and published a book in December 2014 entitled: “The Missing Gargoyle of the Ladies’ Library.” It is an historical fiction account of what Richmond imagined had happened to the gargoyle after it was stolen off their building in 1961 and then anonymously returned one year later. Ongley said that Richmond is donating her book to the Portage District Library and would also be willing to do a reading at the library. Ongley indicated that the author would be giving a lecture at the Richmond Center at WMU on March 5, 2015 at 5:30 pm. The book was presented to Library Director Christy Klien and she expressed appreciation for the donation.

DISPOSITION: Library Board Chair Siebers thanked Trustee Ongley for her remarks and for bringing the donated book to the board meeting for everyone to see. A letter of thanks will be sent to Lois Richmond for her thoughtful book donation.

B. Comments about Staff Lounge – Trustee Pacheco said she had heard from library staff and volunteers that they are very pleased about the improvements being made to the library’s Staff Lounge and thanked the Library Board for approving the project. Pacheco mentioned that employees had also been pleased to be able to participate in a Committee to help decide about what would be done to the Staff Lounge, and all employees were asked to vote on a color for the walls to be painted in the Staff Lounge. Library Director Klien said that the project was going well and that the walls had been painted, new cabinets and countertops installed, new flooring and a new sink. She said that a new microwave was in her office waiting to be installed and that a new refrigerator had just been selected. Yet to be done is the selection of furniture and relocation of a flat screen TV monitor that is being re-purposed and will be mounted on the wall in the Staff Lounge. Klien invited any interested trustees to check out the progress in the Staff Lounge after the board meeting.

DISPOSITION: The Library Board received the comments from Trustee Pacheco about staff appreciation to the Library Board and Administration for improvements being made to the Staff Lounge.

C. Comment about Article in the Rotarian Magazine: Trustee Ongley showed her copy of the March 2015 issue of the Rotarian magazine and on the front cover was a highlighted article entitled: “In Praise of Libraries.” Ongley said it was a very positive article and encouraged everyone to read it. Klien said that the library has a copy if anyone wanted to read the article.

DISPOSITION: The Library Board acknowledged Trustee Ongley’s comments about the Rotarian article pertaining to the value of libraries.
D. Comment about Board Meeting Minutes: Library Board Chair Siebers said that a woman who attends her church had told her that she was getting her Master in Library Science degree and that she had read the PDL board meeting minutes and had commented favorably about them. Siebers passed the compliment on to Library Board Secretary Diane Delach who thanked her for sharing that positive remark.

DISPOSITION: The Library Board received the comment made by Library Board Chair Siebers pertaining to a shared compliment from a woman in the community.

IV. Adoption of the Agenda for the Regular Meeting of February 23, 2015:
Library Board Chair Siebers asked if there were any changes needed to the agenda for the February 23, 2015 board meeting before its adoption, and there were no changes from trustees. Siebers asked for a motion to adopt the agenda.

MOTION: It was moved by Vander Vries, and seconded by Behr, that the agenda for the regular board meeting of February 23, 2015 be adopted as presented. Vote: 6-Yes, 0-No, 1-Absent (Yantis). Motion carried.

V. Consent Agenda:
Library Board Chair Siebers went over the list of items on the Consent Agenda for February 23, 2015 and asked if anything needed to be removed for further discussion.

A. Minutes of the regular meeting held on January 26, 2015.
B. Request for approval of a Budget Amendment to adjust the FY 2015 Budget for a $1,000 grant award from the Kalamazoo Community Foundation to subsidize the Nicolette Hahn Niman Author Visit.

MOTION: It was moved by Ongley, and seconded by Vander Vries, that the Consent Agenda for the regular board meeting of February 23, 2015 be adopted as presented. Vote: 6-Yes, 0-No, 1-Absent (Yantis). Motion carried.

VI. Governance
A. Review of Library Board bylaws – Library Board Chair Siebers said that February is the month that the board’s by-laws are reviewed and she asked if trustees had any questions or suggestions for changes that should be considered. Trustee Vander Vries referred to Article II of the bylaws and asked for clarification about the term “unexcused” absence. Siebers said that it was the term used to convey a circumstance of a trustee not attending a board meeting and not having given prior notification of an intent to be absent or communicating in some way about it. Trustee Behr said it did seem a little vague and asked if there should be more language added to clarify it. Trustee Pacheco commented that the wording was included to state expectations but that there was no hard and fast rule about unexcused absences. Library Director Klien pointed out that trustee positions are elected positions so there would need to be a legal protocol followed if a trustee was going to be asked to end his/her time on the Library Board due to too many unexcused absences. Trustee Ongley remarked that she had actually talked to the library’s attorney about this when there had been a case of a trustee frequently missing board meetings and she had been told that it was difficult to have a hard and fast rule and that it should be handled case by case. Basically, a trustee is “excused” if notification of absence is given. Trustee Behr commented that if a trustee was not showing up to board meetings, then the seat should be filled by someone who would be able to fulfill that obligation. Library Board Chair Siebers summarized the discussion by saying that the matter of trustee absenteeism has been left up to the discretion of the Board Chair over the years and that the wording in the bylaws was meant to be a guideline to encourage regular trustee attendance.

Library Board Chair Siebers asked trustees if there was a need to change any wording in the bylaws. Trustee Ongley referred to Article V, second paragraph and suggested that the word “complete” be changed to “conduct” in the last sentence pertaining to the Library Director’s evaluation. Siebers called for a motion with that change.

MOTION: It was moved by Ongley, and seconded by Behr that the Portage District Library Board bylaws be amended to change the word “complete” to the word “conduct” in the last sentence of the second paragraph in Article V. Vote: 6-Yes, 0-No, 1-Absent (Yantis). Motion carried.
B. Final Library Board Roster for 2015 – Library Board Chair Siebers referred to page 16 of the board meeting agenda packet and asked if there were any more changes needed to the 2015 Library Board Roster. Trustee Pacheco indicated that her phone number was incorrect and should be: (269) 352-8003 (Cell #). Trustee Vander Vries said that the first number shown was not a home number but a cell number and that was the preferred number for her. Library Board Secretary Diane Delach noted the changes for the board roster.

DISPOSITION: Library Board members reviewed the 2015 Library Board roster and approved it with the two corrections noted by Trustees Pacheco and Vander Vries. Library Board Secretary Delach will revised the roster and reissue it.

C. Report from Martha Pacheco, Board Liaison to the Friends of the Library – Trustee Pacheco gave an overview of Friends’ recent activities. She reported that the book sale in December was the best one ever$4,500 and that book sale revenue been increasing from year to year. She said that the Friends Board discussed their desire to do some type of recognition for individuals who had made significant contributions to the Friends. It was suggested that perhaps a wall-mounted “tree” plaque with branches for names could be hung in a visible place in the library. Pacheco also noted that the Friends are looking for young volunteers to help take down book sales (6) times a year, with assistance needed on Sundays (in winter) and on Mondays (in summer). Laura Wright interjected that she could include something about this in the flyer soliciting VolunTeens for summer; Siebers said she could tell the schools since students need community service hours; and Behr suggested putting the Friends’ request for volunteer help in school announcements.

Pacheco asked if it would be possible to get a count on the number of hours volunteered by Friends. Behrje said yes, if the Friends volunteers sign into Volgistics they could get a report on the number of volunteer hours in the “Friends” volunteer category, however it would not include names. Pacheco also asked if the Friends could get some summer reading promotional buttons and Wright said yes.

DISPOSITION: The Library Board received the report from Trustee Pacheco on Friends’ activities and expressed appreciation for the support that the Friends give the library.

D. Update on guests to be invited to board meetings in 2015 – Library Director Klien said that at the last board meeting held on January 26, 2015, there had been a discussion about the guests that board members would like to have invited to board meetings in 2015 and that about (5) guests could be accommodated along with standard presentations during the year. Klien said that since then inquiries had been made and she was pleased to announce that there are now two confirmations from invited guests. Chris Buckley, Executive Director of the Portage Community Center has agreed to attend the March 23rd board meeting and City Manager Laurence Shaffer will be coming to the April 27th board meeting. Klien said she will be contacting Senator Margaret O’Brien about the possibility of her coming to a board meeting and will also try to schedule a teacher and will let trustees know when those guests are confirmed.

DISPOSITION: The Library Board received the update on guests who have been scheduled to come to board meetings in 2015.

VII. Ends Development
A. Donations Report for funds received in 2014 – Library Director Klien referred to pg. 21 of the board meeting agenda packet and said that it had been the usual practice at the beginning of each new fiscal year, to ask the Library Board to endorse the expenditure of a certain amount of gifts and donations revenue that had been received in the previous fiscal year. Klien reported that the total amount of donations received in 2014 was $27,492.13 and that out of that amount, $26,717.13 was unrestricted and available for allocation in 2015. Trustee Behr commented that the donations amount seemed quite a bit more than usual. Foti agreed and said he had reviewed it carefully and that part of the reason was that we had not spent the allocated donation funds during the year. Walker also pointed out that the Spring Appeal followed closely after the library’s Annual Campaign and a number of donors were giving to twice to the library. She also noted that there were a lot of new donors.
On a side note, Klien told trustees that she had been contacted by an attorney about the library having been named as a recipient in a trust fund and that we would be getting a partial distribution of $75,000. Klien said that this trust fund disbursement would be a very good opportunity to set up a library-wide endowment fund and that she has a meeting scheduled soon with Coby Chalmers of the Kalamazoo Community Foundation to discuss how that could be done.

**DISPOSITION:** The Library Board received the Donations Report for gifts and donation funds received in 2014.

B. *Approval of allocation of 2014 Gifts & Donations for expenditure in 2015* – Library Director Klien said that this year, rather than allocating the gifts and donations funds for one specific purpose, the Library Administrative Team had been discussing potential funding purposes that would be highly visible and beneficial to the public. There were several good suggestions made for improvements to furnishings and to the physical plant that would have a positive impact on library user experience. One idea was movable furniture to allow individual groupings. Klien said that at this time, the amount of 2014 Gifts and Donations to be allocated in 2015 was $26,717.12, however she does not have specific pricing information for the items being proposed so she will bring a budget amendment request back to them at a future board meeting.

**DISPOSITION:** The Library Board received information about the allocation of 2014 gifts and donations for expenditure in 2015 and would take action to approve specific amounts at a future date.

C. *Update on Staff Lounge Project* – Library Director Klien reported that the Staff Lounge Project was proceeding well. She said that they are in the process of choosing appliances and furniture and intend to place orders in the coming weeks. The following list outlines progress to date:

- Library employees were notified in advance that the Staff Lounge Project would begin on Tuesday, February 10th and that the lower level kitchen would be available to them for the next 3-4 weeks
- All furniture and appliances were removed from the Staff Lounge and placed in a holding area.
- All old cabinets and countertops were removed
- All old carpeting was removed
- The walls were washed, primed and painted
- New linoleum flooring has been installed
- Installation of new cabinets and countertops is underway

Klien invited trustees to peek in the Staff Lounge after the board meeting to see the progress that has been made and she said she would keep them up-to-date as work is completed.

