NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on December 12, 2016 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
Regular Board Meeting to be held on
December 12, 2016
In the 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. (5 minutes total)

IV. Adoption of the Agenda for the Regular Meeting of December 12, 2016. (1 minute) (Vote)

V. Consent Agenda (5 minutes) (Vote)
   A. Minutes of the Regular Meeting of October 24, 2016. Pg.1-5
   B. Review of FOIA Policy. Pg.6-46
   C. Approval of Annual Calendar of Library Board Activities for FY 2017. Pg.47-49
   D. Budget Amendment of $750 from Horizon Bank. Pg.50
   E. Marketing Update for November & December 2016. Pg.51-52
   F. Narrative Report for October & November 2016. Pg.53-57
   G. Report on Financial Condition for October and November 2016. Pg.58-63
   H. Statistical Report for October & November 2016. Pg.64-67
   I. Legislative Update for October & November 2016. Pg.68-70
   J. Library Board Linkage. Pg.71

VI. Governance (30 minutes)
   A. Adoption of Schedule of Library Board Meetings for 2017. Pg.72
   B. Report from Trustee Martha Pacheco, Board Liaison to the Friends of the Library. Pg.73
   C. Library Law Attorney. Pg.74
   D. Library Board Officers 2017. Pg.75
   E. Consideration of year-end recognition of library staff efforts in 2016. Pg.76
   F. Personnel Committee’s recommendation for Library Director’s compensation in 2017. Pg.77
   G. Recognition of Outgoing Board Members. Pg.78
   H. Swearing in of new Library Board Trustees. Pg.79

VII. Ends Development (30 minutes)
   A. End-of-Year Report on accomplishment of all End Statements in 2016. Pg.80-95

VIII. Library Director’s Reports (10 minutes total)
   A. Final remarks by Library Director for the December 12, 2016 Library Board Meeting.

IX. Process Evaluation (5 minutes total)
   A. Suggestions for Agenda Items to be included on the January 23, 2017 Board Meeting
      2. Review of Community Meeting Room Policy.
      4. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2017 Budget to Offset Unpaid Encumbrances.
      5. Approval of Budget Amendment Request to Adjust Reserve Accounts as Required.
      7. Annual signing of “Conflict of Interest” Statements by trustees.
      8. Discussion about guests to be invited to Library Board meetings & staff presentations in 2017.
   (NOTE: The 2017 Ends Statements will be issued separately from the other documents in the board meeting agenda packet for easier reference.)
11. 4th Quarter Financial Report for Fiscal Year 2016 & Comments on Year-End Results.

B. **Assessment of this meeting**

C. **Miscellaneous Items**

X. **Adjournment**
PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Board Meeting held on

October 24, 2016

In the lower level meeting rooms of the Portage District Library, 300 Library Lane – Portage, MI 49002

I. Start of Meeting - Board members and staff gathered at 5:30 PM for dinner catered by Jaspare’s Pizza 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, Donna VanderVries, and Joe Yantis

Library Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Quyen Edwards, Rob Foti, Lawrence Kapture, and Colin Whitehurst

Guests: Cara Terry, Ted Vliek, and Tom Welsh

III. Comments or Requests from the Public, Board Members, or Library Staff
Board Chair Siebers welcomed everyone to the meeting and then opened the meeting for any comments from the public, board members, or library staff.

A. Comment from Trustee Yantis - Trustee Yantis began by sharing happy news about his family. After a four year adoption process, a judge in Chicago has made the adoption of his grandson official. He also wanted to invite everyone to the Getting to Know Your Portage Rotary event at City Hall on Thursday, October 27 from 5-7 pm to talk with Rotarians. He also wanted to say that he was looking for a book for his grandson about a mixed race family and he has come to realize that there aren’t many books that feature them, but he is hopeful there will be more in the future. Finally, he joked that he had received an invitation to join the Professional Women’s Who’s Who Network, which got a laugh from the group.

B. Comment from Trustee Ongley – Trustee Ongley said that she read a book about the circle of the pumpkin and the circle of life to a group of children at her church and it reminded her of a time when she read it to her granddaughter at 18 months. That granddaughter is now 18 years old and at Michigan State University.

C. Comment from Trustee Siebers – Trustee Siebers wanted to let the group know that United Way has given a grant to KRESA to arrange reading buddies to come into classrooms to read to kids. The commitment is half an hour every other week. If you are interested in volunteering, please contact her.

DISPOSITION: The Library Board acknowledged the comments made by trustees.

IV. Adoption of the Agenda for the Regular Meeting of October 24, 2016.
Library Board Chair Siebers asked if there were any changes needed to the agenda for the October 24, 2016 board meeting before its adoption, and there were no changes requested by trustees. Siebers asked for a motion to adopt the agenda.

MOTION: It was moved by Trustee Vander Vries and seconded by Trustee Pacheco that the Library Board adopt the agenda for the regular meeting of October 24, 2016. Vote: 7-Yes, 0-No. Motion carried.

V. Consent Agenda
Library Board Chair Siebers asked if there were any changes needed to the consent agenda for the October 24, 2016 board meeting before its adoption. Item P was requested to be pulled off of consent. Trustee Pacheco read the consent agenda aloud, and then Trustee Siebers asked for a motion to adopt the agenda with Item P removed.
A. Minutes of the Regular Board Meeting of September 26, 2016.
B. Review of Audio/Visual Policy.
C. Review of Donations Policy.
D. Review of Fines and Fees Usage Policy
E. Review of Investment Policy.
F. Review of Resident/Non-Resident Policy.
G. Approval of Non-Resident Fee Amount for 2017.
I. Library Board linkage opportunities for October/November 2016.
K. Monitoring Report – Communication & Support to the Library Board.
M. Marketing Update for September 2016.
P. Legislative Update for September 2016.
Q. Letter of Support – Arcadia Institute Connect Kalamazoo Grant

MOTION: It was moved by Trustee Ongley and seconded by Trustee Behr, to approve the consent agenda with Item P removed. Vote: 7-Yes, 0-No. Motion carried.

Trustee VanderVries wanted to give some follow up on current legislation that could impact the library. She asked trustees to be mindful since we are coming up on an election and that what might follow could be a particularly nasty lame duck session. Some of the bills could influence personal property tax, which the library is reliant on for funding. House Bill 5578 is Rep. David Maturen’s bill regarding Dark Store legislation. Trustee VanderVries suggested contacting your senators to show your support as that may be helpful. This bill moved through the House overwhelmingly, but is stalled in the Senate, perhaps due to pressure from the big box stores. Another bill to pay attention to and that needs work has been introduced by Rep. Brandt Iden regarding the tax tribunal. Trustee VanderVries said that compared to appraisals in neighboring states, our state assesses much lower. Trustee VanderVries also mentioned SB 690 which she found troubling due to the scope of the possible exemptions.

MOTION: It was moved by Trustee VanderVries and seconded by Trustee Ongley, to approve the consent agenda Item P after additional information was provided. Vote: 7-Yes, 0-No. Motion carried.

VI. Governance

A. Update on Library Director’s 2016 Evaluation Process – Board Chair Siebers has been in touch with other trustees via email. The group has decided that completed evaluations will be due at the second Strategic Planning meeting on Tuesday, November 15th. Library Board Secretary Edwards will email all trustees the necessary documents to complete the evaluation including: the evaluation form, the Director’s goals updates, and End Statements #1-4 with updates.

B. Report from Trustee Martha Pacheco, Board Liaison to the Friends of the Library – Trustee Pacheco informed the group that the Friends had another great book sale of over $5,000. They feel that the marketing they are doing on Craigslist is helping and they are looking to expand their marketing in the Sparks magazine. The Friends currently have about 150+ memberships. At their board meeting on Monday, October 17th, the Friends set the dates for their 2017 book sales: February 4, April 8, June 3, August 5, October 7, and December 2. They will have 4,000 bookmarks printed with the dates on them. The Friends are trying something new to earn more money and eliminate some of the books that end up getting boxed for donation to the Salvation Army. They will be having an “all you can fill for $5” bag sale on Sunday, December 4 from 1:30 – 2:30 PM of paperbacks only.

October 16-22 was National Friends of Libraries Week and the library staff celebrated by writing thank you notes to the Friends to post on their door as well as posts on the library’s Facebook page. Trustee Pacheco related that the Friends really appreciated the notes.
Library Director Klien said that the Friends will be hosting their annual Staff Halloween party on Monday, October 31 (which they have done for many years) where they provide pizza and encourage staff to dress up.

Board Chair Siebers reminded trustees that Trustee Pacheco could use some help covering the Friends board meetings. Board Chair Siebers said this might possibly be a new way for some of the new trustees to get involved in what is happening at the library.

C. Information for Board Retreat/Strategic Planning in 2016 – The Strategic Planning meetings will take place on Wednesday, November 2 and Tuesday, November 15. Copies of the Community Leader interview results Library Board Secretary Edwards has compiled and Staff Focus Groups that Gary Kushner compiled were distributed to the board and admin staff to read prior to the first meeting. Board candidates were invited to participate in both Strategic Planning meetings. Library Board Secretary Edwards will also send out the following documents for review: August Environmental Scan, Library trends articles, 2015 board retreat SWOT/TOWS, and updated library demographics. The meetings will begin at 5:30 PM.

VII. Ends Development

A. Follow-Up Report on 2016 Staff Development Day – Library Director Klien thanked the board for allowing the closing of the library for all staff to participate in the 2016 Staff Development Day on Friday, September 23, 2016. The first half of the day was dedicated to presentations from Lucy Lockley, the Collection Development Manager for the St. Charles City-County Library District in Missouri, who presented on “The Art of Writing a Review” and “Book Awareness Tips”. The afternoon session continued with a local booksellers panel with John Winger from Kazoo Books and Joanna Parzakonis from BookBug. Trustees asked if the panel was helpful, and Library Director Klien said yes, there was much discussion and questions asked about the topic of handselling books. Following the Booksellers Panel presentation, the library staff played Getting to Know You trivia games which were based on a questionnaire that was filled out by each staff member on the half-day training and Staff Focus Group on August 29th. Library Director Klien said that the staff really enjoyed this and that it was helpful because there has been so much staff turnover lately.

B. Report on 2016 Food for Fines Campaign – Library Board Chair Siebers thanked the library staff for putting forth all the effort that goes into the Food for Fines Campaign. She said that the report was very interesting. Circulation Supervisor Jill Austin said that a lot of work was done by Rolfe Behrje and his dad transporting all of the boxes of food over to the community center. Siebers noted the decrease in collection amounts this year which was partially attributed to lower patrons fines overall after a chance in the Fines and Fees Policy last year. She said she was glad to see something that the board had passed making a positive difference for the patrons. Austin said that she and Kathy Morris, Assistant Circulation Supervisor, thought that the change in the Food for Fines table location to the front of the Checkout area instead of near the TV series shelves was a good idea. They thought that the different location provided them an opportunity to talk to all patrons about the program and educated them a little about PCC whether they were participating in Food for Fines or not.

C. Library Director's accomplishment of personal goals for Fiscal Year 2016 – Library Director Klien said that it has been a busy year for her and for all the library staff as reflected in her goals update. She said that the most challenging things on her list of goals involve long-term planning for the library. She and Business Manager Foti have met with both an architect form and an interior design firm to begin discussions about some of the needs they see for the library in the future and also to get an architect and an interior designer’s perspective of what will be necessary to update the facility. There are a number of ways to approach this project – go for a bond and do a large project all at once or stay within the library’s current budget and parcel the project out over a number of years. There will be on-going discussions at the board level about this topic. After the next Strategic Plan is completed, it will help determine the direction the library is headed will help guide some of these decisions. Library Director Klien was asked about possible future branches for the library which has also been a topic of discussion in the past, as well as some adjustments to the Book Drop. She was also asked about the BookBike which made its public debut at the Farmers Market and on the library’s Facebook page on Sunday, October 23rd to many positive reactions and comments. Marketing Manager Colin Whitehurst took the opportunity to show the board the professional pictures taken of the BookBike with Youth Staff Steve Rossio and Andrea Smalley.

D. Progress Report on End Statement #4 (Be a community center to experience & explore local arts & culture.) - At this point in the year, there has been a lot progress made on all of the 2016 End Statement #4 projects. Both
Adult and Youth Staff have been active planning large multi-age programs and events that coordinate with other organizations. The library’s participation at GeekFest 2016 has increased our visibility in the community. That event took place in September in collaboration with Kalamazoo Public Library, Van Buren District Library, Lawton Public Library, and Paw Paw District Library. The new format for Art Encounters, now called Art U, was a very successful outlet for the community to explore local arts and culture. Projects coming out of the Heritage Room have found new ways to engage our community in American history and our area’s contributions to that history. There will also be a big Veterans Day display as well as the program “Salute to Veterans - a Big Band Event” featuring a 1940’s style dance hall and the Gull Lake Jazz Orchestra. There was a question about the new lower level patio furniture use, and staff commented that they have seen patrons using it. There will be a bigger push to make that area visible next Spring and Summer when the weather is nicer. There were also questions about the Farmers Market. The last outdoor date this year will be Sunday, October 30 with an indoor winter market scheduled for November 13 inside the Portage Senior Center.

VIII. Monitoring to Assure Compliance with Executive Limitations

A. 3rd Quarter Financial Report for FY 2016 – Business Manager Rob Foti gave brief highlights from the 3rd Quarter Financial Report. This includes the fact that all personal property tax and that the state aid revenue came in above budget. Our fines and fees are still above budget. Though penal fines are above what was budget for, it is lower than prior years. Expenses are on track. Salaries and wages are under budget due to a number of long-term staff leaving the library. Foti mentioned that they budget aggressively for fringe benefits, health insurance costs, and the library’s utility expenses and they have come in under budget. Technology budget is planning to be spent by the end of the year for some large projects that are finally closer to completion.

IX. Library Director’s Comments

A. Final remarks by Library Director for the October 24, 2016 Library Board Meeting – Klien began her comments by saying that it is a busy time of year as supervisors have been working on staff evaluations and they are due on October 24. One on one meetings with staff and supervisors will follow in November.

Klien and Whitehurst attended Harwood Institute. Conference calls with the trainers once a month for nine months. The goal of this workshop is to start discussions about what the aspirations for the community are and to find common themes through discussions with various people. We will begin with questions for the Admin Team on Thursday, November 3 and then continue with the library staff followed by the library board.

This coming week is the annual Michigan Library Association conference which will take place in Lansing. Many staff from across all departments will attend throughout the three days.

As you already know, it’s an election year! PDL has 4 candidates running for 4 open seats. There was a mistake on the proof ballot and the absentee ballots that indicate that there are only 3 seats open. This mistake is on MLive as well.

Library Director Klien finished her report by asking for feedback on the annual campaign letter. Trustees gave their suggestions for edits as well as their signature to Marketing Manager Whitehurst to add to the bottom of the letter.

DISPOSITION: Library Board members acknowledged Library Director Klien’s remarks.

XI. Process Evaluation

A. Suggestions for Agenda Items to be included on the December 12, 2016 Board Meeting

1. Minutes of the Regular Meeting of October 24, 2016
2. Review of FOIA Policy
3. Approval of Annual Calendar of Library Board Activities for FY 2017.
4. Adoption of Schedule of Library Board Meetings for 2017.
14. Appointment of Nominating Committee Chair to survey trustees’ interest in Board offices in 2017.
16. Report from Trustee Martha Pacheco, Board Liaison to the Friends of the Library.

B. Assessment of this meeting – There was agreement among trustees that a lot had been accomplished during the meeting and that they were looking forward to working on Strategic Planning next month.

C. Miscellaneous Items –

Both Trustee Behr and Trustee VanderVries indicated an interest in being involved with the process of hiring a new lawyer for the library. Library Director Klien said she would be in touch with them to set up a meeting.

Trustee Behr indicated that she would not be at the December meeting.

Trustee Ongley invited the group to the 2016 Russian Festival on Saturday, November 5th from 9am – 5pm at the Fetzer Center on WMU’s campus.

Kazoo Books has consolidated its stores into one location on Parkview and has extended its hours.

XII. Adjournment –

Library Board Chair Siebers said if there was no further business to be considered, that she would adjourn the regular board meeting of October 24, 2016.

DISPOSITION: The regular board meeting of October 24, 2016 was adjourned at 7:12 PM.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary
PORTAGE DISTRICT LIBRARY
WRITTEN PUBLIC SUMMARY OF FOIA PROCEDURES & GUIDELINES
Effective July 1, 2015

Pursuant to the requirements of the Freedom of Information Act (FOIA), the following is the Written Public Summary of Portage District Library’s FOIA Procedures & Guidelines relevant to the general public regarding how to submit written FOIA requests to the Library and explaining how to understand the Library’s written responses, deposit requirements, fee calculations, and avenues for challenge and appeal. This Written Public Summary shall be available on the Library’s website at www.portagelibrary.info.

1. Process for Submitting FOIA Requests:
   - Requests to inspect or obtain copies of public records prepared, owned, used, possessed or retained by the Library must be submitted in writing.
   - A request must sufficiently describe a public record so as to enable the Library to find it.
   - No specific form to submit a written request is required. However, a FOIA Request form for your use and convenience is available on the Library’s website at www.portagelibrary.info.
   - Written requests can be made in person by delivery to the Library in person or by mail to the Library Director at 300 Library Lane, Portage, MI 49002.
   - Requests may also be made by facsimile to the Library Board at the following fax number: 269-324-9222.
   - A request may also be submitted by e-mail to the Library Director at cklien@portagelibrary.info.

   Note: If you are serving a sentence of imprisonment in a local, state or federal correctional facility you are not entitled to submit a request for a public record.

2. The Library’s Response to FOIA Requests:
   - Within 5 business days of receipt of a FOIA request, the Library will issue a response. If a request is received by facsimile or e-mail, the request is deemed to have been received on the following business day. The Library will respond to your request in one of the following ways:
     • Grant the request.
     • Issue a written notice denying the request.
     • Grant the request in part and issue a written notice denying in part the request.
     • Issue a notice that the Library is extending the time for responding by an additional 10 business days.
     • Issue a written notice indicating that the public record requested is available at no charge on the Library’s website.
If the request is granted, or granted in part, the Library will require that payment be made for the allowable fees associated with responding to the request before the public record is made available.

3. Fee Deposit Requirements:

- If the Library has made a good faith calculation that the total estimated fee for processing the request exceeds $50.00, the Library may require that you provide a deposit in the amount of 50% of the total estimated fee. When the Library requests the deposit, it will provide you a non-binding best efforts estimate of how long it will take to process the request following receipt by the Library of your deposit.
- If the Library receives a request from a person who has not paid the Library for copies of public records made in fulfillment of a previously granted written request, the Library may require a deposit of 100% of the estimate processing fee before it begins to search for the public record for any subsequent written request when all of the following conditions exist:
  - The final fee for the prior written request is not more than 105% of the estimated fee;
  - The public records made available contained the information sought in the prior written request and remain in the Library’s possession;
  - The public records were made available to the individual, subject to payment, within the time frame estimated by the Library to provide the records;
  - 90 days have passed since the Library notified the individual in writing that the public records were available for pickup or mailing;
  - The individual is unable to show proof of prior payment to the Library; and
  - The Library has calculated an estimated detailed itemization that is the basis for the current written request’s increased fee deposit.
- The Library will not require the 100% estimated fee deposit if any of the following apply:
  - The person making the request is able to show proof of prior payment in full to the Library;
  - The Library is subsequently paid in full for all applicable prior written requests; or
  - 365 days have passed since the person made the request for which full payment was not remitted to the Library.

4. Fees for Processing FOIA Requests:

- The FOIA Coordinator will require payment in full for the allowable fees for processing and responding to a FOIA request before the public record is made available.
FOIA permits the Library to charge and collect a fee for the following six categories of costs associated with responding to a FOIA request:

- Labor costs directly associated with searching for, locating and examining a requested public record.
- Labor costs directly associated with a review of a record to separate and delete information exempt from disclosure from information which is not exempt from disclosure.
- The actual and most reasonably economical cost of computer discs, computer tapes or other digital or similar media.
- The actual total incremental cost of duplication or publication, not including labor, of paper copies of public records.
- Labor costs directly associated with duplication or publication including making paper copies, making digital copies, or transferring digital public records to the requesting person in non-paper physical media or through the Internet or other electronic means.
- The cost to mail or send a public record to a requestor.