**DISPOSITION:** The Library Board received the update on the Staff Lounge Project and some trustees said they would look in to see progress after the board meeting.

D. *Presentation of 2015 Marketing Plan* – Marketing Manager Chris Walker came forward to give a presentation to board members about the Marketing Plan for 2015. She began by saying that she has been at the library for 14 years and she loves her job and is excited about promoting the library this year. She gave an overview of her presentation and then shared the following information with trustees:

- **New Marketing Trends – What’s Hot** – Online newspapers, paid ads (on social media), visual marketing (Pinterest, Instagram, etc.), and combination approach (print/web/digital promotions).

  [Trustee Ongley commented that some people still prefer reading newspapers in hand and Walker said that was true, but it was important for the library to stay up-to-date. Trustee Behr asked if there was any plan for radio ads and Walker replied yes and said she would go into later in her presentation.]

- **Current Marketing Tactics** – Posters (4x/mo), flyers (for programs & series); advertising (high-school yearbooks, newspaper & Facebook ads); WMUK radio announcements; e-newsletter; inserts in the City of Portage Portager publication(monthly sent to 22,000 households); signage (digital & print); social media (Facebook, Twitter, etc.); summer reading promotions and surveys (3-4 x/yr.).
Special Promotions (Radio) - Walker pointed out that an important promotion going this spring was for the Nicolette Hahn Niman Author Visit and it was being publicized with radio promos on WMUK that are running 4 times per week. She noted that radio spots are very expensive. She said that some MLive ads were being done for specific, targeted purposes to get the “biggest bang for the buck.”

[Trustee Brown asked if any consideration was being given to Pandora ads because it is more regional.
Trustee Behr said she thought that was a very good idea. Walker agreed and wrote it down and thanked Brown for the suggestion.]

Library E-Newsletter – Walker told trustees that the library was currently using Campaign Monitor as a tool to create and distribute our electronic newsletter. She said there are currently 15,000 library patrons registered to receive our e-newsletter which is emailed the first of each month. Walker commented that when people were asked in surveys how the preferred to receive communications from the library, our e-newsletter was in the top 3 preferences.

Portager Publication – Walker said that the library places an insert in the monthly Portager providing information about upcoming events and programs happening at the library that month and this gets distributed to 22,000 households and 2,000 copies go to Texas Township. They are also made available for pick up by patrons in the library. (Note: This replaced the insert that used to go into the Gazette newspaper). Walker pointed out that the library shares the cost of this monthly insert with the Portage Public Schools, whose information is printed on the reverse side of the insert.

Library Signage – Walker indicated that signage was used to notify the public of library closings as well as to advertise events and programs. There are signs inside the elevators that can be switch out daily and the library also has two wall mounted flat screen digital signs that display daily programs and other information. Walker said that digital signs were now being used at the Information Desks to advertise current events and there are other internal signs for various purposes.

Atrium Signage – Walker stated that the Friends of the Library had approved $2,000 on the library’s Wish List last year to improve signage in the Atrium. She said that they were in the process of ordering new signs for the collections that would be raised 1 ft. higher and would face toward the entrance to the Atrium so patrons will be able to see immediately where each collection is located.

Social Media – Walker told trustees that the library would be expanding its presence in social media and already had 2,000 followers. She said that Adult Services would be initiating podcasts this year and the library would also be looking into doing more videos to be placed on YouTube.

Summer Reading – Walker commented that the promotion for the library’s summer reading activities, events and programs was quite extensive. It includes: email blasts to previous participants (4,000); school visits and school program; reading logs; a special flyer to advertise for teen volunteers; promotion of the popular Art Encounters event; and publicity to thank summer reading sponsors.

Surveys – Walker noted that there are usually 4 surveys done a year and she has discovered that patrons like to give their feedback. These surveys are conducted both online and in-house (made available to the public at the Front Circulation Desk). She said she keeps the surveys short and asks specific questions such as: “How do you want to receive communications from the library?”

New Marketing Initiatives in 2015

Welcome/Information Brochure – This will be a trifold promotional brochure that will highlight basic library information that can be shared with new library patrons and distributed to realtors to include in their relocation packages.

Welcome Wagon – The library will contract with Welcome Wagon and pay a fee to have them include library information in their distribution of welcome items to 948 households. Walker said that information about volunteering at the library would also be included.
Highlight a Library Service Each Month – There will be a special emphasis placed on promoting a library service each month to raise awareness about what the library has available to users.

New e-Newsletter Vendor – Walker said she would be looking into a vendor who can offer more features to the library. The e-Newsletters include 5 or 6 articles each month and she is considering adding a letter from the Library Director and a “photo of the month.”

Surveys – There will be surveys conducted in 2015 that pertain to website enhancements; youth space requirements and patron communication.

Special Promotions – Walker indicated that there would be special marketing done for any new library service rolled out in 2015, and a big promotion when the Book Drop Project is completed.

Other Marketing Initiatives – Walker said that there were several other potential marketing initiatives that will be undertaken in 2015 and those would include:

- Circulating I pads
- New Self-Checkout Stations
- E-Resource Central
- Special Events
- Podcasts
- Celebration Cinema Collaboration
- New Local Authors Collection
- All Ears Theater Performance & Workshop
- Adult Services’ 3D Art Exhibit

[Trustee Ongley asked if the library would be doing anything for “Reading Together” and Walker replied that all the promotional materials are provided by Kalamazoo Public Library and we help distribute them.]

[Trustee Behr asked what marketing would be done to reach people who are not already PDL patrons. Library Director Klien said that the Welcome Wagon initiative and the radio ads on WMUK were initiatives underway to try to reach non-users. Klien said she had also asked Walker to look into the possibility of a billboard advertisement with Adams Advertising. Library Board Chair Siebers suggested that they check into the price of bus advertisements and Walker said she would look into it.]

This concluded Walker’s 2015 Marketing Plan presentation and she asked if trustees had any further questions and there were none.

DISPOSITION: The Library Board received the 2015 Marketing Plan and thanked Chris Walker for her presentation. Trustee Ongley asked trustees to join her in giving Walker a round of applause and Walker thanked them and said she was excited about all that would be happening this year.

VIII. Monitoring to Assure Compliance with Executive Limitations

A. Report on Financial Condition for January 2015 - Business Manager Rob Foti said it was early in the fiscal year and tax dollars are about the same as they were this time in 2014. There are no concerns, and he said he expects the library to stay on course financially. In terms of other work, Foti reported that he and Klien had a meeting with representatives from HRM Innovations to go over the library’s Employee Handbook to clarify language, discuss questions that had come up and to add any new policies. Foti also mentioned that they had been conducting interviews for the Adult Services half-time clerical position and hoped to make a selection soon. Trustee Behr asked if the library had received any more applications for our Intern positions. Foti said they had only received one response and that he and Klien would be meeting with Kapture and Wright to discuss this and may take a different approach. Trustee Behr said she was surprised because there were a number of distance programs and Klien said that most people who are doing coursework already have some kind of job.

Foti also reported that work was being done on the Emergency Manual (Disaster Plan) and the Book Drop Project – with a meeting scheduled this week with TMP Architecture.

B. Monitoring Report: Emergency Library Director Succession – Library Director Klien referred to Pages 28-30 of the board meeting agenda packet and said that the plan for emergency Library Director succession had not changed since last year and everything was up-to-date. She asked if trustees had any questions. Library Board Chair Siebers said it was thorough and Trustee Ongley said she was glad that we have a plan. There were no further comments or questions.

DISPOSITION: The Library Board received the Monitoring Report for Emergency Library Director Succession and endorsed it once again this year.

C. Monitoring Report: Treatment of Consumers – Library Director Klien referred to pages 31-34 of the board meeting agenda packet and commented that this report provides trustees with assurances that communications with library patrons are handled carefully and appropriately. Library Board Chair Siebers said that it also assures them that the privacy of library users is being protected. Trustee Ongley commented that she had been aware of a patron who was upset about customer service at the library and Ongley thought Klien handled it very well. Trustee Behr asked about ADA accessibility for people with low vision. Foti stated that the elevator has braille near the controls and Klien said that the library has a computer set up for low vision users too. Kapture added that there are two magnifier readers available at the library for low vision patrons, however they are not used very much. Wright said that there is a built-in function on the website that when activated will read a graphic aloud. She stated that the ADA Expression Engine the library has could probably be better but it does meet ADA standards. Austin and Behrje stated that the library’s catalog has an ADA button that will disable pop-ups when activated.

Library Board Chair Siebers commented that she liked that the library had more seating conveniently located at the top of the entrance ramp for people to use.

DISPOSITION: The Library Board received the Monitoring Report for Treatment of Consumers.

IX. Library Director’s Reports
A. Marketing Update for January 2015 – Marketing Manager Chris Walker said that she had shared a lot of marketing information with trustees in her presentation, and just wanted to say that she was excited about promotional initiatives for 2015.

DISPOSITION: The Library Board accepted the Marketing Update for January 2015.

B. Narrative Report for January 2015 – Library Director Klien gave an overview of activities and work accomplished in the month of January. She said that a lot of time was spent on the Staff Lounge Project, updating the Employee Handbook and interviewing for open positions at the library. Klien said that she and Rob Foti would be meeting with the company President at TMP Architecture this week to discuss where to go from here with the Book Drop Project. Klien then invited the administrators at the meeting to report on their areas:

Adult Services
Kapture reported that they had conducted another after-hours program at the library entitled: “After-Hours Coffee Culture” that involved a demo and tasting. He said that attendance was not as good as they had anticipated (9 people) but he said that those who came enjoyed it. Kapture commented that they were not sure if that day of the week was the best choice for this type of after-hours programs. Siebers said that the weather could have kept people from attending and Klien said other competing activities also impacted attendance.

Youth Services
Wright said that the library is a big hit on days when there is no school and students come to the library to find something to do. She said it is like they have a “mini summer type” attitude. Wright said there is no quiet reflection possible on the lower level of the library during these busy days when school is out.

Circulation Services
Austin told trustees that the library was conducting a “Personal Care Drive” in the front lobby Circulation area to collect those types of items to give to the Portage Community Center. Klien mentioned that one staff
member was very good with coupons and was able to get great deals and savings. She offered to shop for personal care items using her couponing skills if any staff member wanted to give her money to get items for the drive. Austin stated that there was one position to be filled in Circulation and interviewing would be done soon. She also mentioned that she would be representing the library at the SirsiDynix 2015 COSUGI (Customers of SirsiDynix User Group) Conference in Portland, Oregon March 30th through April 1st, 2015.

**Facilities & Technology Services**
Behrje went through a list of facilities work that was underway at the library including: repairing roof leaks; handling an accidental boiler shutdown (on the coldest day of the month!); taking care of elevator issues and other matters. Behrje also reported that new printers had been installed and that they are getting ready to implement e-Resource Central (enabling one unified search capability in the library’s catalog) and Blue Cloud (enabling mobile circulation anywhere.)