Labor Costs

- All labor costs will be estimated and charged in 15 minute increments with all partial time increments rounded down. If the time involved is less than 15 minutes, there will be no labor charge.
- Labor costs will be charged at the hourly wage of the lowest-paid employee capable of performing the work in the specific instance, regardless of who actually performs the labor.
- Labor costs may also include a charge to cover or partially cover the cost of fringe benefits up to 50% of the labor charge amount but not to exceed the actual fringe benefit cost.

Non-paper Physical Media

- The cost for records provided on non-paper physical media, such as computer discs, computer tapes or other digital or similar media will be at the actual and most reasonably economical cost for the non-paper media.
- This cost will be charged only if the Library has the technological capability necessary to provide the public record in the non-paper physical media format.

Paper Copies

- The cost of paper copies of public records made on standard letter (8 ½ x 11) or legal (8 ½ x 14) sized paper will not exceed $.10 per sheet of paper. Copies for non-standard sized sheet paper will reflect the actual cost of duplication.
- The Library will utilize the most economical means available for making copies of public records, including using double-sided printing, if cost saving and available.

Mailing Costs
• The Library will charge the actual cost to mail public records using a reasonably economical and justified means.
• The Library will not charge for expedited shipping or insurance unless requested by the requesting person but the Library may charge the least expensive form of postal delivery confirmation.

○ A fee will not be charged for the cost of search, examination, review and the deletion and separation of exempt from nonexempt information unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of the unreasonably high costs.
○ The FOIA Coordinator may waive or reduce a fee if it is determined that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public.

5. **Eligibility for Fee Reduction:**

○ The Library will waive the first $20.00 of the processing fee for a request if you submit an affidavit stating that you are:
  • Indigent and receiving specific public assistance; or
  • If not receiving specific public assistance, stating facts demonstrating an inability to pay because of indigency.

○ You are not eligible to receive the $20.00 waiver based on indigency if you:
  • Have previously received discounted copies of public records from the Library twice during the calendar year; or
  • Are requesting information on behalf of other persons who are offering or providing payment to you to make the request.

○ The Library will waive the first $20.00 of the processing fee for a request if you are a nonprofit organization designated by the State of Michigan to carry out certain activities and your request satisfies certain criteria. (Please see the full Procedures & Guidelines for more information).

6. **Appeals-Denials of FOIA Request:**

If you believe that all or a portion of a public record has not been disclosed or has been improperly exempted from disclosure, you may file a written appeal of the denial with the Library Board (c/o the Library Director). The appeal must be in writing, specifically state the word “appeal” and identify the reason or reasons you are seeking a reversal of the denial. The Library Board is not considered to have received the written appeal until the first regularly scheduled Library Board meeting after the submission of the written appeal.

Within 10 business days of receiving the written appeal, the Library Board will respond in writing by:
• Reversing the disclosure denial;
• Upholding the disclosure denial; or
• Reverse the disclosure denial in part and uphold the disclosure denial in part.
• Under unusual circumstances, issue a notice extending for not more than ten (10) business days the period during which the Library Board will respond to the written appeal. The Library Board shall not issue more than one notice of extension for a particular written appeal.

Whether or not you submitted an appeal of a denial to the Library Board, you may file a civil action in Circuit Court to compel the Library’s disclosure of public records as provided in Section 10 of the Act.

7. Appeals-Fees:

If you believe that the fee charged by the Library to process your FOIA request exceeds the amount permitted by FOIA, you must first submit a written appeal for a fee reduction to the Library Board (c/o the Library Board). The appeal must be in writing, specifically state the word “appeal” and identify how the required fee exceeds the amount permitted. The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following the first regularly scheduled meeting of the Library Board following submission of the written appeal.

Within 10 business days after receiving the appeal, the Library Board will respond in writing by:

• Waiving the fee;
• Reducing the fee and issue a written determination indicating the specific basis that supports the remaining fee;
• Upholding the fee and issue a written determination indicating the specific basis that supports the required fee; or
• Issuing a notice detailing the reason or reasons for extending for not more than 10 business days the period during which the Library Board will respond to the written appeal. The Library Board will not issue more than one notice of extension for a particular written appeal.

Within 45 days after receiving notice of the Library Board’s determination of the processing fee appeal or the Library Board’s failure to timely act on the written appeal as required by Section 10a(2) of the Act, you may commence a civil action in Circuit Court for a fee reduction. If you file such a civil action, the Library is not obligated to complete the processing of the written request for the public record at issue until the court resolves the fee dispute.
More Detail and Information:

This is only a summary of the Library’s FOIA Procedures & Guidelines and does not necessarily reflect all provisions of the Procedures & Guidelines. For more details and information, complete copies of the FOIA Procedures & Guidelines are available at no charge at the Library and on the Library’s website at www.portagelibrary.info.

Adopted May 18, 2015
The following Freedom of Information Act Procedures & Guidelines (“Procedures & Guidelines”) are established pursuant to the Resolution, adopted by the Library Board of the Portage District Library (“Library”) on May 18, 2015. In addition, the Library Board shall create, and make publicly available, a written public summary of the specific procedures and guidelines relevant to the general public regarding how to submit written requests to the Library and explaining how to understand the Library’s written responses, deposit requirements, fee calculations, and avenues for challenge and appeal. The Library will post the Procedures & Guidelines and the written public summary on the Library’s website at www.portagelibrary.info.

SECTION 1 - DEFINITIONS


FOIA Coordinator: The Library Director, as designated by the Library Board pursuant to Section 6(1) of the Act, and any other individual designated by the Library Director pursuant to Section 6(3) of the Act to act on the Library’s behalf in accepting and processing requests for the Library’s public records and in approving a denial under Section 5 of the Act.

Person: An individual, corporation, limited liability company, partnership, firm, organization, association, governmental entity, or other legal entity. Person does not include an individual serving a sentence of imprisonment in a state or county correctional facility in Michigan or any other state, or in a federal correctional facility.

Public Record: A writing which is prepared, owned, used, in the possession of, or retained by the Library in the performance of an official function from the time it is created and as otherwise defined by the Act. Public record does not include computer software.

Library: Portage District Library and its departments, commissions, boards, and committees.

Unusual Circumstances: The need to search for, collect, or appropriately examine or review a voluminous amount of separate and distinct records pursuant to a single request or the need to collect public records from numerous locations apart from the office receiving or processing the request.
Where not otherwise defined, the words and phrases contained in this Procedures & Guidelines shall have the meaning given to them, if any, by the Act.

SECTION 2 - RIGHT TO RECORDS

A person has the right to review public record(s) from the Library as provided in the Act. The request must be in writing and sufficiently describe the public record to enable the FOIA Coordinator to identify the requested public record.

A person has the right to inspect a public record, or receive copies of a requested public record, unless exempted by law or court order. Upon written request, a person will be provided with a reasonable opportunity to inspect the public records provided by the Library. Inspection of public records shall occur only between the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday, at the Portage District Library, 300 Library Lane, Portage Michigan unless otherwise agreed by the FOIA Coordinator in his or her sole discretion. Persons with special needs should contact the FOIA Coordinator beforehand to ensure that arrangements for special needs or reasonable facilities are prepared. The Library Board may make reasonable rules necessary to protect its public records and to prevent excessive and unreasonable interference with the discharge of its functions. When inspecting public records, a person shall not write on, alter, deface, or otherwise place any mark on a public record. The Library shall protect public records from loss, removal, unauthorized alteration, mutilation, or destruction. The Library may require the necessary copying of a public record for inspection in certain instances such as to allow for the redaction of exempt information, to protect old or delicate original records, or because the original public record is a digital file or database not available for public inspection. In such instances, the Library may require the requesting person to pay fees for such copying prior to inspection.

A person may request that copies of a public record be provided subject to the payment of fees as provided in Section 4 of these Procedures & Guidelines and Section 4 of the Act.

A person has the right to subscribe to future issuances of public records that are created, issued, or disseminated by the Library on a regular basis. A subscription shall be valid up to six months, at the request of the subscriber, and shall be renewable.

SECTION 3 – RIGHTS AND OBLIGATIONS OF THE LIBRARY

The Library shall process all written requests for a public record from a person. A request must sufficiently describe a public record so as to enable the FOIA Coordinator to identify and find the requested public record. If a verbal request is made for information that a Library employee believes is available on its website, the employee shall, where practicable and to the best of the employee’s knowledge, inform the requesting party about the Library’s website address. If a request has not been made in writing, the FOIA Coordinator may, but is not obligated to, have the person complete the request form (see FOIA request form, Attachment A). Except as provided herein, the Library will not process a request for public records unless the request is in writing.

The Library shall not deliver a copy of a public record or make a public record available to the requesting person until payment of the fees established under Section 4 of these
Procedures & Guidelines and Section 4 of the Act. If the Library delivers a copy or makes a public record available and the requesting person has not made payment at the time, the Library shall be entitled to collect payment from the requesting person by any legal means.

The FOIA Coordinator will provide a certified copy of a public record if a person so requests in writing.

The Act does not require the Library or the FOIA Coordinator to make a compilation, summary, report of information, or create a new public record. Neither the Library nor the FOIA Coordinator is obligated to provide answers to oral or written questions. Unless a person requires the Library to provide copies to the person, the Library may allow for inspection of public records.

The FOIA Coordinator shall keep a copy of all written requests on file for not less than one year.

Whenever copies are made for a requesting party under FOIA, the FOIA Coordinator shall make and keep for its files one extra set of copies thereof, in case it is necessary later to prove exactly which copies were made and given to the requesting party. Such extra set of copies shall be kept by the FOIA Coordinator for at least one (1) year. There shall be no charge or fee to the requesting party for such extra set of copies kept by the FOIA Coordinator.

**SECTION 4 – FEES AND DEPOSITS**

The Library Board shall adopt, by resolution, a schedule of fees for processing FOIA requests and for providing copies of public records in accordance with the Act. All FOIA requests submitted pursuant to the Act shall be subject to the fees adopted by the Library Board, except any fees as otherwise provided by law. All fees for responding to written FOIA requests shall be itemized in detail on Attachment B (Detailed Cost Itemization). The Library will use the most economical means available for making copies of public records.

The FOIA Coordinator will require that payment be made in full for the allowable fees for processing and responding to a FOIA request before the public record is made available.

The FOIA Coordinator may waive a fee or reduce a fee if it is determined that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public.

The Library may charge for the following six categories of costs associated with processing a FOIA request:

1) Labor costs directly associated with searching for, locating and examining a requested public record, as provided in Section 4(1)(a) of the Act;

2) Labor costs directly associated with a review of a record to separate and delete information exempt from disclosure from information which is not exempt from disclosure, as provided in Section 4(1)(b) of the Act;

3) The actual and most reasonably economical costs of computer discs, computer tapes, or other digital or similar media, as provided in Section 4(1)(c) of the Act;
4) The actual total incremental cost of duplication or publication, not including labor, of paper copies of public records, as provided in Section 4(1)(d) of the Act;

5) The cost of labor directly associated with duplication or publication, including making paper copies, making digital copies, or transferring digital public records to be given to the requesting person on non-paper physical media or through the Internet or other electronic means as stipulated by the requesting person as provided in Section 4(1)(e) of the Act; and

6) The actual cost of mailing for sending a public record in a reasonably economical and justifiable manner as provided in Section 4(1)(f) of the Act.

Labor costs will be calculated based on the following requirements:

• All labor costs will be estimated and charged in 15 minute increments with all partial time increments rounded down. If the time involved is less than 15 minutes, there will be no labor charge.

• Charges for labor costs will be determined by using the hourly wages of the lowest paid public body employee capable of performing the work in the particular instance regardless of who actually performed the labor, as provided in the Act.

• Overtime wages will not be included in labor costs unless agreed to by the requesting person and the overtime wages are clearly noted on the Detailed Cost Itemization (Attachment B).

• Labor costs will include a charge to cover or partially cover the cost of fringe benefits. The Library may add up to 50% to the applicable labor charge amount to cover or partially cover the cost of fringe benefits if it clearly notes the percentage multiplier on the Detailed Cost Itemization (Attachment B) but in no case shall the Library charge more than the actual cost of fringe benefits. If the Library includes the website address for a public record in its written response to the requesting person and the requesting person thereafter requests that the public record be provided to him or her in a paper format or non-paper physical media, the Library shall provide the public records in the specified format but may use a fringe benefit multiplier greater than 50% not to exceed the actual costs of providing the information in the specified format as provided in Section 4(5) of the Act. Overtime costs will not be used to calculate the fringe benefit cost.

• Any public records available to the general public on the Library’s website at the time a request is made are exempt from charges for labor costs for separating and deleting of exempt information.

• The Library shall not charge for labor directly associated with redaction under Section 14 of the Act if the Library knows or has reason to know that it previously redacted the public record in question and the redacted version is still in the Library’s possession.
The cost to provide paper copies of records will be based on the following requirements:

- The cost of paper copies will be calculated as a total cost per sheet of paper and shall be itemized on Detailed Cost Itemization (Attachment B). The cost of paper copies of public records made on standard letter size (8-1/2 by 11”) or legal size (8-1/2 by 14”) paper will be $0.10 per sheet of paper. Copies for non-standard or legal size sheets of paper will reflect actual cost of duplication.
- The Library shall utilize the most economical means available for making copies of public records, including using double-sided printing, if cost saving and available.

The cost to provide records on non-paper physical media when stipulated by the requesting person will be based on the following requirements:

- Computer discs, computer tapes or other digital or similar media will be at actual and most reasonably economical cost for the non-paper media.
- The requirement to provide records on non-paper physical media will not apply if the Library lacks the technological capability necessary to provide the public record on the non-paper physical media stipulated in the particular instance.
- In order to ensure the integrity and security of the Library’s technological infrastructure, the Library will procure any requested non-paper media and will not accept non-paper media from the requesting person.

The cost to mail records to a requesting person will be based on the following requirements:

- The actual cost to mail copies of public records using a reasonably economical and justified means.
- The Library will not charge for expedited shipping or insurance unless specifically stipulated by the requesting person but the Library may charge the least expensive form of postal delivery confirmation.

The FOIA Coordinator will only charge a fee for the cost involved with searching for, examining, or reviewing a public record, and the deletion and separation of exempt from nonexempt information, when such activities will result in an unreasonably high cost to the Library, as determined by the FOIA Coordinator. The fee may include the cost of labor for searching for, examining, or reviewing a public record, and the deletion and separation of exempt from nonexempt information, in response to a request for the inspection of a public record or a request for copies of a public record as permitted by FOIA. In determining what is an unreasonably high cost to the Library, the FOIA Coordinator shall consider the following factors on a case-by-case basis:

- Volume of public records requested;
- The time frame for the public records requested;
- Complexity of searching for, examining, reviewing a public record, and the deletion and separation of exempt from non-exempt information;
• The need to search for, examine, and review public records from different departments or offices of the Library;
• The anticipated hours of labor;
• The available staffing for responding to the request;
• The extent to which the particular request incurs costs greater than the costs incurred for the typical or usual request received by the Library.
• Any other similar factors designated as applicable by the FOIA Coordinator.

A public record search shall be made and a copy shall be furnished without the charge for the first $20.00 of the fee for each request by either of the following:

• An individual who submits an affidavit stating that the person is indigent and receiving specific public assistance or, if not receiving specific public assistance, stating facts showing an inability to pay the cost because of indigency. If the requesting person is eligible for a requested discount, the FOIA Coordinator shall fully note the discount on the detailed itemization described in the Detailed Cost Itemization (Attachment B). If a requesting person is ineligible for the discount, the FOIA Coordinator shall inform the requesting person specifically of the reason for ineligibility in the FOIA Coordinator’s written response. An individual is ineligible for this fee reduction if any of the following apply:
  o The individual has previously received discounted copies of public records from the Library twice during that calendar year.
  o The individual requests the information in conjunction with outside parties who are offering or providing payment or other remuneration to the individual to make the request. The FOIA Coordinator may require a statement by the requesting person in the affidavit that the request is not being made in conjunction with outside parties in exchange for payment or other remuneration.

• A nonprofit organization formally designated by the State of Michigan to carry out activities under subtitle C of the Developmental Disabilities Assistance and Bill of Rights Act of 2000, Public Law 106-402, and the Protection and Advocacy for Individuals with Mental Illness Act, Public Law 99-319, or their successors, if the request:
  o Is made directly on behalf of the organization or its clients;
  o Is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the Mental Health Code, 1974 PA 258, MCL 330.1931; and
  o Is accompanied by documentation of its designation by the State of Michigan, if requested by the FOIA Coordinator.
In either the Library’s initial response or subsequent response to a FOIA request under Section 5(2)(d) of the Act, the Library may require a good-faith deposit from the requesting person before providing the public records if the entire fee estimate or charge authorized under Section 4 of the Act exceeds $50, based on a good-faith calculation of the total fee. The deposit shall not exceed ½ of the total estimated fee, and the Library’s request for a deposit shall include a detailed itemization on the Detailed Cost Itemization (Attachment B). The Library’s response shall also contain a best efforts estimate by the Library regarding the time frame it will take the Library to comply with the Act in providing the public records to the requesting party. If the Library does not respond in a timely manner as described in section 5(2) of the Act, it is not relieved from its requirements to provide proper fee calculations and time frame estimates in any tardy responses.

If the Library has not been paid in full the total fees for copies of public records that the Library has made available to an individual, the Library may require a deposit of up to 100% of the estimated fee before the FOIA Coordinator begins a full public record search for any subsequent written request from that individual if all of the following apply:

- The final fee for the prior written request was not more than 105% of the estimated fee.
- The public records made available contained the information being sought in the prior written request and are still in the Library’s possession.
- The public records were made available to the individual, subject to payment, within the time frame estimate described in the prior request.
- Ninety (90) days have passed since the Library notified the individual in writing that the public records were available for pickup or mailing.
- The individual is unable to show proof of prior payment to the Library.
- The FOIA Coordinator calculates a detailed itemization on Attachment B (Detailed Cost Itemization) that is the basis of the current written requests’ increased fee deposit.

The Library will no longer require an increased estimated fee deposit from an individual as provided above if any of the following apply:

- The individual is able to show proof of prior payment in full to the Library.
- The Library is subsequently paid in full for the applicable prior written request.
- 365 days have passed since the individual made the written request for which full payment was not remitted to the Library.

The Library has limited in-house capabilities for copying photographs, audio or video tapes, microforms, maps, or plans. If a person requests that copies be made of these or large documents which must be copied off-site, the FOIA Coordinator will determine and assess those costs. If an officer or employee of the Library is required to deliver and/or pick up the public records and/or copies of public records, the labor hours spent and applicable mileage (at Library rates) will also be applied to the charges of the person(s) requesting the public records.
If the Library does not employ a person or firm capable of separating and deleting exempt from non-exempt information, the Library may use contracted persons or firms to perform this task. In such case, the Library may treat the necessary contract labor costs in the same manner as employee labor costs if the FOIA Coordinator clearly notes the name of the contracted person or firm in Attachment B (Detailed Cost Itemization) provided that the total contracted labor costs will not exceed six (6) times the State of Michigan hourly minimum wage. Contracted persons or firms may include attorneys who are required to separate and delete exempt from non-exempt information.

Charges for labor costs shall be reduced by 5% for each day that the Library exceeds the time permitted in responding to a FOIA request under Section 5(2) of the Act, up to a 50% maximum reduction, if either of the following applies:

- The late response was willful and intentional; or
- The written request, within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or specifically included the words, characters, or abbreviations for “freedom of information”, “information”, “FOIA”, “copy” or a recognizable misspelling of such, or legal code reference to MCL 15.231 et seq. or 1976 Public Act 442 on the front of an envelope or in the subject line of an email, letter, or facsimile cover page.

If such a reduction is required for a late response, the FOIA Coordinator shall fully note the reduction on Attachment B (Detailed Cost Itemization).

The FOIA Coordinator shall not charge additional fees for certification of any copies.

A person who has subscribed to future issuances of regularly published public records pursuant to Section 3(1) of the Act may request that the public record, be sent to them or they may be called for pickup of the public record provided, however, that copy fees and mailing charges for such public records must be paid before the requested public record is sent or picked up by the person.

SECTION 5 – PROCEDURES OF THE PUBLIC BODY IN PROCESSING A FOIA REQUEST

After a person has made a written request for a public record in accordance with the Act, the FOIA Coordinator shall respond within five (5) business days after its receipt. A written request made by facsimile, electronic mail, or other electronic transmission is not considered received by the FOIA Coordinator until one (1) business day after the electronic transmission is made, as provided in the Act. A written request sent by email and delivered to the Library’s spam or junk folder is not considered received by the Library until one (1) day after it first becomes aware of the written request. The Library will note in its records both the time a written request is delivered to its spam or junk mail folder and the time that it first becomes aware of that request.

A person making a written request for a public record may stipulate that the public records be provided on non-paper physical media, electronically mailed, or otherwise electronically provided to him or her in lieu of paper copies. This requirement shall not apply if
the Library lacks the technological capability necessary to provide records on the particular non-paper physical media stipulated in the particular instance. If public records are provided on non-paper physical media, electronically mailed or otherwise electronically provided in lieu of paper copies as stipulated by the person making the request, the Library may charge more than the 50% fringe benefit multiplier (not to exceed actual cost) as provided in Section 4(5) of the Act.

If a verbal request is made for information that a Library employee believes is available on its website, the employee shall, where practicable and to the best of the employee’s knowledge, inform the requesting party about the Library’s website address.

Where a written request is received which does not sufficiently describe the public records requested so as to enable the FOIA Coordinator to identify and find the public record, FOIA Coordinator will notify the requesting person of the need for a clarification. Such notice, if sent, shall not be interpreted as a denial of the request for purposes of the Act or these Procedures & Guidelines. Any clarification will be considered a new FOIA request subject to the timelines described in this Section and the Act.

The FOIA Coordinator will process written requests for a public record by responding within five (5) business days of receipt in one of the following five ways:

1) Grant the request.  
If the request indicates that the person desires to inspect the public records, the FOIA Coordinator will contact the person to arrange for inspection at a reasonable time during normal office hours.

If the request indicates that the person is requesting copies of a public record, the FOIA Coordinator will forward notification to the requesting person indicating the amount due and where the documents may be released upon payment of the applicable fees. However, if the request is estimated to generate entire fees of $50 or more, the FOIA Coordinator may require fifty percent (50%) of the estimated charges be deposited in advance of the processing of the request provided, however, that in the request for the deposit, the FOIA Coordinator shall include a detailed itemization of the estimated fees (using Attachment B/Detailed Cost Itemization) and a “best efforts” estimate of a nonbinding time frame for providing the public records. The FOIA Coordinator will not process the request unless and until the deposit is made. The balance of the fees must be paid prior to release of documents.

2) Issue a written notice denying the request. The FOIA Coordinator may use the form attached as Attachment D for this purpose. The notice of the denial shall include:
   • an explanation as to why the requested public record is exempt from disclosure in accordance with the Act, or
   • a certificate that the requested public record does not exist under the name given by the requesting person or by another name reasonably known to the Library, or
   • a description of a public record or information which had to be separated
or deleted from the public record pursuant to Section 14 of the Act.

- In addition to the explanations noted above, the denial shall also include a full explanation of the person's right to appeal the denial to the Library Board and to seek judicial review in accordance with Section 10 of the Act.

3) Grant the request in part, and issue a written notice denying the request in part. In the latter instance, the public records exempted from disclosure shall be treated as in subsection (2) above.

4) Issue a written notice extending the time in which to respond to the request by ten (10) business days. The FOIA Coordinator may use the form attached as Attachment C for this purpose. The notice will specify the reasons for the extension and the date by which the Library will grant the request, deny the request, or grant in part and deny in part the request. The Library shall not issue more than one such notice of extension for a particular request.

5) Issue a written notice indicating that all or a portion of a requested public record is available at no charge on the Library’s website. To the degree practicable, the written response shall include a specific webpage address where the requested information is available. On Attachment B (Detailed Cost Itemization), the FOIA Coordinator shall separate the requested public records that are available on the Library’s website from those that are not available on the website and shall inform the requesting party of the additional charge to receive copies of the public records that are available on its website. If the Library has included the website address for a public record in its written response to the requesting person and the requesting person thereafter stipulates that the public record be provided to him or her in a paper format or non-paper physical media, the Library shall provide the public records in the specified format but may use a fringe benefit multiplier greater than 50% not to exceed the actual costs of providing the information in the specified format as provided in Section 4(5) of the Act.

Failure to respond to a written request in a timely manner as required by Section 5(2) of the Act constitutes a denial of the request if either of the following apply:

- The failure was willful and intentional; or

- the written request included language that conveyed a request for information within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or specifically included the words, characters, or abbreviations for “freedom of information”, “information”, “FOIA”, “copy”, or a recognizable misspelling of such, or appropriate legal code reference to the Act, on the front of an envelope or in the subject line of an electronic mail, letter, or facsimile cover page.

A copy of these Procedures & Guidelines and the written public summary of these Procedures & Guidelines shall be furnished free of charge to the requesting party in response to a written FOIA request and upon request by visitors at the Library. In lieu of providing paper copies of the Procedures & Guidelines and the written public summary thereof in response to a
written FOIA request, the FOIA Coordinator may include the Library website link to the Procedures & Guidelines and the written public summary of the Procedures & Guidelines.

**SECTION 6 – PROCEDURES FOR SEPARATION OF RECORDS**

If a request is made for an existing public record that includes information which is exempt from disclosure under the Act and information which is not exempt, the FOIA Coordinator must separate the material and make the nonexempt material available for inspection and copying. As provided in Section 4 of these Procedures & Guidelines, the FOIA Coordinator may use contracted persons or firms to separate and delete exempt from non-exempt information if the Library does not employ a person or firm capable of performing this task. Additionally, if the separation is readily apparent to a person requesting to inspect or receive copies, the FOIA Coordinator shall generally describe the material exempted unless doing so would reveal the contents of the exempt information and thus defeat the purpose of the exemption.

**SECTION 7 – FOIA COORDINATOR**

The FOIA Coordinator shall be responsible to accept and process requests for public records and approve denials in accordance with Sections 5(4) and (5) of the Act.

**SECTION 8 – APPEALS-DENIALS**

In accordance with the Act, where a person's request for a public record is denied, in whole or in part, the person shall be entitled to file a written appeal on the decision in accordance with the following process:

- The person shall be advised by the FOIA Coordinator of the right to file a written appeal to the Library Board as “the head of the public body” which shall specifically state the word "appeal" and identify the reason(s) for reversal of the denial. The person making the appeal may use the form attached as Attachment E.
- The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.
- In its consideration of any written appeal, the Library Board shall review the materials submitted by the appellant, any written comments received from the FOIA Coordinator, any other information as the Library Board deems necessary, and within ten (10) business days after receiving the written appeal as provided above, take one of the following actions:
  - reverse the disclosure denial, or
  - issue a written notice to the requesting person upholding the disclosure denial, or
  - reverse the disclosure denial in part and issue a written notice to the requesting person upholding the denial in part, or
under unusual circumstances, issue a notice extending for not more than ten (10) business days the period during which the Library Board will respond to the written appeal. The Library Board shall not issue more than one notice of extension for a particular written appeal.

Whether or not a person has submitted an appeal under this Section, the person may choose to commence an action in the Circuit Court to compel the Library’s disclosure of public records as provided in Section 10 of the Act.

Section 9 — Appeals — Fees

If a requesting person believes that the Library is requiring a fee that exceeds the amount permitted under these Procedures & Guidelines or Section 4 of the Act, the requesting person may submit to the Library Board as the “head of the public body” a written appeal for a fee reduction that specifically states the word “appeal” and identifies how the required fee exceeds the amount permitted. The person making the appeal may use the form attached as Attachment F. The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.

Within 10 business days after receiving a written appeal challenging fees, the Library Board shall do one of the following:

- Waive the fee.
- Reduce the fee and issue a written determination to the requesting person indicating the specific basis under Section 4 of the Act that supports the remaining fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the reduced fee amount complies with these Procedures & Guidelines and Section 4 of the Act.
- Uphold the fee and issue a written determination to the requesting person indicating the specific basis under Section 4 of the Act that supports the required fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the fee amount complies with these Procedures & Guidelines and Section 4 of the Act.
- Issue a notice extending for not more than 10 business days the period during which the Library Board must respond to the written appeal. The notice of extension shall include a detailed reason or reasons why the extension is necessary. The Library Board shall not issue more than 1 notice of extension for a particular written appeal.

Within 45 days after receiving notice of the Library Board’s determination of an appeal regarding fees under this Section or the Library Board’s failure to act timely on the appeal as required by Section 10a(2) of the Act, the person who filed the appeal may commence a civil action as provided in Section 10a of the Act. If a civil action is commenced against the Library under this Section, the Library is not obligated to complete the processing of the written request for the public record at issue until the court resolves the fee dispute.
As used in this Section, “fee” means the total fee or any component of the total fee calculated under Section 4 of the Act, including any deposit.

**SECTION 10-INTERPRETATION AND EFFECTIVE DATE**

These Procedures & Guidelines are intended to fully comply with the Act. In the event of any inadvertent inconsistency between the Act and these Procedures & Guidelines, the Act shall control.

These Procedures & Guidelines shall become effective as of July 1, 2015.

**SECTION 11 – FORMS**

The following forms attached hereto are incorporated into these Procedures & Guidelines:

- Attachment A: FOIA Request for Public Records Form
- Attachment B: Detailed Cost Itemization
- Attachment C: Notice to Extend Time for a FOIA Request
- Attachment D: Notice of Denial of FOIA Request
- Attachment E: FOIA Appeal Form-To Appeal of a Denial of Records
- Attachment F: FOIA Appeal Form-To Appeal an Excess Fee

The FOIA Coordinator may use the forms in substantially the form attached as Attachments A through F in processing FOIA requests. The FOIA Coordinator may modify the forms attached as Attachments A through F as necessary or appropriate to conform the forms to these Procedures & Guidelines or the Act or to otherwise improve the forms for use by the FOIA Coordinator and the public.
**FOIA Request for Public Records**


**Request No.:** __________  **Date Received:** __________  
**Check if received via:**  
- [ ] Email  
- [x] Fax  
- [ ] Other Electronic Method  

**Date delivered to junk/spam folder:** _______________  
**Date discovered in junk/spam folder:** _______________

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**Request for:**  
- [ ] Copy  
- [ ] Certified copy  
- [ ] Record inspection  
- [ ] Subscription to record issued on regular basis

**Delivery Method:**  
- [ ] Will pick up  
- [ ] Will make own copies onsite  
- [ ] Mail to address above  
- [ ] Email to address above  
- [ ] Deliver on digital media provided by the Library: ________________________________________________________________

**Note:** The Library is not required to provide records in a digital format or on digital media if the Library does not already have the technological capability to do so.

Describe the public record(s) as specifically as possible. You may use this form or attach additional sheets:

---

**Requesting Person’s Signature**  
**Date**

**Records Located on Website**  
*(Complete both sides)*

If the Library directly or indirectly administers or maintains an official internet presence, any public records available to the general public on that internet site at the time the request is made are exempt from any labor charges to redact *(separate exempt information from non-exempt information)*.
If the FOIA Coordinator knows or has reason to know that all or a portion of the requested information is available on its website, the Library must notify the requestor in its written response that all or a portion of the requested information is available on its website. The written response, to the degree practicable in the specific instance, must include a specific webpage address where the requested information is available. On the detailed cost itemization form, the Library must separate the requested public records that are available on its website from those that are not available on the website and must inform the requesting person of the additional charge to receive copies of the public records that are available on its website.

If the Library includes the website address for a record in its written response to the requesting person and the requesting person thereafter stipulates that the public record be provided to him or her in a paper format or other form, including digital media, the Library must provide the public records in the specified format (if the Library has the technological capability) but may use a fringe benefit multiplier greater than the 50%, not to exceed the actual costs of providing the information in the specified format.

**Request for Copies/Duplication of Records on Library Website**
I hereby stipulate that, even if some or all of the records are located on a Library website, I am requesting that the Library make copies of those records on the website and deliver them to me in the format I have requested above. I understand that some FOIA fees may apply.

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**Overtime Labor Costs**
Overtime wages shall not be included in the calculation of labor costs unless overtime is specifically stipulated by the requestor and clearly noted on the detailed cost itemization form.

**Consent to Overtime Labor Costs**
I hereby agree and stipulate to the Library using overtime wages in calculating the following labor costs as itemized in the following categories:

1. □ Labor to copy/duplicate
2. □ Labor to locate
3a. □ Labor to redact
3b. □ Contract labor to redact
6b. □ Labor to copy/duplicate records already on Library’s website

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**Request for Discount: Indigence**
A public record search must be made and a copy of a public record must be furnished without charge for the first $20.00 of the fee for each request by an individual who is entitled to information under this act and who:

1) Submits an affidavit stating that the individual is indigent and receiving specific public assistance, OR
2) If not receiving public assistance, stating facts showing inability to pay the cost because of indigence. If a requestor is ineligible for the discount, the public body shall inform the requestor specifically of the reason for ineligibility in the public body’s written response. An individual is ineligible for this fee reduction if ANY of the following apply:
   (i) The individual has previously received discounted copies of public records from the same public body twice during that calendar year,
   (ii) The individual requests the information in conjunction with outside parties who are offering or providing payment or other remuneration to the individual to make the request. A public body may require a statement by the requestor in the affidavit that the request is not being made in conjunction with outside parties in exchange for payment or other remuneration.

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**Request for Discount: Nonprofit Organization**
A public record search must be made and a copy of a public record must be furnished without charge for the first $20.00 of the fee for each request by a nonprofit organization formally designated by the state to carry out activities under subtitle C of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 and the Protection and Advocacy for Individuals with Mental Illness Act, if the request meets ALL of the following requirements:

(i) Is made directly on behalf of the organization or its clients.
(ii) Is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the Mental Health Code, 1974 PA 258, MCL 330.1931.
(iii) Is accompanied by documentation of its designation by the state, if requested by the Library.

<table>
<thead>
<tr>
<th>Office Use:</th>
<th>Eligible for Discount</th>
<th>Ineligible for Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation of State Designation Received</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requestor’s Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

I stipulate that I am a designated agent for the nonprofit organization making this FOIA request and that this request is made directly on behalf of the organization or its clients and is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the Mental Health Code, 1974 PA 258, MCL 330.1931:

<table>
<thead>
<tr>
<th>Requestor’s Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

{13047-001-00041394.1}
ATTACHMENT B
# Freedom of Information Act Request Detailed Cost Itemization

**Date:** __________  
**Prepared for Request Number:** _________________________  
**Date Request Received:** ________

The following costs are being charged in compliance with Section 4 of the Michigan Freedom of Information Act, MCL 15.234, according to the Library’s FOIA Policies and Guidelines.

## 1. Labor Cost for Copying / Duplication

This is the cost of labor directly associated with duplication or publication, including making paper copies, making digital copies, or transferring digital public records to be given to the requesting person on non-paper physical media or through the Internet or other electronic means as stipulated by the requesting person.

This shall not be more than the hourly wage of the Library’s lowest-paid employee capable of necessary duplication or publication in this particular instance, regardless of whether that person is available or who actually performs the labor.

These costs will be estimated and charged in **15-minute time increments**; all partial time increments must be rounded down. *If the number of minutes is less than 15, there is no labor charge.*

<table>
<thead>
<tr>
<th>Monthly Wage Charged: $_________</th>
<th>Charge per increment: $_________</th>
</tr>
</thead>
<tbody>
<tr>
<td>OR</td>
<td>OR</td>
</tr>
<tr>
<td>Hourly Wage with Fringe Benefit Cost: $_________</td>
<td>$_________</td>
</tr>
<tr>
<td>Multiply the hourly wage by the percentage multiplier: _____% (up to 50% of the hourly wage) and add to the hourly Wage for a total per hour rate.</td>
<td>Charge per increment: $_________</td>
</tr>
</tbody>
</table>

☐ Overtime rate charged as stipulated by Requestor *(overtime is not used to calculate fringe benefit cost)*

To figure the number of increments, take the number of minutes: ______, divide by ____-minute increments, and round down. Enter below:

<table>
<thead>
<tr>
<th>No. of increments</th>
<th>1. Labor Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>x ____________ =</td>
<td>$___________</td>
</tr>
</tbody>
</table>

## 2. Labor Cost to Locate:

This is the cost of labor directly associated with the necessary searching for, locating, and examining public records in conjunction with receiving and fulfilling a granted written request. This fee is being charged because failure to do so will result in unreasonably high costs to the Library because of the nature of the request in this particular instance, specifically: ________________________________________________  
__________________________________________________________________________________.

The Library will not charge more than the hourly wage of its lowest-paid employee capable of searching for, locating, and examining the public records in this particular instance, regardless of whether that person is available or who actually performs the labor.

These costs will be estimated and charged in **15-minute time increments**; all partial time increments must be rounded down. *If the number of minutes is less than 15, there is no labor charge.*

<table>
<thead>
<tr>
<th>Monthly Wage Charged: $_________</th>
<th>Charge per increment: $_________</th>
</tr>
</thead>
<tbody>
<tr>
<td>OR</td>
<td>OR</td>
</tr>
<tr>
<td>Hourly Wage with Fringe Benefit Cost: $_________</td>
<td>$_________</td>
</tr>
<tr>
<td>Multiply the hourly wage by the percentage multiplier: _____% (up to 50% of the hourly wage) and add to the hourly Wage for a total per hour rate.</td>
<td>Charge per increment: $_________</td>
</tr>
</tbody>
</table>

☐ Overtime rate charged as stipulated by requesting person *(overtime is not used to calculate fringe benefit cost)*

To figure the number of increments, take the number of minutes: ______, divide by ____-minute increments, and round down. Enter below:

<table>
<thead>
<tr>
<th>No. of increments</th>
<th>2. Labor Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>x ____________ =</td>
<td>$___________</td>
</tr>
</tbody>
</table>
3a. **Employee Labor Cost for Separating Exempt from Non-Exempt (Redacting):**  
(Fill this out if using Library employee. If contracted, use No. 3b instead).

The Library will not charge labor directly associated with redaction if it knows or has reason to know that it previously redacted the record in question and still has the redacted version in its possession.

This fee is being charged because failure to do so will result in unreasonably high costs to the Library because of the nature of the request in this particular instance, specifically: __________________________  
______________________________________________________________________________________  
______________________________________________________________________________________

This is the cost of labor of a **Library employee**, including necessary review, directly associated with separating and deleting exempt from nonexempt information. This shall not be more than the hourly wage of the **Library’s lowest-paid employee** capable of separating and deleting exempt from nonexempt information in this particular instance, regardless of whether that person is available or who actually performs the labor.

These costs will be estimated and charged in **15-minute time increments**; all partial time increments must be rounded down. *If the number of minutes is less than 15, there is no labor charge.*

<table>
<thead>
<tr>
<th>Hourly Wage Charged: $_________</th>
<th>Charge per increment: $_________</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OR</strong></td>
<td></td>
</tr>
<tr>
<td>Hourly Wage with Fringe Benefit Cost: $_________</td>
<td>Charge per increment: $_________</td>
</tr>
</tbody>
</table>
| Multiply the hourly wage by the percentage multiplier: _____%  
(up to 50% of the hourly wage) and add to the hourly Wage for a total per hour rate. |                                  |

☐ Overtime rate charged as stipulated by requesting person *(overtime is not used to calculate fringe benefit cost)*

3b. **Contracted Labor Cost for Separating Exempt from Non-Exempt (Redacting):**  
(Fill this out if using a contractor, such as the attorney. If using in-house employee, use No. 3a instead)

The Library will not charge for labor directly associated with redaction if it knows or has reason to know that it previously redacted the record in question and still has the redacted version in its possession.