**DISPOSITION:** The Library Board received the Library Director’s Narrative Report for January 2015 and commended Library Director Klien and library staff for all their efforts.

**C. Statistical Report for January 2015** – Library Director Klien referred to pages 40-41 in the board meeting agenda packet and asked if trustees had any questions about the statistics that appeared on the report. Trustee Behr inquired if Mosio text reference questions are being counted in with the regular reference and Kapture said yes they are. Trustee Behr noted that the library’s reference statistics were trending downward and Kapture said yes those numbers had gone down but had not flat lined. Klien commented that it appears to be a nationwide trend. A discussion followed on the type of reference interactions happening at the library and Kapture indicated that an assessment was going to be done this year on the “hits” on the Reference Desk and nature of reference questions to help determine best use of staff. Behrje interjected that they can get Desk Tracker statistics now with the library’s new phone system, so that phone calls can be tracked as hits.

**DISPOSITION:** The Library Board received the Statistical Report for the month of January 2015.

**D. Legislative Update for January 2015** - Library Director Klien said that she had good news for a change and reported that there would be more state aid money allocated to the library and also stated that the diversion of penal fine revenue away from libraries was not going to happen. Klien also noted that the road funding package would be decided by voters at the May 12, 2015, regular election.

Trustee Brown said that she wanted to address the issue of library staff needing to come to the library in dangerous road conditions due to bad weather. Brown said she hoped that Klien or other staff would not need to travel to the library to handle closing details. Klien said that they did a recorded message which can now be activated remotely so she wouldn’t have to come into the library in bad weather. She said they were also looking into digital signage for the front lobby that could be activated remotely. Wright said that they change web ads on the library’s website when there is a need to put out a Library Closed message. Trustee Vander Vries asked how frequently the library has had to close and Klien said that it was rare. Behr remarked that they get text alerts from the City of Portage when city buildings are going to be closed. Trustee Brown said that she has the ability to send messages from her phone and Behrje said that SMS messaging was now available to the library with the recent Symphony upgrade so they have that capability as well.

**DISPOSITION:** The Library Board received the Legislative Update for January 2015.

**X. Process Evaluation**

**A. Suggestions for agenda items to be included on the March 23, 2015 Board Meeting:**
1. Minutes of the Regular Meeting held on February 23, 2015
2. Special Guest Chris Buckley, Executive Director of the Portage Community Center
3. Update on Book Drop Project
B. Assessment of this Meeting – Trustee Ongley said she liked the marketing presentation. Library Board Chair Siebers asked if there were any other suggestions for the March 23rd board meeting and there were none.

C. Miscellaneous Items – Library Board Chair Siebers shared that she was recently at Kalamazoo Public Library and had checked out DVD’s and noticed that there were promotional ads inside the DVD case advertising Freegal and Hoopla, etc., and she wondered if we could do something like that. Klien said that was a good idea and she would bring it up with library staff. Trustee Ongley commented that many people were depending on the library as a place to go to get warm in these terribly cold winter days.

XI. Adjournment
Library Board Chair Alisha Siebers adjourned the regular board meeting of February 23, 2015 at 7:55 pm.

Recorded and Transcribed by,

[Signature]
Diane Delach,
Library Board Secretary
To: Portage District Library Board
From: Christy Klien, Library Director
Date: March 18, 2015
Subject: Request for approval of a Budget Amendment to adjust the library’s FY 2015 Budget to accommodate donations amount to $950 for the Nicolette Hahn Niman Author Visit/Speaking Engagement in April 2015

BACKGROUND:
At the December 15, 2014 board meeting, trustees were notified about collaboration between the library and Kalamazoo College, People’s Food Coop, Michigan Farmers’ Market Association and Grow Sustainability Campus to bring author Nicolette Hahn Niman to the area on April 27th & 28th for a speaking engagement on sustainable food production. Marsha Meyer, Adult Services Programming Librarian, has been able to secure funding for this author visit from several sources. At the last board meeting on February 23rd, trustees were told about a grant award for $1,000 from the Kalamazoo Community Foundation and subsequently approved a budget amendment for that grant. Since then, the library has received an additional $950 in donations from several other generous donors supporting this special program which requires another budget amendment. For this reason, I am making the following recommendation:

BUDGET AMENDMENT REQUEST:
I recommend that the Library Board approve a budget amendment to increase the FY 2015 Budget revenue line by $950 and increase the FY 2015 Budget Adult Services Programming line by that same amount to allow for expenditures related to the Nicolette Hahn Niman Author Visit and Speaking Engagement in April 2015.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: March 17, 2015
Subject: Request for approval of a Budget Amendment to adjust the library’s FY 2015 Budget to transfer money from the reserve fund into budget lines to cover expenses related to the library’s Book Drop Project.

BACKGROUND:
Last July, the Library Board approved a budget amendment to adjust the FY 2014 Budget to move $5,000 from the Book Drop Reserve Fund to cover initial expenses that were occurring at that time. It was indicated that future requests for transfer of funds would be made as the project progressed.

UPDATE:
Since the beginning of 2015, there have been some changes in our thinking about the best and most cost effective way to modify the library building for optimal public access to the book drop. Several meetings have been held with TMP Architecture representatives to go over their updated design drawings for the book drop and to discuss various features and how they would work. We are optimistic that we now have a very good book drop design that will result in more convenient public access, a safer drive-up approach and traffic pattern and a building modification that will accommodate existing workflow while enabling future growth if and when an automated book return sorting system may possibly be considered.

In order to proceed with acceptance of TMP Architecture’s design and initiate construction, it will be necessary to transfer money from the Book Drop Reserve Fund to cover upcoming expenses. For this reason, the following recommendation is being made:

RECOMMENDATION:
I recommend that the Library Board approve a Budget Amendment to adjust the FY 2015 Budget to move another $5,000 from the Book Drop Project Reserve Fund into the Administrative Professional Services line to cover ongoing expenses for architectural services for this project.
To: Portage District Library Board
From: Christine Klien, Library Director
Date: March 16, 2015
Subject: Request for approval of a Budget Amendment to adjust the library’s FY 2015 Budget to accommodate for a grant distribution of $3,000 from the library’s “Grandmother & CIG Endowment Fund” that will be used to support a special All Ears Theater performance at the library on March 28, 2015

BACKGROUND:
As trustees are aware, the Portage District Library’s “Grandmother & CIG Endowment Fund” was established to provide financial support to the library through grants to be used for special activities, projects, programs, and learning opportunities for youth, as well as for enriching youth materials & supplies not funded out of the library’s regular operating budget. There have been numerous distributions made to the library from the “Grandmother & CIG Endowment Fund” for various purposes over the years. In 2014, we received a grant to initiate a wonderful collaboration with All Ears Theater, a collection of local artists engaged in comedies and dramas in the style of radio’s golden age, performed before a live audience, recorded and aired later on WMUK radio station 102.1. This first event was very well attended and the library had many positive follow-up comments from the public.

UPDATE:
It will be our pleasure to once again offer the Portage community another All Ears Theater performance at the library on Saturday, March 28, 2015 through a generous $3,000 grant distribution from the “Grandmother & CIG Endowment Fund.” This event is in perfect alignment with the purpose of our youth endowment fund because it appeals to children of all ages and encourages youth to come to the library with their families and learn something while also being entertained. In order to follow through on receipt of this grant, I am making the following request:

Budget Amendment Request:
I request that the Library Board approve a budget amendment to the Fiscal Year 2015 Budget to increase revenue by $3,000 and also increase the Youth Services materials and programming expenditure lines by that same amount for the purpose of funding an All Ears Theater program at the library on March 28, 2015.
Our special guest at the March 23, 2015 board meeting will be Chris Buckley, Executive Director of the Portage Community Center. Mr. Buckley is a Portage native and graduate of Portage Central High School and Grand Valley State University. He has been involved in various duties with the Boy Scouts of America over the years and was named the Executive Director for PCC last September 2014.

We will welcome our neighbor and friend, Chris Buckley at dinner at 5:30 pm prior to the start of our board meeting on 3-23-15 and hear a presentation from him about the Portage Community Center during the meeting.

Chris Buckley  
Executive Director  
Portage Community Center
To: Portage District Library Board
From: Christy Klien, Library Director
Date: March 16, 2015
Subject: Upcoming Library Board linkage opportunities for consideration

BACKGROUND:
The library has been very fortunate to have trustees who are natural “ambassadors” for the library in the community. Board members make significant connections with library users all the time, when participating in community and library events and within their own circle of friends and acquaintances.

Over the years, as a way to facilitate linkage, trustees have been given lists of possible ways to connect with library stakeholders. Sometimes that was done with an annual list of ideas at the beginning of the year, and other times it developed as a result of a special initiative, such as a grand opening or the library’s anniversary.

UPDATE:
If trustees feel it would be helpful, I will provide information in each board packet of upcoming library activities and events for the end of that month and the following month that might provide good linkage opportunities. These would just be suggestions and would only be provided to be sure trustees are aware of them in the event they chose to take advantage of them.

LINKAGE OPPORTUNITIES for MARCH/APRIL 2015:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-28-15</td>
<td>3:15 pm</td>
<td>All Ears Theater Radio Production (PDL - lower level meeting rooms)</td>
</tr>
<tr>
<td>3-30-15</td>
<td>11am – 4:45 pm</td>
<td>American Red Cross Blood Drive (PDL - lower level meeting rooms)</td>
</tr>
<tr>
<td>4-01-15</td>
<td>7:00 pm</td>
<td>Poetry reading by Elizabeth Kerlikowske (PDL)</td>
</tr>
<tr>
<td>4-04-15</td>
<td>2:00 pm</td>
<td>Artist Reception for Jo Peterson, children’s book illustrator (PDL)</td>
</tr>
<tr>
<td>4-11-15</td>
<td>9 am – 3 pm</td>
<td>Friends of the Library Book Sale (PDL - lower level meeting rooms)</td>
</tr>
<tr>
<td>4-16-15</td>
<td>6 - 7:30 PM</td>
<td>Kalamazoo Poetry Festival “Celebration of Community Poets” (KIA)</td>
</tr>
<tr>
<td>4-18-15</td>
<td>1:00 PM</td>
<td>Poetry reading by Judith Rypma (PDL)</td>
</tr>
<tr>
<td>4-22-15</td>
<td>6:30 pm</td>
<td>Earth Day Program with Bill Rose, Kal Nature Center CEO (PDL)</td>
</tr>
<tr>
<td>4-25-15</td>
<td>11am – 4 pm</td>
<td>Astronomy Day – Kal Astronomical Society special program (PDL)</td>
</tr>
<tr>
<td>4-27-15</td>
<td>6:30 – 8 pm</td>
<td>Nicolette Hahn Niman Author Visit (K College Stetson Chapel)</td>
</tr>
<tr>
<td>4-30-15</td>
<td>7:00 pm</td>
<td>Bad Poetry Night - Read Your Own Poetry to Group (PDL)</td>
</tr>
</tbody>
</table>
To: Portage District Library Board
From: Christy Klien, Library Director
Date: March 17, 2015
Subject: Initial Discussion about a Strategic Planning Process for 2016

BACKGROUND:
The Portage District Library’s 2012-2015 Strategic Plan is set to end in December of this year. As our FY 2016 Budget planning season is scheduled to begin in April, the Library Board will need to determine how the library should proceed with future planning for the library. The current Strategic Plan had originally been launched in mid-year of 2011 because the Library Board and Administration realized that the library was facing a variety of challenges including: economic uncertainties (PPT & tax capture); rapidly changing technology; staffing level considerations with increased demands; different modes for delivery of service; new material formats and an increasing patron interest in electronic resources. Although the mission of the library stood firm, there were some adjustments that were ultimately made to the library’s Ends which better defined the areas of focus for the library during the next four years.

WHY DO STRATEGIC PLANNING:
The general notion is that some type of long-range Strategic Planning helps to build consensus among stakeholders, presents a clear picture of the library’s mission, values and goals, and helps guide fiscal decision making and visioning for the future. It also provides a basis for making sometimes difficult choices about prioritizing resources and services and which direction to take the library. Overall, a Strategic Plan is a mechanism for keeping the organization on track over a period of time.

WHAT WAS DONE BEFORE:
Previously, the Library Board and Administration have taken several different approaches to long-range Strategic Planning, from time to time modifying the wording in the library’s Mission Statement and revising the Ends Statements. An assortment of outside consultants have been engaged a number of times to lead staff through an assessment of the library’s strengths, weaknesses, opportunities and threats for better awareness of the library’s potential for growth and development. There have also been focus groups, public surveys and evaluations conducted to get feedback from the community.

WHAT MIGHT BE DONE NOW:
Several options are available to the Library Board in terms of long-range Strategic Planning. These might include:

- Extending the library’s current Strategic Plan for an additional specified number of years
- Initiating a new Strategic Planning process, in the same mode as previously done (using an outside facilitator), that would commence in FY 2016
- Initiating a new Strategic Planning process, utilizing a different method (with or without an outside facilitator), that would commence in FY 2016
- Engaging a facilitator only to assist with specific portions of the Strategic Planning process (i.e., surveying the public, conducting focus groups, compiling information, overseeing one or two planning sessions, etc.)
- Incorporating Strategic Planning into the Library Board’s Annual Retreat in 2015
- Opting out of Strategic Planning

FACTORS TO BE CONSIDERED:
In making a choice about Strategic Planning for the library, the following factors should be considered:

1. What are the expectations for a Strategic Planning process – what outcome is desired?
2. Should an outside facilitator be engaged to conduct the Strategic Planning Process or some portion of it?
3. What should be done to incorporate community input into any Strategic Planning process?
4. How will priorities be determined in a Strategic Planning process for library resources needed, types of programs and services, staffing levels, who we are serving, how we are delivering service and areas of focus?
5. Should any thought be given to major long-range initiatives such as: increasing the library’s millage; expansion; reorganization or other futuristic ideas?
6. What cost will be entailed in a long-range Strategic Planning process and how will it be covered?
7. What should be the duration of the next Strategic Plan, if one is undertaken? 4 yrs? 5 yrs? Longer?
8. Keep in mind that the next school/library election will be held in November 2016 and there will be (3) terms concluding for some trustees on the current Library Board.
9. The decision about whether or not to do Strategic Planning in 2016 will need to be made in time for FY 2016 Budget development in order to include budgetary provision for related costs.

This will be a discussion item under VII. Governance – Item B on the agenda for the board meeting scheduled for March 23, 2015. If you have any questions about how the Library Board and Administration conducted their Strategic Planning process in previous years, or would like to review the library’s 2012-2015 Strategic Plan, I would be more than happy to provide that information.

**CONCLUSION:**
The choice about undertaking a Strategic Planning process or not, or how it might be done if undertaken, rests entirely with the Library Board. The future direction of the library is charted by the governing body with support from library leadership. Whatever the Library Board’s choice turns out to be, I wish to assure trustees that the Library Administration and staff will enthusiastically participate and work diligently to fulfill the vision and mission of the Portage District Library.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: March 16, 2015
Subject: Information about creation of a library-wide Endowment Fund

BACKGROUND:
At the January 26, 2015 board meeting, Library Board members approved all the activities and projects that would be undertaken to accomplish the library’s Ends in 2015. At the time of that presentation, I had indicated to trustees that the library had been notified that we were a designated beneficiary in a will and would be getting information soon about the nature of the legacy gift and the amount that was left to the library. Because this was an unanticipated and unrestricted gift, I had suggested that it would be an opportune time for us to explore the possibility of setting up a library-wide endowment that would be an advantageous way of saving for the library’s future and funding special initiatives using investment earnings that would be distributed to the library at regular intervals. A library-wide endowment would differ from the existing Grandmother & CIG Endowment Fund (established with the sole purpose of benefitting youth) in that it would be established for the benefit of the entire library and all aspects of operation, and ultimate decisions about expenditures from the fund would be made by the library administration with Library Board approval.

UPDATE:
Since the last discussion about this matter, I am pleased to announce that the library has received a $75,000 check as partial distribution of this legacy gift from our generous benefactor (a former professor at WMU who was a library patron). The check has been deposited into the library’s bank account and will be kept in a holding line pending Library Board approval regarding its potential use to start a library-wide endowment.

To initially explore what would be involved in setting up a library-wide endowment, I met on February 25th with Coby Chalmers, Donor Relations Officer for the Kalamazoo Community Foundation. The information that Coby shared with me was very helpful and I have included some explanatory material in the March 23rd board packet for trustees to review. It appears that the library now has the amount required ($50,000) to establish an endowment fund through the Kalamazoo Foundation and would be able to initiate the process with a letter of direction from the Portage District Library Board. (See sample letter in board packet).

RECOMMENDATION:
I recommend that the Library Board authorize the Library Director and Business Manager to proceed to set up a Portage District Library Endowment with the Kalamazoo Community Foundation. Upon approval, specific documents would be completed and a budget amendment would be brought to the April 27, 2015 board meeting to handle the financial arrangements.
Endowment
A gift that lasts forever

What is an endowment? When you create an endowed charitable fund or give to an existing endowed fund at the Kalamazoo Community Foundation, your gift will make life better for all in our community forever. Your gift is invested, and, in general, only the income (subject to a spending policy) will be used to address community needs.

Legacy and stability. Donors who endow their gifts can make a difference in our community during their lifetimes and at the same time provide a gift that lasts forever. Grants will continue to be made in the name of the fund you establish so your charitable wishes are honored, even if an organization receiving grants ceases to exist in the future.

Leaders of a nonprofit organization may also look to us to hold their organization’s endowment because they know that having a constant source of funding helps them respond to emergency needs as well as plan for the future and sustain the good work they do.

Variance. We are devoted to building permanent endowments to address community needs now and in the future. As our community evolves over time, so will its needs. This is the reason that our board has “variance power.” As defined by the United States Treasury Regulations, the Community Foundation has the right to modify the terms of the fund agreement if, in the judgement of its board of trustees, the restrictions and conditions in the agreement become unnecessary, incapable of fulfillment, or inconsistent with the charitable needs of the community.

The power of endowment
Clarence Remynse's desire was to help young people in Kalamazoo County attend the college or university of their choice, and hoped that they would return and give back to this community. He fulfilled this dream in his trust by establishing the endowed Clarence L. Remynse Scholarship Fund at the Kalamazoo Community Foundation. The fund is now the largest of its kind at the Community Foundation and provides financial assistance to young people pursuing careers in business, math, education, medicine, law, and science. The fund was established in 1989 with $9 million. The first scholarship awards were given in 1991. Since then, 1,058 students have received $18 million in scholarship awards. Remynse Scholarship recipients have attended schools from coast to coast, and many have returned to Kalamazoo to make an impact on the community they call home. Because of Mr. Remynse's generosity and the power of endowment, young people of Kalamazoo County can pursue their dreams of higher education for years to come.
Establishing a Designated Fund for the benefit of your nonprofit is a simple and efficient way for you to increase the income available to your agency. Our experienced team will provide planned giving support and assist with administrative details, giving you the opportunity to concentrate on your organization’s mission.

How it works

- Your organization signs a simple letter of direction, which establishes the fund.
- Your organization transfers assets valued at $50,000 or more to us.
- We set up a fund in the name of your organization or in any other name you choose.
- Your organization receives electronic quarterly fund statements.
- Our board distributes grants up to twice a month, based on suggestions made by your organization.
- Anyone can add to the fund established for your organization at any time and in any amount. We will provide gift receipts to all donors.
- We handle all the administrative details for a fee based on the fund’s market value. Information about fees is provided on the back of this sheet.
- The establishing gift and any gift made to the endowed fund established for the benefit of your organization will be placed into an endowment that is invested over time. Earnings are used to make distributions addressing the mission of your organization. Your gift is a permanent source of community capital, helping your organization make life in Kalamazoo County better forever.

Developing Permanence

Ministry with Community provides food, daytime shelter and other basic services to homeless people in downtown Kalamazoo. These services are provided in an atmosphere of dignity, hope and unconditional acceptance. Like many nonprofits, from time to time the organization is challenged to cover operating expenses, which is why it established the Ministry with Community Endowment Fund. Because it is a permanent endowment, the fund provides Ministry with Community with a regular stream of support so it can focus on carrying out its mission, while we handle the investment management and administrative responsibilities.
Ten reasons to give through the Community Foundation

---

one
We are a local organization with deep roots in the community.

---

two
Our professional Community Investment team has broad expertise regarding community issues and needs.

---

three
We provide highly personalized service tailored to each individual’s charitable and financial interests.

---

four
We help people invest in causes they care about most.

---

five
We accept a wide variety of assets, and can facilitate even the most complex forms of giving.

---

six
We partner with professional advisors to create highly effective approaches to charitable giving.

---

seven
We offer maximum tax advantage for most gifts under federal law.

---

eight
We multiply the impact of gifts by pooling them with other gifts and grants.

---

nine
We build endowment funds that benefit the community forever and help create personal legacies.

---

ten
We are a community leader; we collaborate with others and coordinate resources to create change and make a difference.

---

More benefits

A Designated Fund is a safe and simple way for your nonprofit organization to establish an endowment that can grow over time providing a source of lasting support. Our economics of scale provide your organization the benefits of a diverse investment portfolio and low investment fees that typically come only with very large funds.

Your organization’s regular donors can leave a bequest through the Community Foundation to benefit your organization forever and create a personal legacy. Donors can receive tax benefits each time a gift is given. We can facilitate even the most complex planned gifts. Our Donor Relations team is available to help you as you work with donors to make gifts of securities, qualified retirement plans, life insurance, real estate and other assets. We also can support your organization and donors with Charitable Gift Annuities.

We handle investment management and the administrative responsibilities related to endowment so you can concentrate on fulfilling your mission. We will provide you with electronic quarterly fund statements, which report the market value of the fund, gifts received, investment returns and grants distributed.