This fee is being charged because failure to do so will result in unreasonably high costs to the Library because of the nature of the request in this particular instance, specifically: __________________________  
______________________________________________________________________________________  
______________________________________________________________________________________

As the Library does not employ a person capable of separating exempt from non-exempt information in this particular instance, as determined by the FOIA Coordinator, this is the cost of labor of a **contractor** *(i.e.: outside attorney)*, including necessary review, directly associated with separating and deleting exempt information from nonexempt information. This shall not exceed an amount equal to 6 times the state minimum hourly wage rate of _____(currently $8.15).

**Name of contracted person or firm:** _____________________________________________________

These costs will be estimated and charged in **15-minute time increments**; all partial time increments must be rounded down. *If the number of minutes is less than 15, there is no labor charge.*

<table>
<thead>
<tr>
<th>Hourly Wage Charged: $_________</th>
<th>Charge per increment: $_________</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OR</strong></td>
<td></td>
</tr>
<tr>
<td>Hourly Wage with Fringe Benefit Cost: $_________</td>
<td>Charge per increment: $_________</td>
</tr>
</tbody>
</table>
| Multiply the hourly wage by the percentage multiplier: _____%  
(up to 50% of the hourly wage) and add to the hourly Wage for a total per hour rate. |                                  |

☐ Overtime rate charged as stipulated by Requesting person *(overtime is not used to calculate fringe benefit cost)*
4. **Copying / Duplication Cost:**

Copying costs may be charged if a copy of a public record is requested, or for the necessary copying of a record for inspection (for example, to allow for blacking out exempt information, to protect old or delicate original records, or because the original record is a digital file or database not available for public inspection).

<table>
<thead>
<tr>
<th>No more than the actual cost of a sheet of paper, up to maximum 10 cents per sheet for:</th>
<th>No. of Sheets:</th>
<th>Costs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Letter (8½ x 11-inch, single- or double-sided): ____ cents per sheet</td>
<td>x _________ =</td>
<td>$ ________</td>
</tr>
<tr>
<td>• Legal (8½ x 14-inch, single- or double-sided): ____ cents per sheet</td>
<td>x _________ =</td>
<td>$ ________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No more than the actual cost of a sheet of paper:</th>
<th>No. of Items:</th>
<th>Costs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Other paper sizes (single- or double-sided): ____ cents / dollars per sheet</td>
<td>x _________ =</td>
<td>$ ________</td>
</tr>
</tbody>
</table>

**Actual and most reasonably economical cost of non-paper physical digital media:**

<table>
<thead>
<tr>
<th>Circle applicable: Disc / Tape / Drive / Other Digital Medium</th>
<th>Cost per Item: ________</th>
</tr>
</thead>
</table>

The cost of paper copies must be calculated as a total cost per sheet of paper. The Library must utilize the most economical means available for making copies of public records, including using double sided printing, if cost saving and available.

5. **Mailing Cost:**

The Library will charge the actual cost of mailing, if any, for sending records in a reasonably economical and justifiable manner.

- The Library may charge for the least expensive form of postal delivery confirmation.
- The Library cannot charge more for expedited shipping or insurance unless specifically requested by the requesting person*

<table>
<thead>
<tr>
<th>Actual Cost of Envelope or Package: $ ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Cost of Postage: $________ per stamp</td>
</tr>
<tr>
<td>$________ per pound</td>
</tr>
<tr>
<td>$________ per package</td>
</tr>
<tr>
<td>Actual Cost (least expensive) Postal Delivery Confirmation: $ ________</td>
</tr>
</tbody>
</table>

*Expedited Shipping or Insurance as Requested: $ ________

☐ *Requesting person has requested expedited shipping or insurance

<table>
<thead>
<tr>
<th>No. of Envelopes or Packages:</th>
<th>Costs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>x _________ =</td>
<td>$ ________</td>
</tr>
<tr>
<td>x _________ =</td>
<td>$ ________</td>
</tr>
<tr>
<td>x _________ =</td>
<td>$ ________</td>
</tr>
<tr>
<td>x _________ =</td>
<td>$ ________</td>
</tr>
</tbody>
</table>

5. **Total Mailing Cost**

$ ________

---

FOIA Detailed Cost Itemization Form  Page 3
6a. **Copying / Duplication Cost for Records Already on Library’s Website:**

If the Library has included the website address for a record in its written response to the requesting person, and the requestor thereafter stipulates that the public record be provided to him or her in a paper format or non-paper physical digital media, the Library will provide the public records in the specified format and may charge copying costs to provide those copies.

No more than the actual cost of a sheet of paper, up to maximum 10 cents per sheet for:

- Letter (8½ x 11-inch, single and double-sided): ___ cents per sheet
- Legal (8½ x 14-inch, single and double-sided): ___ cents per sheet

No more than the actual cost of a sheet of paper for other paper sizes:

- Other paper sizes (single and double-sided): ___ cents / dollars per sheet

Actual and most reasonably economical cost of non-paper physical digital media:

- Circle applicable: Disc / Tape / Drive / Other Digital Medium  Cost per Item: ______

- Requesting person has stipulated that some / all of the requested records that are already on the Library’s website be provided in a paper or non-paper physical digital medium.

<table>
<thead>
<tr>
<th>No. of Sheets</th>
<th>Costs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>x =</td>
<td>$</td>
</tr>
</tbody>
</table>

6b. **Labor Cost for Copying / Duplicating Records already on Library’s Website:**

This shall not be more than the hourly wage of the Library’s lowest-paid employee capable of necessary duplication or publication in this particular instance, regardless of whether that person is available or who actually performs the labor. These costs will be estimated and charged in 15-minute time increments; all partial time increments must be rounded down. If the number of minutes is less than 15, there is no labor charge.

**Hourly Wage Charged:** $ 

**Charge per increment:** $ 

**Hourly Wage with Fringe Benefit Cost:** $ 

Multiply the hourly wage by the percentage multiplier: ___% 

and add to the hourly wage for a total per hour rate. The Library may use a fringe benefit multiplier greater than the 50% limitation, not to exceed the actual costs of providing the information in the specified format.

**Charge per increment:** $ 

- Overtime rate charged as stipulated by requesting person

<table>
<thead>
<tr>
<th>No. of increments</th>
<th>6b. Web Labor Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>x =</td>
<td>$</td>
</tr>
</tbody>
</table>

6c. **Mailing Cost for Records Already on Library’s Website:**

- Actual Cost of Envelope or Package: $ 
  
- Actual Cost of Postage: $ per stamp 
  $ per pound 
  $ per package 

- Actual Cost (least expensive) Postal Delivery Confirmation: $ 

*Expedited Shipping or Insurance as Requested: $ 

- *Requesting person requested expedited shipping or insurance

<table>
<thead>
<tr>
<th>Number</th>
<th>Costs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>x =</td>
<td>$</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6c. Web Mailing Cost</th>
<th>$</th>
</tr>
</thead>
</table>
### Subtotal Fees Before Waivers, Discounts or Deposits:

<table>
<thead>
<tr>
<th>Estimated Time Frame to Provide Records:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>______________________________________</td>
<td></td>
</tr>
<tr>
<td>(days or date)</td>
<td></td>
</tr>
</tbody>
</table>

The time frame estimate is nonbinding upon the Library, but the Library is providing the estimate in good faith. Providing an estimated time frame does not relieve the Library from any of the other requirements of the Freedom of Information Act.

#### Waiver: Public Interest

A search for a public record may be conducted or copies of public records may be furnished without charge or at a reduced charge if the Library determines that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefitting the general public.

- ☐ All fees are waived
- OR
- ☐ All fees are reduced by: _____%

#### Discount: Indigence

A public record search must be made and a copy of a public record must be furnished without charge for the first $20.00 of the fee for each request by an individual who is entitled to information under the Freedom of Information Act and who:

1. Submits an affidavit stating that the individual is indigent and receiving specific assistance, OR
2. If not receiving public assistance, stating facts showing inability to pay the cost because of indigency.

If a requestor is ineligible for the discount, the Library shall inform the requestor specifically for the reason for ineligibility in the Library’s written response. An individual is ineligible for this fee reduction if ANY of the following apply:

- i. The individual has previously received discounted copies of public records from the Library twice during that calendar year, OR
- ii. The individual requests the information in conjunction with outside parties who are offering or providing payment or other remuneration to the individual to make the request. The Library may require a statement by the requestor in the affidavit that the request is not being made in conjunction with outside parties in exchange for payment or other remuneration.

- ☐ Eligible for Indigence Discount

#### Discount: Nonprofit Organization

A public record search must be made and a copy of a public record must be furnished without charge for the first $20.00 of the fee for each request by a nonprofit organization formally designated by the state to carry out activities under subtitle C. of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 and the Protection and Advocacy for Individuals with Mental Illness Act, if the request meets ALL of the following requirements:

- i. Is made directly on behalf of the organization or its clients.
- ii. Is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the Mental Health Code, 1974 PA 258, MCL 330.1931.
- iii. Is accompanies by documentation of its designation by the state, if requested by the Library.

- ☐ Eligible for Indigence Discount

---

**FOIA Detailed Cost Itemization Form**

---
Deposit: Good Faith
The Library may require a good-faith deposit before providing the public records to the requestor if the entire fee estimate or charge exceeds $50.00, based on a good-faith calculation of the total fee. Percent of Deposit: _____%  

<table>
<thead>
<tr>
<th>Date Paid</th>
<th>Deposit Amount Required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>

Deposit: Increased Deposit Due to Previous FOIA Fees Not Paid In Full
After a Library has granted and fulfilled a written request from an individual under the Freedom of Information Act, if the Library has not been paid in full the total amount of fees for the copies of public records that the Library made available to the individual as a result of that written request, the Library may require an increased estimated fee deposit of up to 100% of the estimated fee before it begins a full public record search for any subsequent written request from that individual if ALL of the following apply:

(a) The final fee for the prior written request was not more than 105% of the estimated fee.
(b) The public records made available contained the information being sought in the prior written request and are still in the Library’s possession.
(c) The public records were made available to the individual, subject to payment, within the time frame estimate given on Page 5 of this form.
(d) Ninety (90) days have passed since the Library notified the individual in writing that the public records were available for pickup or mailing.
(e) The individual is unable to show proof of prior payment to the Library.
(f) The Library calculates a detailed itemization, as required under MCL 15.234, that is the basis for the current written request’s increased estimated fee deposit.

A Library can no longer require an increased estimated fee deposit from an individual if ANY of the following apply:

(a) The individual is able to show proof of prior payment in full to the Library, OR
(b) The Library is subsequently paid in full for the applicable prior written request, OR
(c) Three hundred sixty-five (365) days have passed since the individual made the written request for which full payment was not remitted to the Library.

<table>
<thead>
<tr>
<th>Date Paid</th>
<th>Percent Deposit Required</th>
<th>Deposit Required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>$</td>
</tr>
</tbody>
</table>

Late Response Labor Costs Reduction
If the Library does not respond to a written request in a timely manner as required under MCL 15.235(2), the Library must do the following:

(a) Reduce the charges for labor costs otherwise permitted by 5% for each day the Library exceeds the time permitted for a response to the request, with a maximum 50% reduction, if EITHER of the following applies:
   i. The late response was willful and intentional, OR
   ii. The written request included language that conveyed a request for information within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or specifically included the words, characters, or abbreviations for “freedom of information”, “information”, “FOIA”, “copy”, or a recognizable misspelling of such, or appropriate legal code reference to MCL 15.231 et seq. or 1976 Public Act 442, on the front of an envelope, or in the subject line of an electronic mail, letter, or facsimile cover page.

<table>
<thead>
<tr>
<th>Number of Days Over Required Response Time</th>
<th>Minus Reduction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>

= Reduced Total Labor Costs

<table>
<thead>
<tr>
<th>Total Labor Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
</tr>
</tbody>
</table>

The Public Summary of the Library’s FOIA Procedures and Guidelines is available free of charge from:
Website: __________________________ Email: __________________________
Phone: __________________ Address: ___________________________________

Request Will Be Processed, But Balance Must Be Paid Before Copies May Be Picked Up, Delivered or Mailed

<table>
<thead>
<tr>
<th>Date Paid</th>
<th>Total Balance Due</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>
ATTACHMENT C
Notice to Extend Response Time for FOIA Request

Request No.: _________ Date Received: ___________ Check if received via: ☐ Email ☐ Fax ☐ Other Electronic Method
Date of This Notice: _______________ Date delivered to junk/spam folder: _______________
(Please Print or Type)
Date discovered in junk/spam folder: _______________

Name _________________________________________________________________________________
Phone _________________________________________________________________________________

Firm/Organization _______________________________________________________________________
Fax ___________________________________________________________________________________

Street _________________________________________________________________________________
Email _________________________________________________________________________________

City/Township ___________________________________________________________________________
State __________ Zip ______________________________________________________________________

Request for: ☐ Copy ☐ Certified copy ☐ Record inspection ☐ Subscription to record issued on regular basis
Delivery Method: ☐ Will pick up ☐ Will make own copies onsite ☐ Mail to address above ☐ Email to address above
☐ Deliver on digital media provided by the Library : _____________________________________________

Record(s) You Requested: (Listed here or see attached copy of original request) _______________________
                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________
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                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________
                                                                                             ________________________________________

We are extending the date to respond to your FOIA request for no more than 10 business days, until _____________ (month, day, year). Only one extension may be taken per FOIA request. If you have any questions regarding this extension, contact _____________________________ at ________________________________

Estimated Time Frame to Provide Records: ________________________ (days or date)
The time frame estimate is nonbinding upon the Library, but the Library is providing the estimate in good faith. Providing an estimated time frame does not relieve a public body from any of the other requirements of this act.

Reason for Extension:

_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________ 
_____________________________________________________________________________________ 
_____________________________________________________________________________________ 
_____________________________________________________________________________________ 
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_____________________________________________________________________________________ 
_____________________________________________________________________________________ 

Signature of FOIA Coordinator: ______________________________________________________________________ Date: ________________________________
[This page left blank on purpose.]
ATTACHMENT D
Notice of Denial of FOIA Request

Request No.: ________     Date Received: _______________   Check if received via: ☐ Email  ☐ Fax  ☐ Other Electronic Method
Date of This Notice: _______________________
(Please Print or Type)
Date delivered to junk/spam folder: ___________________
Date discovered in junk/spam folder: ___________________

Request for: ☐ Copy  ☐ Certified copy  ☐ Record inspection  ☐ Subscription to record issued on regular basis

Name
Phone

Firm/Organization
Fax

Street
Email

City/Township
State
Zip

Delivery Method: ☐ Will pick up  ☐ Will make own copies onsite  ☐ Mail to address above  ☐ Email to address above
☐ Deliver on digital media provided by the Library:

Record(s) You Requested: (Listed here or see attached copy of original request)

☐ All     OR  ☐ Part of your request for records has been denied. Please refer to this form for an explanation. If you have any questions regarding this denial, contact ______________________________ at __________________________________

Reason for Denial:

☐ 1. Exempt from Disclosure: This item is exempt from disclosure under FOIA Section 13, Subsection ___________(insert number), because: ____________________________________________________________________________

☐ 2. Record Does Not Exist: This item does not exist under the name provided in your request or by another name reasonably
known to the Library. A certificate that the public record does not exist under the name given is attached. If you believe this record
does exist, provide a description that will enable us to locate the record: __________________________________________

☐ 3. Redaction: A portion of the requested record had to be separated or deleted (redacted) as it is exempt under FOIA Section 13,
Subsection ___________ (insert number), because: __________________________________________________________________________

A brief description of the information that had to be separated or deleted: _________________________________________

Notice of Requestor's Right to Seek Judicial Review
You are entitled under Section 10 of the Michigan Freedom of Information Act, MCL 15.240, to appeal this denial to the Library Board to commence
an action in the Circuit Court to compel disclosure of the requested records if you believe they were wrongfully withheld from disclosure. If, after
judicial review, the court determines that the Library has not complied with MCL 15.235 in making this denial and orders disclosure of all or a
portion of a public record, you have the right to receive attorneys' fees and damages as provided in MCL 15.240. (See back of this form for
additional information on your rights.)

Signature of FOIA Coordinator: __________________________   Date: _______________
15.240.amended Options by requesting person; appeal; actions by public body; receipt of written appeal; judicial review; civil action; venue; de novo proceeding; burden of proof; private view of public record; contempt; assignment of action or appeal for hearing, trial, or argument; attorneys’ fees, costs, and disbursements; assessment of award; damages.

Sec. 10.
(1) If a public body makes a final determination to deny all or a portion of a request, the requesting person may do 1 of the following at his or her option:

(a) Submit to the head of the public body a written appeal that specifically states the word “appeal” and identifies the reason or reasons for reversal of the denial.

(b) Commence a civil action in the circuit court, or if the decision of a state public body is at issue, the court of claims, to compel the public body’s disclosure of the public records within 180 days after a public body’s final determination to deny a request.

(2) Within 10 business days after receiving a written appeal pursuant to subsection (1)(a), the head of a public body shall do 1 of the following:

(a) Reverse the disclosure denial.

(b) Issue a written notice to the requesting person upholding the disclosure denial.

(c) Reverse the disclosure denial in part and issue a written notice to the requesting person upholding the disclosure denial in part.

(d) Under unusual circumstances, issue a notice extending for not more than 10 business days the period during which the head of the public body shall respond to the written appeal. The head of a public body shall not issue more than 1 notice of extension for a particular written appeal.

(3) A board or commission that is the head of a public body is not considered to have received a written appeal under subsection (2) until the first regularly scheduled meeting of that board or commission following submission of the written appeal under subsection (1)(a). If the head of the public body fails to respond to a written appeal pursuant to subsection (2), or if the head of the public body upholds all or a portion of the disclosure denial that is the subject of the written appeal, the requesting person may seek judicial review of the nondisclosure by commencing a civil action under subsection (1)(b).

(4) In an action commenced under subsection (1)(b), a court that determines a public record is not exempt from disclosure shall order the public body to cease withholding or to produce all or a portion of a public record wrongfully withheld, regardless of the location of the public record. Venue for an action against a local public body is proper in the circuit court for the county in which the public record or an office of the public body is located has venue over the action. The court shall determine the matter de novo and the burden is on the public body to sustain its denial. The court, on its own motion, may view the public record in controversy in private before reaching a decision. Failure to comply with an order of the court may be punished as contempt of court.

(5) An action commenced under this section and an appeal from an action commenced under this section shall be assigned for hearing and trial or for argument at the earliest practicable date and expedited in every way.

(6) If a person asserting the right to inspect, copy, or receive a copy of all or a portion of a public record prevails in an action commenced under this section, the court shall award reasonable attorneys’ fees, costs, and disbursements. If the person or public body prevails in part, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys’ fees, costs, and disbursements. The award shall be assessed against the public body liable for damages under subsection (7).

(7) If the court determines in an action commenced under this section that the public body has arbitrarily and capriciously violated this act by refusal or delay in disclosing or providing copies of a public record, the court shall order the public body to pay a civil fine of $1,000.00, which shall be deposited into the general fund of the state treasury. The court shall award, in addition to any actual or compensatory damages, punitive damages in the amount of $1,000.00 to the person seeking the right to inspect or receive a copy of a public record. The damages shall not be assessed against an individual, but shall be assessed against the next succeeding public body that is not an individual and that kept or maintained the public record as part of its public function.