---

Designated Fund Requirements

**Amount to Establish**

$50,000

When you establish an endowed fund, your gift will be invested. The income (subject to a spending policy) will enable distributions to address current and future needs.

**Fees**

.75% when assets equal up to $750,000; fee is capped at $5,625.

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Fund balance as of June 30/yr
Portage District Library  
300 Library Lane  
Portage, MI 49002  

(Date)  

Ms. Carrie Pickett-Erway  
President/CEO  
Kalamazoo Community Foundation  
402 East Michigan Avenue  
Kalamazoo, MI 49007-3888  

RE: Designated Endowment Fund  

Dear Ms. Pickett-Erway:  

The board of directors of the Portage District Library hereby wishes to establish a fund within the Kalamazoo Community Foundation to be designated as the _________________ Fund. This fund is being established to act as a depository for irrevocable gifts, and we understand that additional gifts may be made to this fund.  

It is understood that any distributions from this fund can only be made with the approval and authorization of the board of trustees of the Kalamazoo Community Foundation. However, it is intended that distributions of income, subject to an appropriate spending rule, would be made available in order to permit the Portage District Library to accomplish its goals and purposes. Such distributions may be suggested by ________________ and would include (use of the funds) ________________.  

The ________________ Fund is intended to be a component fund of the Kalamazoo Community Foundation. As such, it is subject to the Foundation’s authority to modify any restriction or condition on the distribution of funds for any specified charitable purpose or to a specified charitable organization if, in the sole judgment of the Board, such restriction or condition becomes unnecessary, incapable of fulfillment, or inconsistent with the charitable needs of the community.  

In the event the Portage District Library should cease to exist, it is intended that the ________________ Fund would continue and at that time become an unrestricted endowed fund of the Kalamazoo Community Foundation. The board of trustees of the Kalamazoo Community Foundation would be authorized to distribute such amounts of income, subject to an appropriate spending rule for such educational benevolent, charitable or public purposes as the board shall deem appropriate.  

Thank you for your assistance in the establishment of the ________________ Fund.  

Very truly yours,  

Name  
Title
To: Portage District Library Board
From: Christy Klien, Library Director
Date: March 16, 2015
Subject: Update on Staff Lounge Project

**FINAL UPDATE:**
Good news! The Staff Lounge Project is essentially done. A few aesthetics may be added later such as wall décor and optional lighting, but the major work has been completed.

Library employees were given a “tour” of their newly improved Staff Lounge when the library staff meeting was held there on the morning of March 10th. They were shown the new appliances, fixtures and furniture and told that all the coffee and supplies were placed in the cupboards by the coffee pots and other kitchenware and utensils were placed in cabinets and drawers. Staff also heard that there will be (2) laptops available for them to use that will allow Internet access and will print to the public printer.

Everyone was very pleased with the results and showed their approval with a round of applause.

Special thanks was given to the Staff Lounge Committee for their work in identifying needs and making suggestions, and to Rob, Rolfe and Jay who helped in various ways to ensure that the project went smoothly.

Library Board members are invited to stop upstairs after the board meeting on March 23rd to see the lovely new look of the Staff Lounge.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: March 16, 2015  
Subject: Information about the Book Drop Project

BACKGROUND:
The library’s Book Drop Project was carried forward from 2014 to 2015 and is a major project to be focused on this year and accomplished as part of End Statement #2 which was endorsed by the Library Board at their board meeting on January 26, 2015.

UPDATE:
Since the last update on the Book Drop Project provided to board members at the December 15, 2014 board meeting, the following actions have been taken:

- Internal meetings were conducted in January with library administrative personnel, subsequent to learning about a change in personnel at TMP Architecture that could possibly impact the library’s project.
- A meeting was held at the library on 1-13-15 with TMP Architecture’s Vice President to determine status of the project and a mutual decision was made to continue with TMP and have them re-submit design drawings for the book drop.
- A meeting was held at the library on 2-26-15 with TMP Architecture personnel to go over design drawings for the book drop and discuss various features and how they would work.
- An internal meeting with key library personnel was conducted on 3-11-15 to go over the revised design drawings from TMP and to walk through the Book Drop Room area and consider how return of materials might be handled with the revised design.
- A meeting was held at the library on 3-13-15 with TMP Architecture representatives to give them feedback from the library about their revised design and to ask questions about possible adjustments.

STATUS:
The revised design drawings from TMP Architecture and the information gleaned from numerous meetings about the most effective way to handle return of library materials have brought us to the conclusion that we may now have a workable plan that will solve issues and enable growth in the future.

Library Board members will be shown the revised design drawings at the March 23rd board meeting and will be given a detailed description of the changes that will need to be made and corresponding budget implications. If approval is given, it would be our intent to have the Book Drop Project construction work start by Fall 2015.
Not all heroes wear capes.
March is Red Cross Month. Every donation you give helps us do more of what we do.

Blood Drive

Portage District Library
300 Library Lane

Monday, March 30, 2015
11:00 AM to 4:45 PM

For information or an appointment, visit redcrossblood.org (sponsor code: PortageDL) or call 1-800-RED CROSS (1-800-733-2767).

Download the Blood Donor App today!
redcrossblood.org | 1-800 RED CROSS
Executive Limitation Policy on Financial Condition and Activities: With respect to the actual, ongoing financial condition and activities, the Director shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditure for board priorities established in Ends Policies. Accordingly, he or she may not:

**POLICY:** 1. Expend more funds than have been received in the fiscal year to date unless the debt guideline (below) is met.

**Director’s Response:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Revenue</td>
<td>$3,542,147</td>
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<tr>
<td>Expenditures</td>
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<td>Risk reserve (13% of operating budget)</td>
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<td>Building Reserve</td>
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<td>Technology Reserve</td>
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<td>Patio Feasibility Reserve</td>
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<tr>
<td>Lobby Feasibility Reserve</td>
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**POLICY:** 2. Indebt the organization money in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days.

**Director’s Response:** No new money has been borrowed that cannot be repaid within 60 days.

**POLICY:** 3. Use any long-term reserves.

**Director’s Response:** No reserves have been used.

**POLICY:** 4. Conduct inter-category shifting in amounts greater than can be restored to a condition of discrete fund balances by certain, otherwise unencumbered revenues within 30 days.
Director's Response: No Inter-category shifting has taken place.

POLICY: 5. Fail to settle payroll and debts in a timely manner.
Director's Response: Payroll is processed by Paylocity. (Payroll service) bi-weekly. Payables are also processed monthly or “as needed”.

POLICY: 6. Allow tax payments or other government-ordered payments for filings to be overdue or inaccurately filed.
Director's Response: All reports and tax payments are filed according to policy.

POLICY: 7. Make a single purchase or commitment of greater than $10,000 not already found in the budget. Splitting orders to avoid this limit is not acceptable.
Director's Response: No unbudgeted purchase that exceeds $10,000 has been made.

POLICY: 8. Acquire, encumber or dispose of real property.
Director's Response: No real property has been acquired, encumbered, or disposed.

POLICY: 9. Fail to aggressively pursue receivables after a reasonable grace period.
Director's Response: All receivables are being pursued according to policy.

POLICY: 10. Fail to provide the Library Board with a one page monthly financial indicator monitoring report and a quarterly background financial monitoring report.
Director's Response: A financial indicator monitoring report is provided each month and a quarterly background financial monitoring report is provided each quarter.

POLICY: 11. Fail to arrange for an external financial audit of the library services.
Director's Response: An external audit of the library is conducted each year and results presented to the library board.
Policy: 12. Fail to have appropriate authorized signatures on bank documents: Library Director, Library Business Manager and Library Board Chair.

Response: Appropriate authorized signatures are on all bank documents.

Policy: 12-A Fail to have a 2nd signature on all checks issued by the Portage District Library in an amount of $20,000 or more by one of the three designated individuals on the library’s bank signature card, which would be one of the following: (1) the Library Board Chair, or (2) the Head of Adult Services, or (3) the Head of Youth Services.

Response: All checks received the appropriate amount of signatures.

Policy: 13. Fail to consider approved budget when entering into financial agreements or collaborations with other entities.

Response: Approved budgets are considered when entering into financial agreements or collaborations with other entities.

Policy: 14. Fail to keep the Library Board informed of any grant applications, and obtain board chair signature when required by granting agency.

Response: The Library Board is informed of all grant applications and the board chair’s signature is obtained when required.

Policy: 15. Fail to provide the Board Chair a list of all cash disbursements from the time of the prior Board meeting to the current Board meeting.

Response: A list of all cash disbursements has been provided to the Board Chair for review.
The Library Director shall not allow library assets to be unprotected, inadequately maintained or unnecessarily risked. Accordingly, the Library Director may not:

**Policy:** Fail to insure against theft and casualty losses to at least 100% replacement value and against liability losses to board members, staff and the organization itself in an amount greater than the average for comparable organizations.

**Director’s Response:** The Portage District Library is insured against theft and casualty losses and against liability losses to board members, staff and the organization itself through a policy with Michigan Municipal Risk Management Authority (MMRMA). According to the terms of our building insurance contract, under Section 1, Part B of the Property and Crime Coverage section, it states that:

“Under any circumstances or set of facts, the most MMRMA will pay for loss or damage to anyone or any combination of covered property in any one occurrence is the actual amount of loss, not to exceed the Limits of Coverage stated in the Coverage Overview. Unless otherwise stated herein, the loss must result from direct physical loss or damage by a covered cause of loss within the period of MMRMA membership as stated in the Coverage Overview.”

**Policy:** Subject facilities, materials and equipment to improper wear and tear or insufficient maintenance.

**Director’s Response:** The library facility and all building equipment within the library facility are safeguarded against improper wear and tear by enforcement of rules of operation; by daily, weekly, monthly and annual inspections; by installation of monitoring devices, switches and alarms; and by regularly scheduled preventive maintenance. The library also has several contracts with outside vendors to keep large equipment running correctly (i.e., HVAC, electrical & fire alarm systems); as well as numerous agreements with service providers to do regular cleaning, inspection and repairs in and around the building and on various pieces of equipment. All contracts are reviewed and approved by the legal firm of Law Weathers & Richardson, P.C. and are kept up-to-date. The library has trained its Facilities Coordinator in HVAC system and building equipment maintenance and its System Administrator in proper maintenance and protection of sensitive servers and computer equipment. Regular inspections are conducted to ensure proper operation of equipment.

In terms of materials, the library has a book theft detection system in place to guard against materials being stolen, and there is a fee charged patrons for lost or damaged items. Bookshelves are regularly checked for materials that are worn, torn or dirty and these items are removed and either cleaned, repaired or replaced. The library has a disk cleaning machine that cleans and removes scratches from the library’s CDs and DVDs and this has extended the life of AV items.

Finally, the Employee Handbook covers employee conduct and work rules on pg. 61 and indicates that: “Negligence or improper conduct [by an employee] leading to damage of employer-owned or customer-owned property, may result in disciplinary action, up to and including termination of employment.”
Policy: Unnecessarily expose the organization, its board or staff to claims of liability.

Director’s Response: Claims of liability are avoided by having policies and procedures in place that make it clear what type of behavior and conduct is expected, as well as appropriate steps to be followed for handling patron complaints, accidents or incidents. There are specific forms used to report accidents, and an outlined process of steps to be followed in emergency situations. Library Board Governance Policies guide board members in proper conduct, and the Library Employee Handbook, which is revised annually, and Library Procedures Manual guide library staff in codes of conduct and procedures to be followed in dealing with the public in a variety of situations. Regular training is provided staff in areas of safety, security and in how to respond to potential criminal behavior or threats of bodily injury. Customer comment cards are made available to patrons so they can convey any concerns or requests to library staff. If there are larger, more significant issues or problems, patrons are then referred to the Library Director for resolution.

Policy: Make any purchase (a) wherein normally prudent protection has not been given against conflict of interest; (b) of over $5,000 without having obtained comparative prices and quality; (c) of over $20,000 without a stringent method of assuring the balance of long-term quality and cost.

Director’s Response: Procedures are always followed as stated in the Executive Limitations on Financial Condition and Asset Protection. The Library Director and Library Business Manager work closely to ensure that checks and balances are in place to safeguard against any conflict of interest. In August 2008, the Library Board endorsed a new “Asset Acquisition and Disposal Administrative Procedure” that thoroughly defines methods and standard operating procedures for purchasing. It covers many aspects of asset acquisition and disposal, including: (1) definition of goods, services and capital improvements; (2) designation of Purchasing Agent; procedure for execution of documents; prohibited purchases; (3) purchase arrangements; (4) purchases under $5,000; (5) purchases more than $5,000 and under $10,000; (6) purchases or contracts over $20,000; (7) exceptions to sealed bidding; (8) and sale of library property. In addition, a review of preferred vendors will be done regularly (every 3-5 years) in order to assess their contracts and determine if they were still financially advantageous to the library. It was stated that if the library did not choose a vendor with the lowest bid, the reason for doing so would be put into writing and kept on file with the contract. The Library Business Manager closely monitors purchase activities and approves all Purchase Orders so that he sees what is being ordered at all times. Whenever there is a purchase to be made over $5,000, comparative prices and quotations are obtained. In cases of purchases exceeding $20,000, the “Request For Proposal” (“RFP”) process is usually followed and proposals are solicited from various sources to obtain competitive sealed bids. In addition, for any contractual services provided to the library, such as building construction or enhancements, or purchase of large-scale equipment, there may be other assurances required from vendors such as: Labor and Material Bonds, Maintenance and Guarantee Bonds, Performance Bonds, and warranties.
Policy: Fail to protect intellectual property, information and files from loss or significant damage.

Director’s Response: All library administrative files are kept in locked file cabinets to protect confidential information and personnel files. Keys to these file cabinets are held in strict security accessible to a very limited number of people. Archival information is stored in Hollinger boxes in the Heritage Room that protect and preserve important or valuable documents and items. Patron records are kept online and privacy protected by password, and electronically backed up to Secant Technologies on a nightly basis. Art pieces, such as wall murals, and the outdoor sculptures and water wall are considered intellectual properties and these are protected by specific contracts with each artist. Valuable art objects are protected by Plexiglas cases for public display. Library board files and records are maintained and protected against loss and/or damage by storing them in fireproof cabinets in a locked office. The public information, files and library collections are safeguarded against theft by new radio frequency identification tags (RFID) within the books that interact with the book theft detection system to signal an alarm if the tag is not deactivated properly through an appropriate checkout process.

Policy: Receive, process or disburse funds under controls, which are insufficient to meet the board-appointed auditor’s standards.

Director’s Response: Portage District Library operates under the “dual control” philosophy whereas all expenditures and actual cash disbursements are approved by opposite individuals. The individuals at the library are the Library Director and the Library Business Manager. All incoming funds are given to the Library Business Manager for verification before processing, and are deposited into the library’s account at the bank by two or three other authorized employees. The Library Business Manager reviews all expenditures before purchase orders are issued and invoices are processed. The Library Director then completes the process by reviewing all accounts payables and signing checks that go out as library payments for products and services.

The Library Director reviews all bank reconciliations, payroll reports and journal entries for improprieties and signs off with her electronic signature.

It should be stated that all library employees and board members are bonded against impropriety for up to $1,000,000 as a standard rider on our building liability insurance.

Policy: Invest or hold operating capital in insecure instruments, in violation of state statutes for investments.

Director’s Response: The Library Board has authorized the Library Director and Business Manager to proceed to enter into an agreement with UBS Financial Services and Multi-Bank Securities to assist with investment activities for the Portage District Library. The main goal is to diversify the library’s investments and to ensure that the library’s funds are placed in various financial institutions and that no deposit exceeds the FDIC maximum insured amount. Typically, library funds are invested in approved governmental cash investment funds consisting of bonds, securities, and other United States Treasury obligations, certificates of deposit, savings accounts, deposit accounts, commercial paper, repurchase agreements (Repo's) consisting of bonds, securities, and other United States Treasury obligations. All above investment vehicles are utilized in accordance with appropriate state statutes.
Policy: **Endanger the organization's public image or credibility, particularly in ways that would hinder its accomplishment of mission.**

*Director’s Response:* Fulfilling the Portage District Library’s mission and purpose and promulgating the public’s goodwill toward the library is top priority for library administration and staff. The mission statement is posted in a large frame on both levels of the library and appears on all library correspondence, literature and business cards, so everyone is aware of our main purpose. Benchmarks for public service transactions and employee behavior appear in the Employee Handbook and other training documents and expectations are clearly conveyed to all employees.

Standards exist at public service desks for accuracy of information and prompt responses to patrons. The Marketing/Fund Development Manager handles all publicity and promotional information so that everything conforms to the public image we are striving to convey. Any collaboration entered into by the library with other entities is done carefully and with agreement about the appropriate nature of any activities and their positive impact on the library.

Any requests for collaborations with the library or for use of the library premises by outside organizations are considered in light of existing board approved policies and best practices for a public library.

Policy: **Fail to provide the Library Board with an asset protection monitoring report twice a year.**

*Director’s Response:* Procedures are always followed as stated. An Asset Protection Monitoring Report is scheduled on the Library Board’s annual calendar for presentation in the month of March, and then it may also be provided at any other time during the year at the Library Board’s request. The Monitoring Report on Asset Protection will be presented at the March 23, 2015 board meeting.
Executive Limitation Policy on Financial Planning and Budgeting: Financial planning/budgeting for any fiscal year or the remaining part of any fiscal year shall not deviate materially from the Library Board’s Ends priorities, risk fiscal jeopardy, or fail to be derived from a multi-year plan. Accordingly, the Library Director shall not allow budgeting which:

POLICY: 1. Fails to include credible projection of revenues and expenses, separation of capital and operational items, and disclosure of planning assumptions.

Director's Response: 
During the months of April and May, the Library Director and Business Manager meet with department heads and other employees to plan for next year expenditures, both capital and operational items. These plans are then put in a comprehensive plan and allocated down to individual expenditure lines.

This proposed budget is presented to the Library Board in June for board members to review and return with any suggestions and changes in July.

In August, a public hearing on the Library’s budget is held and the budget is formally presented to the Library Board for final approval and adoption and a resolution is passed to set the millage levy for that budget year.

In 2015, the library is closely monitoring real estate values and the impact that it has on taxable values within the library jurisdiction. Current projections have been that there will be a small increase in tax revenue generated for the 2016 Fiscal Year. The Library will continue to monitor the elimination of personal property tax and how the ongoing plan for replacement of lost revenue and replacement by the State of Michigan will affect the Library. The Library’s will make its last bond payment in June. Discussions will be had as to the best use of future funds that were previously dedicated to the bond retirement. The largest project that the Library will be completing in FY2015 is the Book Drop Remodel. Additional projects for future years could include changes to the Library’s Circulation area, HVAC controls, additional meeting space and changes to the patio area.

POLICY: 2. Plans the expenditure in any fiscal year of more funds than are conservatively projected to be received in that period.

Director's Response: 
A balanced budget is prepared which equates expenditures and any additional reserves with projected income. There will never be a time when the library’s planned expenditures will exceed revenue in hand.
POLICY: 3. Reduces the current assets at any time to less than twice current liabilities, allows cash to drop below a safety reserve of less than $458,948 at any time; reduces the reserve fund to a level less than 13%; or fails to provide for adequate reserves for building needs and technology.

Director’s Response: Current budgeting processes reflect this policy. ($458,948 in General Reserve, $50,000 in Building Reserve, $68,392 in Benefits Reserve, $32,305 in Technology Reserve, $60,000 in Debt Reserve, $139,254 in Book Drop Reserve, $15,000 in HVAC Control Reserve, $7,500 in Patio Feasibility Reserve, $7,500 in Lobby Feasibility Reserve and $1,765,324 in Unassigned Fund Reserve).

POLICY: 4. Provides less for board prerogatives during the year than is set forth in the Cost of Governance policy.

Director’s Response: As described above, the Library Board reviews and makes any changes to the proposed budget before it is presented in a public hearing, voted on by board members and officially adopted. Adequate funds are allocated for board prerogatives.
Executive Limitation Policy on Financial Condition & Activities: With respect to the actual, ongoing financial condition and activities, the Library Director shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from board priorities established in Ends policies.

Accordingly, the Library Director shall not:

**POLICY:** 1. **Expend more funds than have been received in the fiscal year to date.**

**Director’s Response:** We have not spent more money than we brought in.

Revenue $3,542,147
Expenditures $788,278

**POLICY:** 2. **Indebt the organization in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days, and may expend as long as items are approved in the budget.**

**Director’s Response:** No new money has been borrowed that cannot be repaid within 60 days.

**POLICY:** 3. **Use any long-term reserves.**

**Director’s Response:** No reserves have been used.

**POLICY:** 4. **Conduct inter-category shifting.**

**Director’s Response:** No Inter-category shifting has taken place.

**POLICY:** 5. **Fail to settle payroll and debts in a timely manner.**

**Director’s Response:** Payroll is processed by Paylocity. (Payroll service) bi-weekly. Payables are also processed monthly or “as needed”.

**POLICY:** 6. **Allow tax payments or other government ordered payments or filings to be overdue or inaccurately filed.**

**Director’s Response:** All reports and tax payments are filed according to policy.
POLICY:  7. Make a single purchase or lease commitment of greater than $10,000 on items not already approved in the budget. Splitting orders to avoid this limit is not acceptable.

Director’s Response: No unbudgeted purchase that exceeds $10,000 has been made.

POLICY:  8. Acquire, encumber or dispose of real property.

Director’s Response: No real property has been acquired, encumbered, or disposed.

POLICY:  9. Fail to appropriately pursue receivables after a reasonable grace period.

Director’s Response: All receivables are being pursued according to policy.

POLICY:  10. Fail to provide the Library Board with a one page monthly financial indicator monitoring report, and quarterly background financial monitoring report.

Director’s Response: A financial indicator monitoring report is provided each month and a quarterly background financial monitoring report is provided each quarter.