FOIA Appeal Form—To Appeal a Denial of Records

Request No.: __________ Date Received: __________ Check if received via: ☐ Email ☐ Fax ☐ Other Electronic Method
Date of This Notice: __________ Date delivered to junk/spam folder: __________
(Please Print or Type)
Date discovered in junk/spam folder: __________

Request for: ☐ Copy ☐ Certified copy ☐ Record inspection ☐ Subscription to record issued on regular basis

Name ____________________________ Phone ____________________________
Firm/Organization ____________________________ Fax ____________________________
Street ____________________________ Email ____________________________
City/Township ____________________________ State ____________________________ Zip ____________________________

Delivery Method: ☐ Will pick up ☐ Will make own copies onsite ☐ Mail to address above ☐ Email to address above
☐ Deliver on digital media provided by the Library: ____________________________

Record(s) You Requested: (Listed here or see attached copy of original request)

____________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________

Reason(s) for Appeal:
The appeal must identify the reason(s) for the denial. You may use this form or attach additional sheets:

____________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________

Requestor's Signature: ____________________________ Date: ____________________________

Library Response:
The Library Board must provide a response within 10 business days after receiving this appeal, including a determination or taking one 10-day extension. The Library Board is not considered to have received this appeal until the first regularly scheduled meeting of the Library Board following submission of this appeal.

Library Board Extension: We are extending the date to respond to your FOIA fee appeal for no more than 10 business days, until __________ (month, day, year). Only one extension may be taken per FOIA appeal.
Unusual circumstances warranting extension: ____________________________________________________________________________
If you have any questions regarding this extension, contact: ____________________________

Library Board Determination:
☐ Denial Reversed ☐ Denial Upheld ☐ Denial Reversed in Part and Upheld in Part
The following previously denied records will be released:
____________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________

Notice of Requestor’s Right to Seek Judicial Review
With or without the Library Board’s determination on this appeal, you are entitled under Section 10 of the Michigan Freedom of Information Act, MCL 15.240, to commence an action in the Circuit Court to compel disclosure of the requested records if you believe they were wrongfully withheld from disclosure. If, after judicial review, the court determines that the Library has not complied with MCL 15.235 in making this denial and orders disclosure of all or a portion of a public record, you have the right to receive attorneys’ fees and damages as provided in MCL 15.240. (See back of this form for additional information on your rights.)

Signature of FOIA Coordinator: ____________________________ Date: ____________________________
FREEDOM OF INFORMATION ACT (EXCERPT)
Act 442 of 1976

15.240.amended Options by requesting person; appeal; actions by public body; receipt of written appeal; judicial review; civil action; venue; de novo proceeding; burden of proof; private view of public record; contempt; assignment of action or appeal for hearing, trial, or argument; attorneys’ fees, costs, and disbursements; assessment of award; damages.

Sec. 10.
(1) If a public body makes a final determination to deny all or a portion of a request, the requesting person may do 1 of the following at his or her option:

(a) Submit to the head of the public body a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the denial.

(b) Commence a civil action in the circuit court, or if the decision of a state public body is at issue, the court of claims, to compel the public body’s disclosure of the public records within 180 days after a public body’s final determination to deny a request.

(2) Within 10 business days after receiving a written appeal pursuant to subsection (1)(a), the head of a public body shall do 1 of the following:

(a) Reverse the disclosure denial.

(b) Issue a written notice to the requesting person upholding the disclosure denial.

(c) Reverse the disclosure denial in part and issue a written notice to the requesting person upholding the disclosure denial in part.

(d) Under unusual circumstances, issue a notice extending for not more than 10 business days the period during which the head of the public body shall respond to the written appeal. The head of a public body shall not issue more than 1 notice of extension for a particular written appeal.

(3) A board or commission that is the head of a public body is not considered to have received a written appeal under subsection (2) until the first regularly scheduled meeting of that board or commission following submission of the written appeal under subsection (1)(a). If the head of the public body fails to respond to a written appeal pursuant to subsection (2), or if the head of the public body upholds all or a portion of the disclosure denial that is the subject of the written appeal, the requesting person may seek judicial review of the nondisclosure by commencing a civil action under subsection (1)(b).

(4) In an action commenced under subsection (1)(b), a court that determines a public record is not exempt from disclosure shall order the public body to cease withholding or to produce all or a portion of a public record wrongfully withheld, regardless of the location of the public record. Venue for an action against a local public body is proper in the circuit court for the county in which the public record or an office of the public body is located has venue over the action. The court shall determine the matter de novo and the burden is on the public body to sustain its denial. The court, on its own motion, may view the public record in controversy in private before reaching a decision. Failure to comply with an order of the court may be punished as contempt of court.

(5) An action commenced under this section and an appeal from an action commenced under this section shall be assigned for hearing and trial or for argument at the earliest practicable date and expedited in every way.

(6) If a person asserting the right to inspect, copy, or receive a copy of all or a portion of a public record prevails in an action commenced under this section, the court shall award reasonable attorneys’ fees, costs, and disbursements. If the person or public body prevails in part, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys’ fees, costs, and disbursements. The award shall be assessed against the public body liable for damages under subsection (7).

(7) If the court determines in an action commenced under this section that the public body has arbitrarily and capriciously violated this act by refusal or delay in disclosing or providing copies of a public record, the court shall order the public body to pay a civil fine of $1,000.00, which shall be deposited into the general fund of the state treasury. The court shall award, in addition to any actual or compensatory damages, punitive damages in the amount of $1,000.00 to the person seeking the right to inspect or receive a copy of a public record. The damages shall not be assessed against an individual, but shall be assessed against the next succeeding public body that is not an individual and that kept or maintained the public record as part of its public function.

ATTACHMENT F
FOIA Appeal Form—To Appeal an Excess Fee

<table>
<thead>
<tr>
<th>Request No.:</th>
<th>Date Received:</th>
<th>Check if received via: □ Email □ Fax □ Other Electronic Method</th>
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<td></td>
<td>Date discovered in junk/spam folder: _________________________</td>
</tr>
</tbody>
</table>

(Please Print or Type)

Request for: □ Copy □ Certified copy □ Record inspection □ Subscription to record issued on regular basis

Name

Phone

Firm/Organization

Fax

Street

Email

City/Township

State

Zip

Delivery Method: □ Will pick up □ Will make own copies onsite □ Mail to address above □ Email to address above □ Deliver on digital media provided by the Library:

Record(s) You Requested: (Listed here or see attached copy of original request)

______________________________________________________________________________________________________________________

______________________________________________________________________________________________________________________

Reason(s) for Appeal:
The appeal must specifically identify how the required fee(s) exceed the amount permitted. You may use this form or attach additional sheets:

______________________________________________________________________________________________________________________

______________________________________________________________________________________________________________________

Requestor's Signature: ___________________________ Date: __________________

Library Board Response:
The Library Board must provide a response within 10 business days after receiving this appeal, including a determination or taking one 10-day extension. The Library Board is not considered to have received this appeal until the first regularly scheduled meeting of the Library Board following submission of this appeal.

Library Board Extension: We are extending the date to respond to your FOIA fee appeal for no more than 10 business days, until ______________ (month, day, year). Only one extension may be taken per FOIA appeal.

Unusual circumstances warranting extension:

If you have any questions regarding this extension, contact: ___________________________

Library Board Determination: □ Fee Waived □ Fee Reduced □ Fee Upheld

Written basis for Library determination:

______________________________________________________________________________________________________________________

Notice of Requestor's Right to Seek Judicial Review
You are entitled under the Library Board's written Procedures & Guidelines and Section 10a of the Michigan Freedom of Information Act, MCL 15.240a to appeal a FOIA fee to the Library Board if you believe the fee exceeds the amount permitted under the Library's written Procedures & Guidelines or the Freedom of Information Act. Following the Library Board's determination on the appeal, you are then entitled to commence an action in the Circuit Court for a fee reduction within 45 days after receiving the notice of the required fee or a determination of an appeal to the Library Board. If a civil action is commenced in court, the Library is not obligated to complete processing the request until the court resolves the fee dispute. If the court determines that the Library required a fee that exceeded the permitted amount, the court shall reduce the fee to a permissible amount. (See back of this form for additional information on your rights.)

Signature of FOIA Coordinator: ___________________________ Date: __________________
15.240a.added Fee in excess of amount permitted under procedures and guidelines or MCL 15.234.

Sec. 10a.

(1) If a public body requires a fee that exceeds the amount permitted under its publicly available procedures and guidelines or section 4, the requesting person may do any of the following:

(a) If the public body provides for fee appeals to the head of the public body in its publicly available procedures and guidelines, submit to the head of the public body a written appeal for a fee reduction that specifically states the word “appeal” and identifies how the required fee exceeds the amount permitted under the public body's available procedures and guidelines or section 4.

(b) Commence a civil action in the circuit court, or if the decision of a state public body is at issue, in the court of claims, for a fee reduction. The action must be filed within 45 days after receiving the notice of the required fee or a determination of an appeal to the head of a public body. If a civil action is commenced against the public body under this subdivision, the public body is not obligated to complete the processing of the written request for the public record at issue until the court resolves the fee dispute. An action shall not be filed under this subdivision unless 1 of the following applies:

(i) The public body does not provide for appeals under subdivision (a).

(ii) The head of the public body failed to respond to a written appeal as required under subsection (2).

(iii) The head of the public body issued a determination to a written appeal as required under subsection (2).

(2) Within 10 business days after receiving a written appeal under subsection (1)(a), the head of a public body shall do 1 of the following:

(a) Waive the fee.

(b) Reduce the fee and issue a written determination to the requesting person indicating the specific basis under section 4 that supports the remaining fee. The determination shall include a certification from the head of the public body that the statements in the determination are accurate and that the reduced fee amount complies with its publicly available procedures and guidelines and section 4.

(c) Uphold the fee and issue a written determination to the requesting person indicating the specific basis under section 4 that supports the required fee. The determination shall include a certification from the head of the public body that the statements in the determination are accurate and that the fee amount complies with the public body’s publicly available procedures and guidelines and section 4.

(d) Issue a notice extending for not more than 10 business days the period during which the head of the public body must respond to the written appeal. The notice of extension shall include a detailed reason or reasons why the extension is necessary. The head of a public body shall not issue more than 1 notice of extension for a particular written appeal.

(3) A board or commission that is the head of a public body is not considered to have received a written appeal under subsection (2) until the first regularly scheduled meeting of that board or commission following submission of the written appeal under subsection (1)(a).

(4) In an action commenced under subsection (1)(b), a court that determines the public body required a fee that exceeds the amount permitted under its publicly available procedures and guidelines or section 4 shall reduce the fee to a permissible amount. Venue for an action against a local public body is proper in the circuit court for the county in which the public record or an office of the public body is located. The court shall determine the matter de novo, and the burden is on the public body to establish that the required fee complies with its publicly available procedures and guidelines and section 4. Failure to comply with an order of the court may be punished as contempt of court.

(5) An action commenced under this section and an appeal from an action commenced under this section shall be assigned for hearing and trial or for argument at the earliest practicable date and expedited in every way.

(6) If the requesting person prevails in an action commenced under this section by receiving a reduction of 50% or more of the total fee, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys’ fees, costs, and disbursements. The award shall be assessed against the public body liable for damages under subsection (7).

(7) If the court determines in an action commenced under this section that the public body has arbitrarily and capriciously violated this act by charging an excessive fee, the court shall order the public body to pay a civil fine of $500.00, which shall be deposited in the general fund of the state treasury. The court may also award, in addition to any actual or compensatory damages, punitive damages in the amount of $500.00 to the person seeking the fee reduction. The fine and any damages shall not be assessed against an individual, but shall be assessed against the next succeeding public body that is not an individual and that kept or maintained the public record as part of its public function.

(8) As used in this section, “fee” means the total fee or any component of the total fee calculated under section 4, including any deposit.

<table>
<thead>
<tr>
<th>MONTH</th>
<th>Board Governance Activities</th>
<th>Board Policy Review</th>
<th>Monitoring of Executive Limitations</th>
<th>Monitoring Reports on Ends Statements</th>
<th>DEADLINE Reminders</th>
</tr>
</thead>
</table>
| January | • (If election occurred in previous November, election of board officers will be in January not in December)  
• Appoint Board Personnel Committee; Friends Liaison & Board Secretary  
• Conflict of Interest Statements must be signed by trustees  
• Approve any necessary budget amendments for previous fiscal yr.  
• Approve any budget amendments needed for Ends in new fiscal year  
• Approve Library Director’s interpretation of Ends Statements & projects for the new year  
• Approve Library Director’s personal goals for the new year | • Community Meeting Room Policy  
• Library Privacy & Search Warrant Policy | • Global Executive Constraint  
• 4th Quarter Financial Report on previous fiscal year and report and comments on Year End Results. |                                                                                                      | • Prepare and submit annual State Aid Report to Library of Michigan.  
• Propose budget amendments to adjust previous year’s budget.  
• Do budget amendments as needed to fund Ends projects in new year.  
• Library Director’s interpretation of Ends Statements for new year.  
• Library Director's Personal Goals for due to Library Board.  
• Review contracts with all other insurance providers.  
• 4th Qtr. Financial Report from previous Fiscal Year |
| February | • Review of Library Board by-laws  
• Approve allocation of Gifts & Donations funds for the new year  
• Receive Marketing Plan for the year | • Emergency Library Director Succession  
• Treatment of Consumers |                                                                                                      |                                                                                                      | • Allocate gifts and donations funds.  
• Engage firm for financial audit of the library's previous fiscal year.  
• Marketing Plan for the year. |
| March   | • Invite guest(s) to board meeting                                                           | • Asset Protection  
• Financial Planning & Budgeting  
• Financial Condition and Activities |                                                                                                      |                                                                                                      | • Review contract with liability insurance provider and make recommendation to Board.  
• Begin audit process at the library. |
| April   | • Schedule mid-year review with the Library Director  
• Receive Audit Report for previous Fiscal Year  
• Receive Progress Report on End #1 | • Art Exhibit Gift Policy  
• Programming Policy | • 1st Quarter Report for the current fiscal year.  
• Fundraising Executive Limitation | END STATEMENT #1 Optimize access to resources for information, education and entertainment | • Prepare progress report on End #1  
• Spring Appeal Campaign  
• Continue audit process.  
• Audit Report to Library Board  
• Fundraising Plan presentation |
| May     | • Planning and budgeting  
• Invite guest(s) to board meeting | • Disruptive Patron Policy  
• Juvenile Patron Policy  
• Reciprocal Borrowing Policy  
• Smoking & Tobacco Products Policy |                                                                                                      |                                                                                                      | • Initiate new contracts or renew for outsourced services  
• Work on budget projections for next fiscal year |
<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| June   | • Receive fist presentation of proposed FY Budget for next year  
        • Receive Progress Report on End #2  
        • In election year, review timeline and candidate requirements for ballot. | • Heritage Room Policy | END STATEMENT #2  
Be a safe, welcoming, inclusive destination for families and individuals. | | • First budget presentation to Board.  
• Prepare progress report on End #2  
• Conduct RFP for periodical (magazine) contract  
• Initiate election related activities: Notify media of board vacancies  
Put in e-newsletter & on website  
Distribute public flyers  
Prepare candidate info packets  
In election year, inform board candidates seeking office to file Affidavit of Identify & Nominating Petition with Portage City Clerk to have names placed on ballot.  
Obtain election timeline from Kal County Clerk for election. |
| July   | • Approval of final budget and consideration of the millage rate  
• Start planning annual Board Retreat  
• Invite guest(s) to board meeting | • Minutes/Records Retention Policy  
• 2nd Quarter Report for the current fiscal year. | | | • Remind board candidates of deadline for submission of their nominating petitions  
• Final look at budget for next fiscal year (prior to public hearing)  
• Plan for Library Board Annual Retreat in September or October  
• Give update on plans for current year Annual Campaign  
• Initiate plans for Staff Development Day in September |
| August | • Public Hearing on new FY Budget  
• Pass a formal resolution to adopt the new Library FY Budget and set the millage rate to be levied in December  
• Receive Progress Report on End #3  
• Receive information on public library trends and comparisons. | • Solicitation Policy  
• Compensation and Benefits  
• Treatment of Staff | END STATEMENT #3  
Be a leader in strengthening our community | | • First-time board candidates must file Statement of Organization with Kalamazoo County Clerk  
• Prepare progress report on End #3  
• Public hearing on the proposed library budget for next fiscal year.  
• Post public notice in newspaper (10) days prior to Public Hearing on proposed new FY Budget  
• Present information to Board on public library trends/comparisons |
| September | • Annual Board Retreat is held in either September or October [The board retreat provides an opportunity for board members to review, change or | • Internet Policy  
• Materials Selection Policy | • Capitalization  
Page 48 | | • Post notice of board candidates or ballot issue for election  
• File budget documents with authorities for next fiscal year |

endorse the library’s End Statements.
• Board Personnel Committee initiates Library Director’s evaluation process & distributes forms
• Invite guest(s) to board meeting

October
• Appoint Nominating Committee Chair to poll trustees about interest in Board officer positions (In election year, postpone this action until December)
• Board Personnel Committee conducts Library Director’s annual evaluation & prepares recommendation for compensation in new year
• Receive Progress Report on End #4
• Finalize Long-Range Strategic Goals for the Library
• Follow-up discussion about Library Board Annual Retreat
• Adopt schedule of board meetings for the new year
• Adopt annual calendar of Library Board activities for new year
• Approve holiday schedule for library hours of operation in new year
• Set Non-Resident Fee amount for the new year
• Audio/Visual Policy
• Donation Policy
• Fines and Fees Policy
• Investment Policy
• Resident Non-Resident Policy
• Communication and support to the Library Board
• Ends Focus of Grants/Contracts
• 3rd Quarter Report for the current fiscal year.

END STATEMENT #4
Be a community center to experience and explore local arts and culture

November
NO BOARD MEETING in NOVEMBER (Election in Even Numbered Years)

December
• (If election occurred in previous November, election of board officers will be in January not in December)
• Board Personnel Committee conveys results of Library Director’s evaluation & recommends compensation for the following year and contract renewal
• Approval of final schedule of Library Board meetings
• Orientation of any new trustees
• Recognition of any departing trustees
• FOIA Policy

END of YEAR REPORT on ALL END STATEMENTS for current year

• Conduct Annual Campaign

• Contact City of Portage to arrange for tax collection in December
• Staff Development Day
• Participate in Library Board’s Annual Retreat

• Prepare progress report on End #4
• Library Director’s evaluation done
• Identify “Areas of Focus” & work on interpretation of Ends
• Develop Holiday Schedule for the Library's Hours of Operation for the new year
• Set Resident Non-Resident Fee
• Do Schedule for Board meeting in new year
• Work on Annual Campaign.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 7, 2016
Subject: Budget Amendment to adjust the FY 2016 Budget for a $750 donation from Horizon Bank for the Veteran’s Jazz Band Event

BACKGROUND:
In October, the Portage District Library received a donation of $750 from Horizon Bank to assist in funding the Veteran’s Jazz Band Event. The event was held on November 11, 2016, Veteran’s Day, and was attended by approximately 150 people. The Gull Lake Jazz Orchestra performed and attendees were provided snacks and drinks.

REQUEST:
I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2016 Budget Adult Programming Restricted line to increase by $750.00.
Marketing Update

In the months of November and December, we began gearing up for the holidays and taking care of end of the year business. We were also preparing for 2017 by meeting about summer reading plans and discussing the marketing plan.

Recurring Monthly Projects:

- The November e-Newsletter was sent out the first week of the month to over 12,000 library patrons.
- Our upcoming fall events were advertised in the Portager, which was sent out to 22,800 residents.
- We created monthly event posters and displayed them in the library.
- Facebook “Events” were created to advertise our programs, and were then shared on our page.
- Flyers and Handouts were distributed within the Library building to advertise our programming.
- Our website and digital signage was updated to advertise our program offerings.

November & December Marketing Highlights:

- This year PDL participated in the Big Holiday Card event with the Portage Parks and Recreation department by creating a “Big Holiday Card” to display in Celery Flats.
- We designed and illustrated a holiday card to be sent out to volunteers, board members, Friends of the Library, community partners, and staff.
- Our Annual Campaign letter was sent out to about 12,000 library patrons.
- PDL participated in Giving Tuesday by sending out an HTML email and making social media posts letting patrons know how they can donate to the Library online.
- A thank you postcard was sent to the donors of the Spring Appeal showing them the new BookBike.