POLICY:  11. Fail to arrange for an external financial audit of the library once a year.

Director’s Response: An external audit of the library is conducted each year and resulted presented to the library board.

POLICY:  12. Fail to have appropriate authorized signatures on bank documents: Library Director, Library Business Manager and Library Board Chair.

Director’s Response: Appropriate authorized signatures are on all bank documents.

POLICY:  12-A Fail to have a 2nd signature on all checks issued by the Portage District Library in an amount of $20,000 or more by one of the three designated individuals on the library’s bank signature card, which would be one of the following: (1) the Library Board Chair, or (2) the Head of Adult Services, or (3) the Head of Youth Services.

Director’s Response: All checks received the appropriate amount of signatures.
POLICY: 13. Fail to consider approved budget when entering into financial agreements or collaborations with other entities.

Director’s Response: Approved budgets are considered when entering into financial agreements or collaborations with other entities.

POLICY: 14. Fail to keep the Library Board informed of any grant applications, and obtain board chair signature when required by granting agency.

Director’s Response: The Library Board is informed of all grant applications and the board chair’s signature is obtained when required.

POLICY: 15. Fail to provide the Board Chair a list of all cash disbursements from the time of the prior Board meeting to the current Board meeting.

Director’s Response: A list of all cash disbursements has been provided to the Board Chair for review.
The following marketing activities were conducted at the library during the months of February and the beginning of March 2015.

A March library e-Newsletter was sent out the first week of March to over 15,000 library patrons. Content included information about upcoming library programs, a special highlight of the “All Ears Theater” performance to be held at the library on March 28th, an alert about an American Red Cross Blood Drive at the library on March 30th, promotion of the library’s “Text a Librarian” service, and a special announcement of the Mark Zuckerberg’s Book Club collection the library now has available to the public.

March event posters were designed and printed early this month to promote programming during the first week of March. Adult, teen and youth program posters were placed in display units in the library.
An insert was created for the City’s Portager publication which will be distributed to Portage residents the first week of April. Content included information about library programs for the month of April and the first week of May. An additional 2,000 copies have been printed and are being distributed to Texas Township district residents. The insert that will go into the Portager for the month of May will include highlights of the library’s 2015 Summer Reading Programs.
PORTAGE DISTRICT LIBRARY

Library Director’s Narrative Report for March 23, 2015
(Activities in February 2015 and part of March 2015)

Administrative Activities:
During the months of February 2015 and the first part of March 2015, Library Director Christy Klien engaged in the following activities:

- Participated in weekly Administrative Team meetings on Thursday mornings.
- Participated in regular library-wide staff meetings on Tuesday mornings for all library employees.
- Participated in Technology Team meetings on Tuesday mornings.
- Attended the Portage Rotary Club lunch meetings on Wednesdays.
- Attended a training on the e-Resource Central product on 2/19
- Held several meetings with Business Manager Rob Foti and the Staff Lounge Committee to make decisions about what would be done to improve the Staff Lounge.
- Purchased appliances and furniture for Staff Lounge
- Met with Kalamazoo Community Foundation’s Coby Chalmers to discuss establishing a library-wide Endowment Fund on 2/25
- Attended the Portage Community Center’s Board meeting on 2/25
- Met with architects from TMP to discuss Book Drop Project on 2/26 and 3/13
- Met with the Administrative team to conduct their performance evaluations
- Met with an MLIS graduate student to be interviewed for a class assignment 2/26
- Attended the Portage Rotary Board meeting on 2/27
- Interviewed candidates for the part-time custodial position during the week of 3/9 and 3/16
- Attended Portage Public Schools’ CIC meeting on 3/18 and DAC meeting on 3/19

General Facilities Work:
Facilities work during the last part of February 2015 and the first part of March 2015, included:

A. Maintenance:
   - Managed Cleaning contractor.
     - Began quality control monitoring and management reviews
     - Reorganized/cleaned existing service closets
   - Coordinated HVAC emergency repairs for the following:
     - Main Level Air Handler - Heating core leak
     - Lower Level Air Handler - Fan bearings
     - Preschool Air Handler - Restart due to accidental boiler shutdown
   - Managed the annual Fire Suppression System checkup
     - Scheduling replacement of #2 duct monitor
     - Replaced System backup batteries
     - Replaced emergency lighting and exit lighting where required
     - Managed the annual fire extinguisher review
     - Replaced 2 of 15 fire extinguishers
   - Assisted in Staff Lounge Remodeling Project
     - Installed (2) test LED based fixtures
     - Installed TV and set up connection for service in the staff lounge
     - Moved automatic sprinkler controls from staff lounge to Technical Services room
     - Removed and recycled old refrigerator
     - Coordinated waxing for new vinyl composition tile floor
   - Assisted in General Maintenance
     - Re-attached shelving to a wall
     - Repaired dampers for heating in meeting rooms
     - Coordinated elevator maintenance.
     - Continued to clean library storage areas.
Support Tickets
  o Responded to or assisted on (9) help tickets submitted by library staff

B. Technology

Public Access Computing
  o Fixed an emergency issue with Wireless Controller (BlueSocket)
  o Researching a lingering issue where browsers are sporadically slow to respond
  o Responded to issues with pre-notification report and verified report setting and reception
  o Responded to issues with Overdue report and verified report setting and reception
  o Library Tech, Mark Johnson, has assumed the regular maintenance and troubleshooting of the public side of computer assistance

Staff Computing
  o Working to install Ninite application maintenance software
  o Maintained and updated staff BI (Business Intelligence) server
  o Repaired issues with untrusted ticket submissions
  o Repaired issues with email flow through browser clients
  o Began installing Microsoft Lync for Enterprise Instant Messaging/chat/meeting/etc.
  o Coordinated eResource Central training for SirsiDynix.
  o Began coordinating the reworking of the libraries Enterprise catalog plugins for standardization.

Support Tickets
  o Responded to or Assisted on (7) User Tickets

Networking/Outreach:
A Portage Public Schools elementary teacher had her first evening parent-student event at the library. Over 40 students registered to attend with their parents. Activities included a craft, tour, games, and a time to select books. This is the first of several monthly events planned.

Programming:

Adult Services
  • Enroll Kalamazoo 2/11 – Nicolette Sosulski partnered with Enroll Kalamazoo to offer assistance for registering with Affordable Care Act Insurance Coverage. Attendance: 30.
  • Broken Hearts Club 2/16 – Jessica Enget hosted an after-hours program. We served Pizza and confections. Each attendee took home a “Blind Date with a Book” and made a cathartic craft of a “Voodoo Pincushion Doll.” For those who wanted to watch a movie, we played the comedy “The Interview” in Gourdneck Lake. The group enjoyed the program and brainstormed a batch of ideas for future “After Hours” programming, expressing they’d like more regular programming. Attendance: 10 registered, 5 attendees showed up.
  • Come Spin With Us: A Demo by the Weavers’ Guild of Kalamazoo 2/21 – Christina Doan coordinated demonstrations on spinning yarn from plant and animal fibers using easy to make drop spindles. There were also spinning wheels for people to try, and informational handouts. Attendance: 30.
  • Read All About It 2/22 – Marsha Meyer partnered with the Southwest Michigan Black Heritage Society to host a presentation on the work of Zora Neale Hurston by Dr. Michelle Johnson and a dramatization of “The River To Cross” performed by Von and Fran Washington. Attendance: 75
  • Tax Aide 2/17 – Nicolette Sosulski partnered with the senior center to host a session of tax assistance. Attendance: 30.

Youth Services
In addition to our regular storytimes and clubs this month, we offered several programs during the Portage Public Schools winter break (Friday, February 27-March 2). There were events geared towards preschool through elementary aged students. Activities encouraged hands-on, cross-generational participation, and all events included a drop-in component as well. This type of programming during school breaks was very successful. Program highlights included a “Frozen” program, a celebration of Dr. Seuss’ birthday, an “I’m Bored” event which encouraged creativity and teamwork, and a visit from the John Ball Zoo. Each program attracted over 100 participants, and feedback was very positive.
## Library Statistical Report - February 2015

### Circulation/Collections

<table>
<thead>
<tr>
<th></th>
<th>Feb-15</th>
<th>Feb-14</th>
<th>CHANGE</th>
<th>2015</th>
<th>2014</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Library Circulation</strong></td>
<td>62,023</td>
<td>60,640</td>
<td>2.28%</td>
<td>129,558</td>
<td>123,745</td>
<td>4.70%</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>15,718</td>
<td>17,614</td>
<td>-10.76%</td>
<td>34,257</td>
<td>36,676</td>
<td>-6.60%</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>7,296</td>
<td>7,049</td>
<td>3.50%</td>
<td>15,579</td>
<td>14,396</td>
<td>8.22%</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>21,483</td>
<td>19,472</td>
<td>10.33%</td>
<td>43,106</td>
<td>38,650</td>
<td>11.53%</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,796</td>
<td>4,485</td>
<td>-15.36%</td>
<td>7,962</td>
<td>9,252</td>
<td>-13.94%</td>
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<tr>
<td>Hot Picks</td>
<td>4,627</td>
<td>5,156</td>
<td>-10.26%</td>
<td>10,225</td>
<td>10,883</td>
<td>-6.05%</td>
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<tr>
<td>E-Material</td>
<td>7,276</td>
<td>5,243</td>
<td>38.78%</td>
<td>14,636</td>
<td>10,541</td>
<td>38.85%</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>910</td>
<td>807</td>
<td>12.76%</td>
<td>1,944</td>
<td>1,758</td>
<td>10.58%</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>917</td>
<td>814</td>
<td>12.65%</td>
<td>1,849</td>
<td>1,589</td>
<td>16.36%</td>
</tr>
</tbody>
</table>

### Self-Checkout Percentage

|                        |        |        |        | 58.22% | 59.26% | 60.05% |

### Total Library Collection

|                        |        |        |        | 201,195| 197,097| 2.08%  |

### Net Acquisitions

|                        |        |        |        | (1,750)| (932)  | 87.77% |

### Total In-House Usage*

|                        | n/a    | n/a    | n/a    | n/a    | n/a    | n/a    |

### Patrons

|                        |        |        |        | 48,321 | 47,455 | 1.82%  |

### Total Patrons Added

|                        |        |        |        | 269    | 272    | -1.10% |

### Additional Tables

**Month Statistics**

**YTD Statistics**

**March 18, 2015**

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** March 18, 2015  
**SUBJECT:** Library Statistical Report - February 2015
<table>
<thead>
<tr>
<th>Library Building Usage</th>
<th>181</th>
<th>187</th>
<th>-3.21%</th>
<th>344</th>
<th>354</th>
<th>-2.82%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal/Collaboration</td>
<td>92</td>
<td>95</td>
<td>-3.16%</td>
<td>186</td>
<td>192</td>
<td>-3.13%</td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>89</td>
<td>92</td>
<td>-3.26%</td>
<td>158</td>
<td>162</td>
<td>-2.47%</td>
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<tr>
<td>Total Program Audience</td>
<td>1,318</td>
<td>1,061</td>
<td>24.22%</td>
<td>3,052</td>
<td>1,965</td>
<td>55.32%</td>
</tr>
<tr>
<td>Adult</td>
<td>205</td>
<td>86</td>
<td>138.37%</td>
<td>458</td>
<td>282</td>
<td>62.41%</td>
</tr>
<tr>
<td>Youth</td>
<td>956</td>
<td>728</td>
<td>31.32%</td>
<td>2,156</td>
<td>1,374</td>
<td>56.91%</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>157</td>
<td>247</td>
<td>-36.44%</td>
<td>438</td>
<td>309</td>
<td>41.75%</td>
</tr>
<tr>
<td>Total Number of Programs</td>
<td>45</td>
<td>26</td>
<td>73.08%</td>
<td>92</td>
<td>60</td>
<td>53.33%</td>
</tr>
<tr>
<td>Adult</td>
<td>13</td>
<td>6</td>
<td>116.67%</td>
<td>28</td>
<td>20</td>
<td>40.00%</td>
</tr>
<tr>
<td>Youth</td>
<td>30</td>
<td>16</td>
<td>87.50%</td>
<td>58</td>
<td>35</td>
<td>65.71%</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>2</td>
<td>4</td>
<td>-50.00%</td>
<td>6</td>
<td>5</td>
<td>20.00%</td>
</tr>
<tr>
<td>Total Volunteer Hours</td>
<td>492</td>
<td>422</td>
<td>16.59%</td>
<td>977</td>
<td>900</td>
<td>8.56%</td>
</tr>
<tr>
<td>Adult</td>
<td>93</td>
<td>115</td>
<td>-19.13%</td>
<td>201</td>
<td>210</td>
<td>-4.29%</td>
</tr>
<tr>
<td>Youth</td>
<td>78</td>
<td>87</td>
<td>-10.34%</td>
<td>176</td>
<td>192</td>
<td>-8.33%</td>
</tr>
<tr>
<td>Technical</td>
<td>113</td>
<td>90</td>
<td>25.56%</td>
<td>219</td>
<td>207</td>
<td>5.80%</td>
</tr>
<tr>
<td>Circulation</td>
<td>113</td>
<td>66</td>
<td>71.21%</td>
<td>251</td>
<td>165</td>
<td>52.12%</td>
</tr>
<tr>
<td>Administration</td>
<td>32</td>
<td>32</td>
<td>0.00%</td>
<td>64</td>
<td>64</td>
<td>0.00%</td>
</tr>
<tr>
<td>Community Service</td>
<td>63</td>
<td>32</td>
<td>96.88%</td>
<td>66</td>
<td>62</td>
<td>6.45%</td>
</tr>
<tr>
<td>Total Front Door Traffic</td>
<td>52,099</td>
<td>53,098</td>
<td>-1.88%</td>
<td>110,333</td>
<td>113,332</td>
<td>-2.65%</td>
</tr>
<tr>
<td>Total Youth Services Traffic</td>
<td>34,879</td>
<td>35,007</td>
<td>-0.37%</td>
<td>68,324</td>
<td>70,052</td>
<td>-2.47%</td>
</tr>
<tr>
<td>Total Business Center Traffic</td>
<td>3,145</td>
<td>3,156</td>
<td>-0.35%</td>
<td>6,578</td>
<td>6,968</td>
<td>-5.60%</td>
</tr>
<tr>
<td>Information Access/Reference/Research</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Reference Transactions</td>
<td>7,094</td>
<td>7,498</td>
<td>-5.39%</td>
<td>15,725</td>
<td>15,310</td>
<td>2.71%</td>
</tr>
<tr>
<td>Adult Phone</td>
<td>477</td>
<td>312</td>
<td>52.88%</td>
<td>981</td>
<td>757</td>
<td>29.59%</td>
</tr>
<tr>
<td>Adult Ready Reference</td>
<td>2,439</td>
<td>2,261</td>
<td>7.87%</td>
<td>5,544</td>
<td>4,649</td>
<td>19.25%</td>
</tr>
<tr>
<td>Adult Reference</td>
<td>106</td>
<td>227</td>
<td>-53.30%</td>
<td>245</td>
<td>406</td>
<td>-39.66%</td>
</tr>
<tr>
<td>Youth Phone</td>
<td>128</td>
<td>189</td>
<td>-32.28%</td>
<td>270</td>
<td>413</td>
<td>-34.62%</td>
</tr>
<tr>
<td>Youth Ready Reference</td>
<td>1,845</td>
<td>2,340</td>
<td>-21.15%</td>
<td>4,227</td>
<td>4,826</td>
<td>-12.41%</td>
</tr>
<tr>
<td>Youth Reference</td>
<td>189</td>
<td>432</td>
<td>-56.25%</td>
<td>473</td>
<td>799</td>
<td>-40.80%</td>
</tr>
<tr>
<td>HR Phone</td>
<td>9</td>
<td>35</td>
<td>-74.29%</td>
<td>22</td>
<td>73</td>
<td>-69.86%</td>
</tr>
<tr>
<td>HR Ready Reference</td>
<td>347</td>
<td>482</td>
<td>-28.01%</td>
<td>905</td>
<td>968</td>
<td>-6.51%</td>
</tr>
<tr>
<td>HR Reference</td>
<td>16</td>
<td>39</td>
<td>-58.97%</td>
<td>36</td>
<td>81</td>
<td>-55.56%</td>
</tr>
<tr>
<td>Circ Phone</td>
<td>726</td>
<td>312</td>
<td>132.69%</td>
<td>1,461</td>
<td>627</td>
<td>133.01%</td>
</tr>
<tr>
<td>Circ Ready Reference</td>
<td>550</td>
<td>583</td>
<td>-5.66%</td>
<td>1,071</td>
<td>1,137</td>
<td>-5.80%</td>
</tr>
<tr>
<td>Circ Reference</td>
<td>262</td>
<td>286</td>
<td>-8.39%</td>
<td>490</td>
<td>574</td>
<td>-14.63%</td>
</tr>
<tr>
<td>Total Edutainment LAN Use</td>
<td>299</td>
<td>280</td>
<td>6.79%</td>
<td>700</td>
<td>701</td>
<td>-0.14%</td>
</tr>
<tr>
<td>Total Internet Computer Use</td>
<td>2,915</td>
<td>5,288</td>
<td>-44.88%</td>
<td>6,378</td>
<td>10,856</td>
<td>-41.25%</td>
</tr>
<tr>
<td>Youth Computers</td>
<td>348</td>
<td>1,288</td>
<td>-72.98%</td>
<td>827</td>
<td>2,942</td>
<td>-71.89%</td>
</tr>
<tr>
<td>Adult Computers</td>
<td>2,477</td>
<td>3,824</td>
<td>-35.22%</td>
<td>5,338</td>
<td>7,589</td>
<td>-29.66%</td>
</tr>
<tr>
<td>Laptop Computer Circulated</td>
<td>90</td>
<td>176</td>
<td>-48.86%</td>
<td>213</td>
<td>325</td>
<td>-34.46%</td>
</tr>
<tr>
<td>Total Electronic Transactions</td>
<td>46,686</td>
<td>47,803</td>
<td>-2.34%</td>
<td>99,969</td>
<td>100,369</td>
<td>-0.40%</td>
</tr>
<tr>
<td>WebSite Hits</td>
<td>34,311</td>
<td>35,498</td>
<td>-3.34%</td>
<td>74,136</td>
<td>74,626</td>
<td>-0.66%</td>
</tr>
<tr>
<td>WebCatalog Sessions</td>
<td>8,187</td>
<td>8,129</td>
<td>0.71%</td>
<td>17,411</td>
<td>17,111</td>
<td>1.75%</td>
</tr>
<tr>
<td>Licensed Database Hits</td>
<td>4,188</td>
<td>4,176</td>
<td>0.29%</td>
<td>8,422</td>
<td>8,632</td>
<td>-2.43%</td>
</tr>
</tbody>
</table>

* In-house Use Statistics will be done for one week each quarter.

Christy Klien, Library Director
The Latest Question
Lately, it may seem as though you are receiving a Survey Monkey or request for data from MLA on a semi-regular basis. First, let me emphasize that your responses are appreciated and extremely useful. At this moment, we are preparing separate sets of data for the state budget office, legislator requests and as a basis for a proposed legislation. Our membership survey let us know what is important to you so we can make sure we are advocating in the right direction as well as providing the professional development you need.

As you know, Governor Snyder’s Executive Budget proposal this year includes an additional million dollars in state-aid to libraries and $600,000 more in Renaissance Reimbursements than last year. Much of that is due to the work of Senator Jim Stamas (R-Midland) who has advocated tirelessly on behalf of libraries. It is also due to the fact that MLA, GCSI and members have been educating legislators about the thousands and thousands of Pre-Kindergarten children learning to love reading and learning at their local library. Responses from our survey on Pre–K education highlighted the fact that well over 150,000 early learners are impacted by their libraries, and we shared that fact at the Capitol.

In addition, that same survey outlined the job seekers who are also counting on their libraries for assistance. The 46 responding libraries tallied more than 20,000 adults using employment search resources in the last year. Even the smallest libraries see a minimum of 6 to 12 patrons per week pursuing career resources. The Traverse Area District Library conducted an Impact Survey at the beginning of last year. It found that 23% of public technology users at Traverse Area District Library used the library’s public computers or wireless connection for employment purposes. That equates to roughly 32,834 times that their computers or Wi-Fi were used for employment purposes. We also found out that the Class II library in Centreville had 312 public computer uses for job hunting, unemployment or resume building last year. At Mayville District Public Library, the average number of patrons using their library to job hunt, prepare for careers or apply for unemployment is 950 per year. Survey questions about the availability of IRS forms garnered tremendous response. Clearly, this is a problem for many libraries and their patrons. I was able to provide a good deal of feedback to U.S. Senator Gary Peters and asked him to intervene on our behalf.

Our most recent survey focuses on TIFAs and DDAs. Our libraries have lost millions of dedicated library millage dollars to numerous TIFA’s. Some lose as much as 45% of their tax dollars to these types of quasi-governmental authorities. Our goal is to make sure those taxpayers dollars go to the library!
Last fall’s MLA membership survey let us know that you want to see more diverse professional development offerings, skill building workshops, more technology training, greater geographical outreach and more networking opportunities. MLA’s Professional Development & Network Committee and staff are working closely to get those offerings in the works. A customer service workshop was just added for May 1st in response to popular requests.

The next thing we’ll be looking for is information from the 78% of Michigan’s public libraries that partner in some capacity with Michigan Works! locally and the 14 public libraries serving as access points and Service Centers for Michigan Works! We need to know if you are a service center and if so, what staff and other resources it entails for your library. We will be working with legislators to try to identify additional library funding to support those services.

While I know surveys can be tedious, please keep us informed and respond regularly. We are working to help you succeed and make sure that the Michigan Library Association is providing the best value for you that it can by making good decisions backed by reliable verifiable data.