November & December Social Media Highlights:

Facebook
25 New Page likes | 33 Post Shares | 375 Post Likes | 18,979 Total Reach

Twitter
2,294 Tweet Impressions | 54 Profile Visits | 3 Mentions | 2 New followers | 2 Tweets Linking to us
November & December Marketing Materials:

MONTHLY EVENT POSTERS, PORTAGER, E-NEWSLETTER

ANNUAL CAMPAIGN, HOLIDAY CARD MAILER

BOOK BIKE THANK YOU CARD, GIVING TUESDAY HTML EMAIL, BIG HOLIDAY CARD
PORTAGE DISTRICT LIBRARY

Library Director’s Narrative Report for December 12, 2016
(Activities in October and November 2016)

Administrative Activities:
During the months of October, November, and the first part of December 2016, 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.
- Attended the Portage Rotary Club lunch meetings on Wednesdays.
- Gave (7) library tours to Library Substitute candidates during the weeks of 10-17 & 10-24.
- Presented information and reports to the Library Board at their meeting held on 10-24.
- Met with new Circulation staff member Kaitlin Simpson on 10-25.
- Attended the 2016 MLA’s Annual Conference in Lansing, MI on 10-26 & 10-27.
- Attended Rotary Board meeting on 10-28.
- Attended the annual Friends of the Library sponsored Pizza Party on 10-31.
- Met with department supervisors to discuss staff performance evaluations during the week of 10-31.
- Attended the Library Board Retreat on 11-2.
- Participated in the Insurance Renewal/Open Enrollment meeting for full-time staff on 11-3.
- Participated in the AFLAC Open Enrollment presentation for employees on 11-10.
- Met with Jill Austin to discuss annual performance evaluation on 11-10.
- Met with Colin Whitehurst to discuss annual performance evaluation on 11-11.
- Met with Rob Foti to discuss annual performance evaluation on 11-11.
- Met with Matt de Bear with Library Design Associates on 11-14.
- Met with Laura Wright to discuss annual performance evaluation on 11-14.
- Met with Quyen Edwards to discuss annual performance evaluation on 11-14.
- Met with Lawrence Kapture to discuss annual performance evaluation on 11-15.
- Met with Jay Cotter to discuss annual performance evaluation on 11-15.
- Attended the Library Board Retreat on 11-17.
- Met with Dwight Haines to discuss annual performance evaluation on 11-16.
- Met with Jill Austin to discuss annual performance evaluation on 11-16.
- Participated in the MCLS Harwood Community Conversations conference call on 11-16.
- Attended the Portage Community Center Personnel Committee meeting on 11-16.
- Participated in the Bookbike Committee meeting on 11-17.
- Met with Rolfe Behrje to discuss annual performance evaluation on 11-17.
- Participated in the PCC’s Building and Grounds Committee meeting on 11-17.
- Attended the MCLS Annual Meeting in Lansing, MI on 11-18.
- Met with newly elected Board member Tom Welsh on 11-21.
- Participated in Salvation Army Bell Ringing at the Woodbridge Hardings on 11-23.
- Conducted a conference call with library law specialist, Anne Seurynck on 11-28.
- Met with a representative from hoopla and Midwest Tape to discuss their services on 11-29.
- Met with staff to discuss library’s community outreach to youth on 12-1.
- Conducted a Community Conversation with library staff on 12-6.
- Met with architect, Ron Cieslak to provide a tour and discuss his services on 12-6.
- Participated in the Portage Community Center Board meeting on 12-7.
**General Facilities Work:**
Facilities work during October and November 2016, included:

A. **Maintenance:**

- All preventative maintenance activities were performed as scheduled.
- All Fall cleanup projects have been completed.
- All Winterization projects have been completed.
- Trees on the north and east sides of the building were removed.
- All remaining LED lights in the Atrium were replaced.
- The new windows cleaners completed a full cleaning of all library windows.
- Semi-annual carpet cleaning was completed.

B. **Technical Services**

- Ordering and processing of new library materials is being completed very efficiently. Turnaround times from the reception to shelf-ready is on average under 2 days.
- Adjustments made to the physical processing of new library material has expedited workflows in technical services. These adjustments will also help library materials as they are reprocessed from new collections.
- The technical services department continued its ongoing project of item/bibliographic data cleanup.
- All library operating supplies and office supplies have been maintained and are within budget.

C. **IT Services**

- All regular IT maintenance activities, patching and updates have been completed.
- Library (Veeam) Backup procedures have been reviewed and tested. Backup and replication jobs were also audited for coverage both in breadth and depth.
- All annual service contracts have been reviewed and renewed for 2017.
- VoIP server upgrades and replication were completed. The VoIP cluster now has active backup images for resiliency and redundancy.
- E-911 notification services were upgraded and extended functionality now allows for phone, email, and SMS notification.
- New Self-Checkout machines and payment devices have been received and are being readied for installation in December 2016.
Networking/Outreach:

- Staff attended meetings for Reading Together (10/12), the SMLC Board Meeting (10/13), and at a meeting with the Portage Senior Center to discuss the 2017 event tentatively titled “What’s Cooking in Portage” (11/22).
- Jessica Enget, as part of the 2016 MLA Annual Conference committee, helped to run the conference, heading the social media throughout the conference, and was the “handler” for closing keynote speaker, Ben Bizzle.
- Christina Doane was part of Portage District Library staff who collaborated with KPL staff to field a Great Grownup Spelling Bee team (11/9).
- The Salvation Army Angel Tree collection began November 14, 2016 and runs through December 15, 2016. Donated items are being collected in the circulation department. This program is coordinated by Jill Austin and Kathy Morris.
- The library ‘adopted’ a family in need of assistance through the Portage Community Center. We are currently collecting items from their wish list and food for a holiday meal which will be delivered on December 15th. This collection is being coordinated by Fran Cooper and Abigail Pylar.
- Library staff volunteered for 1 hour shifts to ring bells for the Salvation Army on Wednesday, November 23rd outside the Woodbridge Hardings. This event was coordinated by Jay Cotter.

Personnel Information:

The library undertook the following human resource activities since the October 24, 2016 Board meeting:

- Orientation was held for the new Library Aide II, Kaitlin Simpson.
- Job offers were extended to four (4) individuals to joins the Portage District Library as Library Substitutes. Those individuals are Angela Loertscher, Tamara Bryant, Martha Maytnier and Kristin Hammond.
- The library held its open enrollment meeting to present and discuss health, dental, vision and flex benefits for the upcoming year. No change was made to the health benefit plans offered to employees. A reduction in rates from Delta Dental allowed the library to raise its maximum benefit for orthodontia from $1,000 to $1,500 without an increase in premiums. A switch was made from a self-insured vision plan to a provider based insurance plan through VSP. This will be less expensive for the library and provide better benefit coverage for employees and their families.
- Orientation and training was scheduled and commenced for the library substitutes. It is planned that training will be conducted throughout December and into January.

Programming & Events:

Adult Services

- Bonnie Jo Campbell & Andy Mozina (10/1) – 18 in attendance. Kazoo Books asked to partner with us for this event. Bonnie & Andy each gave a short reading from their respective new books and engaged in conversation together, followed by a Q&A from the audience.
- Book and a Movie: Movie Screening, (10/15). 42 people showed to enjoy The Girl on the Train movie at Crossroads Cinema, following the Sept 29th discussion at the library.
Meet the Chef: Meatballs and More Meatballs (10/24) 41 attendees. Chris Capalbo, the meat artist behind Youz Guys Sausage, and his partner and brother, Andy, have meatballs in their family tree. As weather gets colder, and dinners get heartier, meatballs are a meal everybody looks forward to. Learn some variations, both for a different meal and for appetizers--the holidays are not that far off!

Classic Movie: The Day the Earth Stood Still (10/29). 10 people came and enjoyed this great classic movie and Steve Salaba’s fabulous popcorn.

The Salute to Veterans 2016 (11/11) 150 community members came to enjoy the Gull Lake Jazz Orchestra who entertained us because of generous donations by our Friends of the Library and Horizon Bank. We had ten workers helping to create the 1940’s. They greeted guests at the door, ran a coat check room, retrieved extra chairs from the meeting rooms, ran a juice bar as a soda jerk, handed out snacks as a cigarette girl, and emceed the band. Steve Rossio and Ruth Cowles received many compliments by the people who came to enjoy a night full of great music and respect to our men and women who have served on our behalf.

Meet the Chef: Savory Southern Sides (11/14) 72 attendees. Nicolette Sosulski exhibited her culinary skills and taught participants how to prepare some amazing Southern side dishes.

At the Staff Meeting on Tuesday, November 8th at 8:00 am, Nicolette Sosulski gave a 20-minute tour of health databases and other health resources. Accompanying handouts should be helpful for staff not able to attend and will be available on our Staff Shared Drive.

Adult Services Library Associate Jessica Holmes set up a Veteran’s Day book display to go along with Local Historian Steve Rossio’s display.

Youth Services

Programming Highlights:

Highlights for October included a “Bots and Builders” event; Youth Staff collaborated with area youth robotics groups (First LEGO League, First Tech Challenge, and First Robotics) to create a hands-on event for children elementary-high school.

There was a Stage Fright Halloween Magic Show for families. Brian Penny, a local professional magician, entertained a capacity crowd.

For teens, there was the Teen Halloween Extravaganza. Teens were invited to wear a costume, make candy sushi, create crafts, and watch a movie. This event was planned by our Teen Advisory Group.

A “Creative Painters” event with one of our local preschool teachers was back by popular demand, this time for 2nd-5th graders. Children attending this workshop created a fall/Halloween painting with the guidance of the instructor.

Highlights for November included several events to celebrate “Dinovember,” such as a Dinorama workshop where families created a scene for their dinosaurs in a box, an evening Dinovember storytime, scavenger hunts, and Dinovember displays created by a student volunteer.

To offer some fun on Election Day, Youth Staff offered “Vote for Chip,” a chance for participants to drop in and select the best potato chip after taste tests. This was a popular program and was greatly appreciated by library visitors on November 8th.

The Fairy House event was back again as well, with families building fairy houses inside of artificial pumpkins. This type of event continues to grow in popularity.
Outreach Highlights:

- **Kindergarten Card visits** concluded in October. This is always a favorite outreach activity for staff and is well-received by Portage Public Schools.
- **Woods Edge** students visited us three times in October for storytimes, crafts, and library time.
- **Central Elementary 2nd and 3rd graders**, their families, and their teachers met at the library for an evening of stories and activities.
- Youth Staff provided maker activities and staff at Lake Center’s PTO STEM Night, Portage Northern Middle School’s after-school maker event, and 12th Street’s Fun Day. Staff participation was the result of a “Maker’s Playdate” Youth Staff hosted for Portage Public School Media Specialists at the library.
- Youth Staff participated in Portage Central Elementary’s Trunk or Treat event.
- A staff member spoke at a Portage MOPs group (“Mothers Of Preschoolers”) about tips for raising readers, library resources, and preschool-friendly library programs.
- **Heritage Christian Academy** 1st graders and their teachers visited the library for a story, tour, and scavenger hunt.

**Heritage Room**

During the month of November the Heritage Room was immersed in honoring veterans. The Annual Veterans Display was set up featuring twelve exhibits of World War II military memorabilia, nine of which were new displays never before seen in public. Each of the twelve exhibits not only featured the items of military memorabilia but also included detailed descriptions researched and written by Local Historian Steve Rossio. During the course of the month Mr. Rossio received numerous favorable comments about the exhibit with many expressing their desire to see it continue next year. Mr. Rossio has already been offered new display material from area patrons for next year’s exhibit.

On Tuesday, November 8th, Local Historian Steve Rossio and Adult Services Librarian Ruth Cowles were interviewed by WMUK about the upcoming Salute to Veterans - Big Band Event.

On Wednesday, November 9th, Local Historian Steve Rossio gave a presentation to 75 members of the Congregation of Moses about Kalamazoo County’s involvement in World War II.

November 11th saw Local Historian Steve Rossio participating in two veteran’s programs. The first was the Rose Park Veterans Program. The second was the Salute to Veterans - Big Band Event generously funded by the Friends of the Portage District Library and hosted by the Heritage Room and Adult Services. 150 guests attended the event which was double the original estimate of 75. Throughout the evening all comments received by both Ruth Cowles and Steve Rossio were 100 percent favorable with numerous requests to make this an annual event.
PORTAGE DISTRICT LIBRARY
Library Director’s Report on the Financial Condition
for
October 2016

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>Revenue</th>
<th>$ 4,281,276</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditures</td>
<td>$ 2,706,718</td>
</tr>
</tbody>
</table>

- Risk reserve (13% of operating budget) $ 472,043
- Building Reserve $ 50,000
- Technology Reserve $ 32,305
- Benefits Reserve $ 47,572
- HVAC Control Reserve $ 15,000
- Patio Feasibility Reserve $ 3,500
- Lobby Feasibility Reserve $ 7,500

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.
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.
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<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$ 4,300,480</td>
</tr>
<tr>
<td>Expenditures</td>
<td>$ 2,797,807</td>
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<tr>
<td>Risk reserve (13% of operating budget)</td>
<td>$ 472,043</td>
</tr>
<tr>
<td>Building Reserve</td>
<td>$ 50,000</td>
</tr>
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<table>
<thead>
<tr>
<th>Circulation/Collections</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Library Circulation</strong></td>
<td>71,854</td>
<td>65,722</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>17,215</td>
<td>17,835</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>8,116</td>
<td>7,594</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>23,717</td>
<td>22,904</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>4,013</td>
<td>4,041</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>4,545</td>
<td>4,885</td>
</tr>
<tr>
<td>E-Material</td>
<td>12,175</td>
<td>6,490</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>1,086</td>
<td>1,172</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>987</td>
<td>801</td>
</tr>
<tr>
<td><strong>Self-Checkout Percentage</strong></td>
<td>57.89%</td>
<td>60.12%</td>
</tr>
<tr>
<td><strong>Total Library Collection</strong></td>
<td>207,631</td>
<td>203,971</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>97,522</td>
<td>98,479</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>17,705</td>
<td>17,591</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>75,351</td>
<td>71,293</td>
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<tr>
<td>Youth - A/V</td>
<td>12,195</td>
<td>12,266</td>
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<tr>
<td>Hot Picks</td>
<td>4,858</td>
<td>4,342</td>
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<tr>
<td><strong>Net Acquisitions</strong></td>
<td>(475)</td>
<td>1,523</td>
</tr>
<tr>
<td>Purchased - Books</td>
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<td>2,078</td>
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<tr>
<td>Purchased - A/V</td>
<td>173</td>
<td>560</td>
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<tr>
<td>Donated - Books</td>
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<tr>
<td>Donated - A/V</td>
<td>2</td>
<td>3</td>
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<tr>
<td>Material Discarded</td>
<td>(2,484)</td>
<td>(1,121)</td>
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<td><strong>Total In-House Usage</strong></td>
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<td>n/a</td>
</tr>
<tr>
<td>In-House Periodical Usage</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>In-House Book Usage</td>
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<td>n/a</td>
</tr>
<tr>
<td><strong>Patrons</strong></td>
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<td></td>
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<tr>
<td><strong>Total Patrons</strong></td>
<td>51,763</td>
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<td>Adult</td>
<td>36,505</td>
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<tr>
<td>Non-Resident</td>
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<td>366</td>
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<tr>
<td>Reciprocal</td>
<td>6,106</td>
<td>5,468</td>
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<tr>
<td>Internet User</td>
<td>804</td>
<td>3,208</td>
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<tr>
<td>Professional</td>
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<td>63</td>
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<tr>
<td><strong>Total Patrons Added</strong></td>
<td>370</td>
<td>324</td>
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<tr>
<td>Adult</td>
<td>150</td>
<td>149</td>
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<tr>
<td>Youth</td>
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<tr>
<td>Non-Resident</td>
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<tr>
<td>Reciprocal</td>
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<tr>
<td>Internet User</td>
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<td>53</td>
</tr>
<tr>
<td>Professional</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Library Building Usage</td>
<td>Month Statistics</td>
<td>YTD Statistics</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------</td>
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</tr>
<tr>
<td><strong>Total Meeting Room Usage</strong></td>
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<td>186</td>
</tr>
<tr>
<td>Internal/Collaboration</td>
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<td>95</td>
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<tr>
<td>External/Outside Usage</td>
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<td>91</td>
</tr>
<tr>
<td><strong>Total Program Audience</strong></td>
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<td>2,520</td>
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<tr>
<td>Adult</td>
<td>186</td>
<td>223</td>
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<tr>
<td>Youth</td>
<td>1,232</td>
<td>2,106</td>
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<tr>
<td>Heritage Room</td>
<td>169</td>
<td>191</td>
</tr>
<tr>
<td><strong>Total Number of Programs</strong></td>
<td>158</td>
<td>158</td>
</tr>
<tr>
<td>Adult</td>
<td>14</td>
<td>19</td>
</tr>
<tr>
<td>Youth</td>
<td>31</td>
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<tr>
<td>Heritage Room</td>
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<td>4</td>
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<tr>
<td><strong>Total Volunteer Hours</strong></td>
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<tr>
<td>Adult</td>
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<td>105</td>
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<td>Youth</td>
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<td>83</td>
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<tr>
<td>Technical</td>
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<td>77</td>
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<tr>
<td>Circulation</td>
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<td>106</td>
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<tr>
<td>Community Service</td>
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<tr>
<td><strong>Total Front Door Traffic</strong></td>
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<tr>
<td><strong>Total Youth Services Traffic</strong></td>
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<tr>
<td><strong>Total Business Center Traffic</strong></td>
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<td>3,195</td>
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<tr>
<td><strong>Information Access/Reference/Research</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Total Reference Transactions</strong></td>
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<td>8,581</td>
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<tr>
<td>Adult Phone</td>
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<td>425</td>
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<tr>
<td>Adult Ready Reference</td>
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<td>2,570</td>
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<tr>
<td>Adult Reference</td>
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<tr>
<td>Youth Phone</td>
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<tr>
<td>Youth Ready Reference</td>
<td>3,475</td>
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<td>Youth Reference</td>
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<tr>
<td>HR Phone</td>
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<tr>
<td>HR Ready Reference</td>
<td>402</td>
<td>430</td>
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<tr>
<td>HR Reference</td>
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<td>23</td>
</tr>
<tr>
<td>Circ Phone</td>
<td>582</td>
<td>638</td>
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<td>Circ Ready Reference</td>
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<td>618</td>
</tr>
<tr>
<td>Circ Reference</td>
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<td>303</td>
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<tr>
<td><strong>Total Edutainment LAN Use</strong></td>
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<td>502</td>
</tr>
<tr>
<td><strong>Total Internet Computer Use</strong></td>
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<tr>
<td>Youth Computers</td>
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<td>549</td>
</tr>
<tr>
<td>Adult Computers</td>
<td>2,588</td>
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</tr>
<tr>
<td>Laptop Computer Circulated</td>
<td>98</td>
<td>62</td>
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<tr>
<td><strong>Total Electronic Transactions</strong></td>
<td>45,257</td>
<td>47,329</td>
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<tr>
<td>WebSite Pageviews</td>
<td>32,900</td>
<td>35,248</td>
</tr>
<tr>
<td>WebCatalog Sessions</td>
<td>8,359</td>
<td>7,990</td>
</tr>
<tr>
<td>Licensed Database Hits</td>
<td>3,998</td>
<td>4,091</td>
</tr>
</tbody>
</table>

* In-house Use Statistics will be done for one week each quarter.
<table>
<thead>
<tr>
<th>Circulation/Collections</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nov-16</td>
<td>Nov-15</td>
</tr>
<tr>
<td>Total Library Circulation</td>
<td>68,973</td>
<td>64,758</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>16,952</td>
<td>16,650</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>7,881</td>
<td>8,011</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>23,172</td>
<td>22,543</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,826</td>
<td>4,347</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>4,386</td>
<td>5,253</td>
</tr>
<tr>
<td>E-Material</td>
<td>10,957</td>
<td>6,689</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>996</td>
<td>675</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>803</td>
<td>590</td>
</tr>
<tr>
<td>Self-Checkout Percentage</td>
<td>58.40%</td>
<td>60.02%</td>
</tr>
<tr>
<td>Total Library Collection</td>
<td>206,790</td>
<td>205,292</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>96,680</td>
<td>98,664</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>17,825</td>
<td>17,760</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>74,826</td>
<td>72,013</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>12,352</td>
<td>12,343</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>5,107</td>
<td>4,512</td>
</tr>
<tr>
<td>Net Acquisitions</td>
<td>354</td>
<td>1,378</td>
</tr>
<tr>
<td>Purchased - Books</td>
<td>1,863</td>
<td>1,748</td>
</tr>
<tr>
<td>Purchased - A/V</td>
<td>642</td>
<td>587</td>
</tr>
<tr>
<td>Donated - Books</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Donated - A/V</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Material Discarded</td>
<td>(2,160)</td>
<td>(962)</td>
</tr>
<tr>
<td>Total In-House Usage*</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>In-House Periodical Usage</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>In-House Book Usage</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Patrons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Patrons</td>
<td>52,074</td>
<td>51,285</td>
</tr>
<tr>
<td>Adult</td>
<td>36,525</td>
<td>34,336</td>
</tr>
<tr>
<td>Youth</td>
<td>8,106</td>
<td>7,743</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>374</td>
<td>367</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>6,140</td>
<td>5,516</td>
</tr>
<tr>
<td>Internet User</td>
<td>870</td>
<td>3,259</td>
</tr>
<tr>
<td>Professional</td>
<td>59</td>
<td>64</td>
</tr>
<tr>
<td>Total Patrons Added</td>
<td>305</td>
<td>355</td>
</tr>
<tr>
<td>Adult</td>
<td>135</td>
<td>132</td>
</tr>
<tr>
<td>Youth</td>
<td>59</td>
<td>123</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>36</td>
<td>45</td>
</tr>
<tr>
<td>Internet User</td>
<td>72</td>
<td>54</td>
</tr>
<tr>
<td>Professional</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
TO: Portage District Library Board  
FROM: Christy Klien, Library Director  
DATE: December 5, 2016  

<table>
<thead>
<tr>
<th>Library Building Usage</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nov-16</td>
<td>Nov-15</td>
</tr>
<tr>
<td>Total Meeting Room Usage</td>
<td>187</td>
<td>194</td>
</tr>
<tr>
<td>Internal/Collaboration</td>
<td>95</td>
<td>98</td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>92</td>
<td>96</td>
</tr>
<tr>
<td>Total Program Audience</td>
<td>2,066</td>
<td>2,072</td>
</tr>
<tr>
<td>Adult</td>
<td>242</td>
<td>312</td>
</tr>
<tr>
<td>Youth</td>
<td>1,055</td>
<td>1,546</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>769</td>
<td>214</td>
</tr>
<tr>
<td>Total Number of Programs</td>
<td>50</td>
<td>54</td>
</tr>
<tr>
<td>Adult</td>
<td>14</td>
<td>18</td>
</tr>
<tr>
<td>Youth</td>
<td>31</td>
<td>33</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Total Volunteer Hours</td>
<td>468</td>
<td>378</td>
</tr>
<tr>
<td>Adult</td>
<td>134</td>
<td>86</td>
</tr>
<tr>
<td>Youth</td>
<td>86</td>
<td>90</td>
</tr>
<tr>
<td>Technical</td>
<td>89</td>
<td>78</td>
</tr>
<tr>
<td>Circulation</td>
<td>108</td>
<td>106</td>
</tr>
<tr>
<td>Administration</td>
<td>51</td>
<td>10</td>
</tr>
<tr>
<td>Community Service</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Total Front Door Traffic</td>
<td>53,991</td>
<td>54,089</td>
</tr>
<tr>
<td>Total Youth Services Traffic</td>
<td>35,133</td>
<td>35,005</td>
</tr>
<tr>
<td>Total Business Center Traffic</td>
<td>3,323</td>
<td>3,445</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information Access/Reference/Research</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Reference Transactions</td>
<td>7,857</td>
<td>7,179 9.44%</td>
</tr>
<tr>
<td>Adult</td>
<td>383</td>
<td>426 -10.09%</td>
</tr>
<tr>
<td>Adult Ready Reference</td>
<td>2,356</td>
<td>1,728 36.34%</td>
</tr>
<tr>
<td>Adult Reference</td>
<td>191</td>
<td>159 20.13%</td>
</tr>
<tr>
<td>Youth</td>
<td>113</td>
<td>108 4.63%</td>
</tr>
<tr>
<td>Youth Ready Reference</td>
<td>2,583</td>
<td>2,322 11.24%</td>
</tr>
<tr>
<td>Youth Reference</td>
<td>424</td>
<td>498 -14.86%</td>
</tr>
<tr>
<td>HR Phone</td>
<td>19</td>
<td>15 26.67%</td>
</tr>
<tr>
<td>HR Ready Reference</td>
<td>499</td>
<td>431 15.78%</td>
</tr>
<tr>
<td>HR Reference</td>
<td>36</td>
<td>26 38.46%</td>
</tr>
<tr>
<td>Circ Phone</td>
<td>643</td>
<td>645 -0.31%</td>
</tr>
<tr>
<td>Circ Ready Reference</td>
<td>425</td>
<td>524 -18.89%</td>
</tr>
<tr>
<td>Circ Reference</td>
<td>185</td>
<td>297 -37.71%</td>
</tr>
<tr>
<td>Total Edutainment LAN Use</td>
<td>502</td>
<td>507 -0.99%</td>
</tr>
<tr>
<td>Total Internet Computer Use</td>
<td>2,850</td>
<td>3,090 -7.77%</td>
</tr>
<tr>
<td>Youth Computers</td>
<td>372</td>
<td>378 -1.59%</td>
</tr>
<tr>
<td>Adult Computers</td>
<td>2,383</td>
<td>2,655 -10.24%</td>
</tr>
<tr>
<td>Laptop Computer Circulated</td>
<td>95</td>
<td>57 66.67%</td>
</tr>
<tr>
<td>Total Electronic Transactions</td>
<td>43,811</td>
<td>45,253 -3.19%</td>
</tr>
<tr>
<td>WebSite Hits</td>
<td>31,463</td>
<td>33,313 -5.55%</td>
</tr>
<tr>
<td>WebCatalog Sessions</td>
<td>8,158</td>
<td>7,952 2.59%</td>
</tr>
<tr>
<td>Licensed Database Hits</td>
<td>4,190</td>
<td>3,988 5.07%</td>
</tr>
</tbody>
</table>

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

Christy Klien, Library Director
October has been relatively quiet at the Capitol. The House remained on break while the Senate was in session last week. Both chambers return after the election on November 9 and 10. Then they are off for two weeks and resume November 29 and 30 and again for seven days in December.

Tax Capture Bills Sit in House Tax Policy Committee

Seven MLA supported bills SB 579 and SB 619-624 allowing libraries to keep their millage dollars safe from tax capture await a hearing in the House Tax Policy Committee. Committee Chair Jeff Farrington (R-Utica) has committed to giving the bills a hearing this year. We remain optimistic they could be voted out of committee and onto the House floor. Watch for a call to action once they are in the House.

New Bill Would Impact Local Taxes

A new Senate Bill 960 would give a tax break to select companies reducing both State School Aid Fund revenue and local property tax revenue. SB 960 was reported out of the Senate Finance Committee to the Senate Floor last week. It is likely the House will not take up this legislation this year. Michigan Treasury along with local government organizations and school organizations oppose the legislation. The potential cost of this bill to communities could be severe. Not only will it have an immediate impact, but the prevailing thought is that many companies will switch to a 501(c)3 to take advantage of the tax break, which could have an even larger impact.

Penal Fines Bill Passes Senate

Earlier this year MLA and GCSI met with bill sponsors of HB 4651 which amended the motor vehicle code making it a misdemeanor to drive a motorcycle without an endorsement. As a result, the section of the bill that would have funneled a portion of the penal fines to purposes other than library support was removed. We explained how important it was that those fines remain dedicated to libraries.

This bill increases the maximum fine from $100 to $500 for a first violation and up to $1,000 for repeat violations. Any associated increase in fine revenue would be dedicated to public libraries. The bill passed the Senate and is headed for the governor’s signature.

This bill was the first of three recent attempts to divert penal fines. MLA and GCSI are watching carefully for these assaults on library funding.
**Tax Tribunal and Big Box Store Legislation Stuck in Senate Committee**

HB 5578 sponsored by Sen. Dave Maturen (R-Portage) would impact highest and best use and restrictive covenants, two of the most controversial and potentially harmful features in the tax tribunal's practice of lowering assessments for big box stores and utilities across the state. The Michigan Tax Tribunal continues to reduce tax obligations allowing thriving big box stores to be taxed at the same rate as closed-down, abandoned stores.

Some libraries have been forced to pay back thousands of dollars in tax revenue causing extensive hardship for a number of libraries. Northern Michigan University students produced a documentary on the issue. It can be viewed at [http://wnmuvideo.nmu.edu/video/2365831820](http://wnmuvideo.nmu.edu/video/2365831820)

The bill passed the House and is now in Senate Finance Committee.

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**MLA ADVOCACY - NOVEMBER 23, 2016**

Thanksgiving is the time of year we like to take a moment to reflect on what we are thankful for. Of course, family and friends are first on my list. However, I am also grateful for the opportunity to work for the libraries and library professionals who help make our communities vibrant, inviting and informed. This is also a good time to say thank you to the hundreds of librarians who engage their elected officials and meet with them on a regular basis. I especially send my appreciation to those who serve on the MLA Legislative Committee and MLA Board of Directors along with the librarians I have called on repeatedly to contact their legislator to help us move a bill or support a position. Without your support, my job would be impossible.

In addition, I want to say thank you to all MLA members. Even if you do not yet work with policy makers, your membership and participation with MLA makes you a part of the important process supporting library funding and the policies that allow you to serve your patrons. Your membership is why we are able to move forward on important issues such as tax capture relief.

Michigan Library Association has been working to find relief from tax capture for our libraries for more than two decades. Nearly four years ago when I came on board, it became a priority. Over the past 13 months, it has been a number one issue for MLA and Michigan libraries.

There are seven tax capture authorities that most significantly impact libraries. They exist by taking a portion of library and other special millages that were approved by the voters to go to the libraries or other entities. Often this has been going on for decades and without library support or taxpayer knowledge. In some cases, library
millages have been defeated when the tax capture is disclosed in the ballot language.

Last year MLA, GCSI and senate staffers sat down and worked through numerous versions of the seven bills (SB 579 and SB 619-624) that now are waiting for action in the House Tax Policy Committee. Getting these bills to this point took the time and effort of many dedicated and engaged librarians as well as MLA staff and the lobbyists on our team. Dozens of meetings with legislators, targeted phone calls and emails from librarians to Senators and Representatives on the committees along with legal review were all part of the process.

The bills were introduced in the Senate Finance Committee where Senator Jack Brandenburg (R-Harrison Twp.) saw that they passed out of his committee and onto the Senate floor. In an unprecedented show of support to the library community, the Senate passed the bills 36 to 2. Next the bills went to the House Tax Policy Committee where they were held up while groups worked on a more comprehensive solution to all tax captures. Those bills have not made significant progress this year.

MLA and GCSI have been working on separate bills addressing libraries and tax capture because libraries are unique in that 98% of our funding is local. That means the dedicated special millages are critical to library funding and dollars being captured are essential.

On Wednesday, November 30, at the last regularly scheduled Tax Policy Committee Meeting of the year and of this legislative session, our bills will have a hearing. Committee members will hear testimony from librarians Lance Werner and Tammy Turgeon. In the meantime, librarians and your lobbyists have been talking with committee members sharing the important reasons these bills should become law.

Once the committee votes to send the bills to the House floor, we will ask you to contact your representative and request they support libraries by voting yes on the bills. After passage by the House, the bills will land on the Governor’s desk for his signature. All this must be done by the end of 2016 or we start all over with new bills in January.

It can be confusing trying to understand how a bill becomes law but the best explanation remains with the 1970s video I’m just a Bill on Capitol Hill. If you’ve never watched it, take a minute and you’ll come away with some insight. If you grew up watching Schoolhouse Rock it’s a sweet moment of nostalgia. Either way you look at it, it highlights the fact that we have both rights and responsibilities to help establish the policies that govern our state and nation. https://www.youtube.com/watch?v=tyeJ55o3El0

Happy Thanksgiving.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: December 6, 2016  
Subject: Upcoming Library Board linkage opportunities in December 2016 & January 2017 for consideration

The following upcoming dates and events are provided so trustees will be aware of them in the event you chose to participate:

**LINKAGE OPPORTUNITIES for December 2016 & January 2017:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/15</td>
<td>9:00 am</td>
<td>Muffins in the Market</td>
</tr>
<tr>
<td>12/20</td>
<td>10:30 am</td>
<td>Open for Discussion: How-To Help Session</td>
</tr>
<tr>
<td>12/20, 1/17</td>
<td>6:00 pm</td>
<td>PDL Writers Workshop</td>
</tr>
<tr>
<td>12/22, 12/29</td>
<td>10:00 am</td>
<td>Portage Computer Users Group</td>
</tr>
<tr>
<td>1/2</td>
<td>7:00 pm</td>
<td>Science Fiction &amp; Fantasy Discussion Group: Star Wars</td>
</tr>
<tr>
<td>1/5, 1/12, 1/19, 1/26</td>
<td>10:00 am</td>
<td>Portage Computer Users Group</td>
</tr>
<tr>
<td>1/9</td>
<td>7:00 pm</td>
<td>Top Shelf Reads: The Miniaturist (out of building)</td>
</tr>
<tr>
<td>1/5, 1/19</td>
<td>9:00 am</td>
<td>Muffins in the Market</td>
</tr>
<tr>
<td>1/10</td>
<td>7:00 pm</td>
<td>How to Become a Research Ninja</td>
</tr>
<tr>
<td>1/11</td>
<td>6:30 pm</td>
<td>Business Research Essentials</td>
</tr>
<tr>
<td>1/12</td>
<td>7:00 pm</td>
<td>International Mystery Book Group: Cuckoo’s Calling</td>
</tr>
<tr>
<td>1/14</td>
<td>1:00 pm</td>
<td>Dances of India</td>
</tr>
<tr>
<td>1/17</td>
<td>10:30 am</td>
<td>Open for Discussion: American Mojo Lost &amp; Found</td>
</tr>
<tr>
<td>1/21</td>
<td>9:00 am</td>
<td>Kalamazoo Macintosh User Group</td>
</tr>
<tr>
<td>1/21</td>
<td>1:00 pm</td>
<td>Our Place Among the Infinities-Introduction to Amateur Astronomy</td>
</tr>
</tbody>
</table>
Followings is a schedule of Portage District Library Board meetings from January through December 2017. Please note that the regular day and time for all library board meetings will be the 4th Monday of each month at 6:00 p.m. (with dinner for board members at 5:30 p.m.) Additional meetings may be called or changes in meetings dates may be made by the Library Board Chair if needed. All library board meetings are held in the lower level Long Lake and Gourdneck Lake Meeting Rooms of the library, unless otherwise indicated on the meeting notice (posted 18 hrs. prior to meetings).

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Type and Activity</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 23, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>February 27, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>March 27, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>April 24, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>May 22, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>June 26, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>July 24, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>August 28, 2017</td>
<td>Monday</td>
<td>Regular Meeting &amp; Public Budget Hearing</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>September 25, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>October 2017</td>
<td>To be determined</td>
<td>Library Board Retreat</td>
<td>To be determined</td>
</tr>
<tr>
<td>October 23, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>November 2017</td>
<td>No Library Board Meeting Planned for November</td>
<td></td>
<td></td>
</tr>
<tr>
<td>December 18, 2017</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
</tbody>
</table>

**NOTE:** The December board meeting in 2017 will be held one week earlier due to the Christmas holiday.
Portage District Library Board Member Martha Pacheco is the Board Liaison to the Friends of the Library, and as such, attends Friends’ board meetings and shares information about Friends’ activities.

Trustee Pacheco indicated that she would like to have an item on the agenda for any Library Board meeting that immediately follows a Friends book sale or board meeting. Since the Friends had a book sale on December 2-4, 2016 and their December board meeting on Monday, December 5, there will be an item on the agenda for the December 12, 2016 Library Board meeting so that Trustee Pacheco can give a report.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 6, 2016
Subject: Library Law Attorney

BACKGROUND:

The Portage District Library’s library law attorney, Dick Butler, is retiring at the end of December 2016. Dick has been a trusted advisor and library law authority for libraries across the state for many years. Dick was instrumental in assisting the library in becoming a District Library in the late 1990’s and has continued to advise us on library legal matters through the years. His conservative guidance has served us well and he will be missed.

Upon hearing of Dick’s retirement, the library has searched for another library law specialist to assist us going forward. The library needs to have someone with experience dealing with library privacy laws, FOIA requests, and Open Meetings requirements. After doing research and speaking to other libraries regarding their legal representation, we discovered Anne Seurynck. Ms. Seurynck practices law with Foster Swift out of Grand Rapids, MI.

On November 28, 2016, Michele Behr, Donna Vander Vries, Rob Foti and I had a conference call with Ms. Seurynck to learn more about her practice and the services she offers to her library clients. After having that conversation with Anne, I feel confident that she would serve the Portage District Library well and would keep us informed of changes in the laws that affect libraries. More information about Ms. Seurynck can be found at http://www.fosterswift.com/professionals-Anne-Seurynck-Attorney.html.

RECOMMENDATION:

It is my recommendation that the Portage District Library partner with Anne M. Seurynck of Foster Swift Collins & Smith PC for legal services that relate to library laws upon the retirement of attorney, Dick Butler.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 6, 2016
Subject: Election of Library Board Officers for 2017

BACKGROUND:

The Library Board bylaws that were last reviewed and approved on February 23, 2015, include a provision for election of officers as follows:

Article III  Officers

Officers of the Portage District Library Board shall be a Chairperson, and a Vice-Chairperson, who shall be elected at the January meeting, for a term of one year, commencing at the first board meeting in January.

For this reason, the “Library Board Officers for 2017” has been placed as an item under Governance on the agenda for discussion at the December 12, 2016 board meeting prior to the election of officers at the January 23, 2017 meeting.
At the December 12, 2016 board meeting, I have requested that an item be placed on the agenda under Governance pertaining to year-end recognition of library staff efforts in 2016. In years past, the Library Board had instructed the Library Director and Business Manager to do some calculations and develop a plan and implement it to distribute a portion of unspent funds as recognition payments to library employees who were employed during that calendar year.

I would appreciate having a discussion at our December board meeting to get opinions of trustees, the Library Director, and the Business Manager about the possibility of implementing year-end recognition of staff efforts in 2016.
To: Portage District Library Board
From: Alisha Siebers, Library Board Chair
Date: December 6, 2016
Subject: Evaluation of Library Director and Official Action to Set Compensation for 2017

The evaluation process for Library Director Christy Klien has now been completed. All trustees provided input on performance evaluation forms that were compiled by the Library Board’s Personnel Committee. Subsequently, on December 9th, I met with Christy to go over the compiled results and outcome of this evaluation process.

At the December 12, 2016 board meeting, there will be a recommendation presented by the Library Board Personnel Committee for Library Director Christy Klien’s compensation for 2017, as well as her contract renewal.
At the December 12, 2016 Library Board meeting, I would like to take the opportunity to give special recognition to Stephanie Brown, Betty Lee Ongley, and Joe Yantis for their service on the Portage District Library Board. Please join me in thanking them for their leadership and wishing them well as they depart the Portage District Library Board.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: December 7, 2016  
Subject: Report on Swearing in of Newly Elected Trustees

BACKGROUND:

As you are aware, the November 8, 2016 election resulted in voters deciding to return one current trustee to the Portage District Library Board (Michele Behr) and to seat three new trustees (Cara Terry, Ted Vliek, and Tom Welsh). All four individuals have terms of office that officially commence on January 1, 2017 and that will continue through December 31, 2020.

ACTION TAKEN:

Rather than wait through the better part of the month of January, arrangements were made to have the four newly elected trustees come to the library on Tuesday, December 6, 2016, where they all took their official “Oaths of Office” in the presence of Library Director Christy Klien, Library Board Secretary Quyen Edwards, and Board Chair Alisha Siebers. Their signatures on the Oath of Office documents were officially witnessed and notarized by Portage resident, Luke Nofsinger, a Notary Public and an attorney from O'Malley Law Office, P.C. in Three Rivers, MI.

We look forward to having our newly elected trustees seated at the table for the next board meeting on Monday, January 23, 2017.
Library Director’s Opinion on Progress Achieved on End Statement #1:

In 2016, the library optimized access to its resources by streamlining procedures, using the most up-to-date technological tools to distribute information, ensure staff are trained on our electronic resources, and completed years of research in preparation for an updated technological infrastructure library-wide. We reviewed and revised current practices in areas such as staff training, weeding, marketing, and materials processing to ensure accuracy and efficiency. Preparation and completion of upgraded wireless access, servers, and new self-checkout machines will help our patrons have excellent access to service while in our building. We have also taken some time this year to plan for future improvements and we are excited about what is in store for the Portage District Library in 2017 and beyond.

Description of Activities & Projects to Accomplish End Statement #1

1. Educate our staff on the library’s electronic resources so that we can upsell them to the public.

- Classes for staff on electronic collections took place February 23rd, 24th, and 25th, in lieu of the staff meeting, and on two additional afternoons. These focused on Zinio, with a complete presentation on how the new service could be used. Hand held devices from the library’s technology petting zoo were set out so that staff could use them to also look at other electronic collections. Cookies were provided as incentive and to create extra energy for processing information.

- Two Tuesday morning all staff meetings were used to conduct 15 minute presentations that outline academic databases (10/24) and health databases (11/15). Handouts were provided that are useful for reference and to instruct those staff members unable to attend. To date the ability of hourly staff to attend meetings for which they are not regularly scheduled and would have to be paid was not possible. Additional instruction for staff on electronic collections could not be scheduled due to health reasons.

- Staff education reader’s advisory training dates were originally set for the last week of May and August for the topics “Using Novelist in a Readers Advisory Interview” and “Promoting Collections through Library Aware.” After creating, distributing, and reviewing responses from staff surveys to help identify where the greatest help was needed, perspective of what would be the most useful information changed. While the overall goal (increasing staff confidence in reader’s advisory, and increasing the number of interactions) remains the same, how that goal can best (and most appropriately) be accomplished will vary between departments.

- The planned approach of having a one-size fits all training presentation shifted to having one-on-one or small group conversations throughout the three departments (Adult, Circulation, and Youth), taking direction from the ideas and recommendations suggested on survey feedback. These discussions provided more valuable insight into the existing and varying points of view, strengths, and challenges facing each department.

- After these initial conversations, it is felt that the Adult Department has an opportunity to be more proactive in initiating readers advisory exchanges with our patrons; Circulation staff may appreciate a cheat sheet script or quick list/links of resources they can refer to help keep their workflow running smoothly; and the Youth and Adult Departments are interested in a way to receive feedback from patrons they provide with
book recommendations. A simple feedback system is currently being drafted.

2. **Update digital services used for disseminating information to the public.**
   - After researching the process for update, it was decided that the newer version of Evanced and Room Reserve will occur in the first quarter of 2017 due to potential loss of content and staff training required. The public will be informed of any changes to service at that time.
   - A new digital signage product was selected and installed. Training has been scheduled to teach required staff on its use.

3. **Improve and update youth readers advisory methods.**
   - Both Youth and Adult Staff evaluated several interactive products which provide both readers advisory and reading programs. A new summer reading product/reader’s advisory tool called BeanStack has been selected for implementation in 2017.
   - Existing online booklists will continue to be updated and used until the website re-evaluation in 2017. At that point, alternatives will be explored.

4. **Improve the visibility of library services in the community and through interactions with library users.**
   - Newly hired Marketing Manager Colin Whitehurst began April 18, 2016. He has met with each department to learn more about current projects and existing and future marketing needs. He has had a busy year working on projects and making changes to the Portager, monthly program posters, seasonal program blow-outs, graphics and flyers for highlighted programs, and expansion of the way the library connects with users on Facebook.
   - The BookBike has already been a great tool to create interactions with the public on its test drives on the trail and its unveiling at the Portage Sunday Market.
   - The staff who were planning to create displays in the Checkout Area this summer are no longer employed at Portage District Library. The hiring and training of replacement staff has not allowed adequate time to re-assign the display project or continue the development of new cross selling initiatives. This will be something that we consider for continuation in 2017.

5. **Update collection maintenance and weeding practices and procedures to provide for a better curated selection of materials in the adult area of the library.**
   - Meetings between library administration, supervisors, and staff in the Adult Services area occurred with discussions of problems and potential solutions to current weeding and collection management practices. A decision was made to create two weeding boards; one where staff can request a spot weed and one where staff can go through their main collections in order. Staff is in control of the rate of weeding, so they aren’t overwhelmed with carts at any point in the process.
   - A tool for tracking weeding has been put into practice; a form has been created that stays with a batch of books from the time they have been pulled for review until the discards have been completed, so that staff has an accurate measure of how long it takes to complete the entire process.
A prioritized plan for dealing with current overcrowded areas in the adult collections is being developed, so that progress can be made in weeding while new procedures are being developed.

Additional work on establishing weeding expectations, targets, and the coordination of duties between departments will be continuing in 2017. Areas of overcrowding have been identified and a great deal of weeding progress has been made in some areas. In 2016, adult print collections have been reduced by 14% to help make room for the continued addition of new adult books.

6. **Update membership deletion procedures, policies, and schedule to be able to clear outdated records from the Symphony database.**

   - A definition of active registered borrower was discussed at the January 2016 Library Board meeting with further discussion taking place with library administration team members. Due to various concerns, inactive user accounts are not yet being removed from the Symphony database of registered users. Instead, inactive user accounts are being tagged for a tracking project that may give us a better understanding of user activity that could be occurring within the limits of our definition. For this purpose, inactive user accounts are identified as having expired more than 24 months ago with the last activity on the account being more than 36 months ago. These accounts also must be free from any outstanding bills.

   - Symphony reporting tools have been tested and reports are being generated on a monthly basis to identify inactive borrowers and tag their accounts for removal. To date 12,502 accounts have been tagged.

   - Symphony notification reports still require more investigation and testing before we begin sending notices. There are some concerns about the number of notices that can be sent in a single batch. A tentative schedule for notification of expiring memberships and inactive accounts, as well as bill notices has been created and notices will be sent on a rolling basis once testing has concluded.

   - A policy for handling unpaid bills and older outstanding balances will be presented to the Library Board for discussion in 2017.

   - Of the 12,502 borrowers whose accounts were tagged to be purged between January 1 and December 1, 2016, a total of 468 have visited the library to renew their memberships.

7. **Improve wireless access coverage, bandwidth, and remove obstacles for non-traditional devices.**

   - The Portage District Library has reviewed its wireless coverage map and decided that 15 wireless Access Points will provide ample coverage to meet its 100% coverage goal. The Library has also selected its wireless LAN controller and Power over Ethernet switches (PoE) that will support up to 24 wireless Access Points leaving room for expansion and corrections to achieve 100% coverage and balanced consistent wireless services.

   - The Portage District Library reviewed and selected Cisco 2702i Access Points as its standard Access Point. The library also evaluated and has selected the Cisco 2504 Wireless LAN Controller to manage these access points. These Access Points support the widest array of wireless standards (a,b,g,n,ac, and ac-wave2) and support fast switching for the library’s wireless VoIP phones.

   - The Portage District Library proposed and received approval to change the current internet access policy from an authenticated multi-level filtered approach to CIPA-compliant, hotspot-like internet access at the library. Currently, the library is reviewing and will be proposing a CIPA
compliant filtering solution for approval and installation.

- The Statewide ITIG Lightspeed contract has changed in the past year. As a result of this change and Lightspeed’s primary commitment to schools market, the library has reviewed a number of CIPA compliant filtering products and is proposing alternate CIPA compliant filtering products for the library to adopt. Upon adoption, the library engineer and install this product to meet the goals of internet access at the Portage District Library.

- The project is expected to begin installation in early 2017. The expected downtime during this transition is expected to be minimal. Once the project is scheduled, the library will begin an advertisement campaign and provide staff training for troubleshooting and service.

- Upon completion of the project the library will begin applying for USF funds as all prerequisites will have been complete: 1) The Library has an approved written Technology Plan; 2) The Library held a publicly accessible meeting in which an internet access policy was discussed and approved; 3) The Library has adopted a CIPA compliant filter for its public internet services.

8. Upgrade Fiber EVC and Internet Bandwidth for expanded usage.

- The Library has renewed its fiber EVC contract with Secant Technologies and CTS Communications.

- The Library increased its internet bandwidth by 500% at no additional cost to the library. While this additional bandwidth is substantial, ongoing monitoring will continue as demand and services grow. The library’s initial infrastructure investment in fiber to its building will allow bandwidth to grow with demand dynamically without additional infrastructure expenditures.

- Upon completion of the project the library will begin applying for USF funds as all prerequisites will have been complete: 1) The Library has an approved written Technology Plan; 2) The Library held a publicly accessible meeting in which an internet access policy was discussed and approved; 3) The Library has adopted a CIPA compliant filter for its public internet services.

9. Upgrade network servers and SAN (Storage Area Network) and move to Secant Technologies Tier III hosting environment.

- The Portage District Library and Secant Technologies reviewed the library’s existing server and SAN infrastructure and jointly recommended that the library continue to operate on its existing systems. These conclusions were a result of the following findings in its review. The servers and SAN currently provide ample CPU, RAM and storage resources to run the library’s network. The servers and SAN are still supported and warranted by Hewlett Packard Enterprise. The servers and SAN are still supported by VMware and Veeam, the library’s core virtualization software. Extending this life cycle of these servers and SAN may bridge the gap to a future cloud hosted network.

- The Portage District Library presented its 3 Year Technology Plan in July 2016. At that time, the library informed the library board that it would be adopting this strategy and request the funds be set aside in a reserve for any near-term potential changes. During the second half of 2016 and continuing into 2017, the library is and will be receiving quotes from its major technology vendors exploring the costs of Saas (Software as a service) vs. our private cloud solution.
The Portage District Library has confirmed the availability of an emergency backup cellular circuit and is reviewing the need for a second load balanced redundant internet circuit.

10. **Upgrade Self-Checkout Machine for a better and more reliable checkout experience.**

- The Portage District Library reviewed a variety of potential options in June and July 2016. The library opted to upgrade 3 of its self-checkout machines and replace the remaining 2 machines with new models.

- The Portage District Library selected Heartland Payment Systems as its new EMV compliant payment system. The Portage District Library modified its network to comply with the security requirements for these payment devices. Upon installation, the library will begin the process of PCI-DSS compliance.

- The Portage District Library has added cash payment options for fines and fees at 2 of its 5 self-checkout machines. This option was selected as a result of a historical review of fine/fee payments methods and volume.

- The Portage District Library self-checkout upgrade project was under budget even though it was expanded from replacing 4 systems to 5 systems and cash payment options were added. The library leveraged its Midwest Library Cooperative membership to secure these prices.

- The Portage District Library is currently waiting for 2 brackets to be fabricated for the EMV payment devices and expects to have these machines installed and available in December 2016.

- The Portage District Library tested the transition needs and receptivity of its patrons to the upgraded self-checkout machine by installing the new software and interface on 1 of its existing self-checkout machines. The Library found patrons were able to adapt to the new interface quite proficiently. The uncluttered, simple and intuitive interface helped make the transition seamless.

- The Portage District Library is currently planning and will be testing the reliability of scanning both physical library cards and phone screens. Upon a successful test of these services, the library will upgrade and cross-promote Boopsie and its virtual wallet that lets patrons store and scan their barcode from their smart device.

11. **Plan for a 2017 Upgrade of all Symphony servers to new operating systems.**

- The Portage District Library reviewed SirsiDynix’s Windows server requirements for Symphony services. The library also verified with SirsiDynix the ongoing support for the Windows platform and verified configurations for these servers for multiple potential administrators and command line access for API and custom coding.

- The Portage District Library has engineered, installed and configured the replacement servers for the listed Symphony services. 3 Windows Server 2012 r2 servers have been configured. Temporary access credentials are being created for this potential migration.

- The Portage District Library has requested budgetary quotes for Saas (Software as a service) for a SirsiDynix cloud hosted version of the library’s ILS.

- In early 2017, the Portage District Library will discuss these options and select an upgrade path. Upon selection of this upgrade path, the Portage
12. **Codify Material Processing Standards for Portage District Library materials.**

- The Technical Services Department will continue working on its plan to codify material processing standards in 2017.
- The Technical Services Department completed its transition to Midwest Tape for its audio-visual materials. The migration to this jobber has expedited processing of Audio-Visual. The product quality is substantial better and the new features (Color Bands, Acquisitions Dates and Ratings Stamps) help both patrons and staff. The MARC record quality is excellent.
- The Technical Services Department added vendors like BookFarm and continued to refine its processing profiles with Ingram Library Services and Baker & Taylor.
- Inter-Departmental discussions yielded new methods for tagging library materials for its new and Hot Pick collections for Adult, Youth and Teen Areas. The library still needs to complete summarized instruction templates for ordering, physical processing and MARC processing.
- The Library will continue to explore new vendors and will be planning an annual review for staff of its existing vendors, its existing processes (e.g. PO naming conventions) and a process for requesting modifications.
Library Director’s Opinion on Progress Achieved on End Statement #2:
In 2016, being a safe, welcoming and inclusive destination for families and individuals was achieved by using information gathered in previous years to discuss and experiment with solutions to better accommodate users’ evolving needs in the public service areas. Progress has been made in selecting an architecture firm for future improvements to our library building. Our “behind the scenes” initiatives included analyzing staffing models and making a long-term schedule for staff training and information sharing. Viewed as a whole, these visible building projects and human resource plans help fulfill the intent and purpose of End Statement #2.

Description of Activities & Projects to Accomplish End Statement #2

1. **Using data gathered in 2015, staff will prepare initial plans for the updating of public areas to better meet users’ evolving needs.**

   - Between August 10\textsuperscript{th} and September 15\textsuperscript{th} of 2015, we ran a study to see how many people were using our public areas. We collected 48 pieces of data during 45 collection periods, for a total of 2,160 data points. On February 8\textsuperscript{th}, a three page report summarizing findings and general trends was delivered to members of the Admin Team.

   - Using the data collected in the 2015 Space Study, the Adult Department made that conclusion that it is rare for us to have over 20% of our patrons in a group seating arrangement. Most of the time, it was observed that groups are no larger than three people.

   - Out of one hundred accessible seats on the upper level, only twenty five are suited for single person studying. We could, presumably, replace up to fifty with more single or modular seating arrangements. Beginning this project by replacing twenty table seats with single person seating would be a reasonable mid-course solution.

   - As a staff, we have made several forays into identifying useful single and multi-configuration seating units. On March 10\textsuperscript{th}, we traveled to Custer and toured their showrooms, and during the first week of April, staff was at the Public Library Association Annual Meeting looking at library furniture.

   - Youth Staff has purchased a few alternative tables for their public service area. The new furniture has been well received and well used this year.

2. **Refine the configuration in the Checkout Area to better accommodate the volume of people in that service area.**

   - We have had discussions regarding the amount of room that should be allocated for Hot Pick Movies; the trial of having all Hot Pick Movies on one side of a shelving unit created overcrowding of materials, discomfort for users who are browsing, and no space for staff trying to re-shelve items. Currently, we are running a trial period of shelving Hot Pick Books at the beginning of the New Book shelving in the Atrium to allow for more space for Hot Pick Movies.
Hot Pick Music collections were temporarily relocated to the Atrium in October to determine if there were any problems housing those items in a less secure location. So far, it seems that we could easily return to having a new music highlight collection in the Atrium and will consider how best to handle this conversion and any other changes to our ordering and labeling processes in the coming year.

Hot Pick Game collections have continued to be a high theft collection regardless of our various attempts (short of returning to getting the games from a service desk) to curb the problem. In 2017, we will be discussing downsizing and/or relocating the Hot Pick Game collections before we consider eliminating them from the collection, as all libraries in our area have done already.

After the Hot Pick Music collection was relocated, a long bench was moved into the Checkout Area near the window to offer some seating. Once the Salvation Army Angel Tree is put away for the season, we will be testing some different layouts for the remaining Hot Pick shelving.

3. Complete a long-term major building maintenance schedule and funding plan that will cover the next 10-15 years.

The Library Director, Business Manager, and Facilities Manager met several times to discuss the current condition of the building and to identify areas of priority for repairs and replacement of furniture, fixtures, and equipment.

A draft of a building maintenance schedule has been created for 2016-2021 with estimated costs associated with the identified projects.

The Library Director and Business Manager discussed options to fund the projects going forward with knowledge of potential financial revenue changes in the future.

4. Select an architectural firm to partner with on a long-term basis to provide a cohesive vision for future improvements.

Research was done to identify Michigan and Midwest architectural firms that have considerable experience working with libraries and have knowledge of current trends in the library field.

A list of questions was developed to engage the architectural firms in discussions about the current library building, future design needs and the firms’ vision for the library.

Meetings have been conducted with two firms, and a tour of a newly completed project by one of the firms occurred during the MLA Annual Convention in Lansing in October 2016.

Meetings have been scheduled with additional firms and should be concluded by early January 2017.

Once all meetings have concluded, tours of libraries will be scheduled and a selection will be made.

5. Use the Salary Range Study information performed in FY2014 to develop an up-to-date salary range schedule for the library. Additionally, analyze the current staffing model and consider making changes as deemed necessary.

The Library Director and Business Manager reviewed several sources to gather salary ranges for similar sized libraries with comparable budgets.
The sources included a salary study performed by HRM Innovations in 2014, information provided by two targeted surveys to specific Michigan libraries, and the annual DSLRT (Detroit Suburban Libraries Round Table) survey that the Portage District Library participates in for data comparisons.

- The Library Director and Business Manager met with each of the department heads to discuss the current staffing model and any potential changes that are needed to better serve our community.
- The Library Director and Business Manager met to review the budget, discuss future library funding, and develop a schedule for implementation.
- The Library will be calling a few libraries for clarification of their job descriptions for approximately three positions. Once those conversations are completed, the new salary ranges will be completed. New ranges will take effect for Fiscal Year 2017.

6. **Implement a long-term staff training and information sharing schedule that can be used for the current year and duplicated in future years.**

- A Staff Development Committee was formed to discuss training needs of library staff. The committee met multiple times through the summer and identified topics and activities for 2016 Staff Development Day as well as for additional staff meetings in the coming year.
- The Business Manager has investigated Human Resource video training resources for possible training opportunities for library staff.
- A list of trainings has been identified and a schedule will be completed by the end of December.
Library Director’s Opinion on Progress Achieved on End Statement #3:
In an effort to be a leader in strengthening our community, the library has pursued opportunities to engage and connect us with the citizens we serve. Through various collaborations, sponsorship, and participation in community activities and events, we have shown our support for and commitment to Portage and the surrounding region. To demonstrate our “good neighbor” intentions, we have taken our services outside of the library building. We are very pleased with the purchase of our PDL BookBike, the positive feedback we have received on its first outings in our community, and the plans that library staff have discussed to see it to its full potential in 2017! We have participated with local organizations and partnered with area agencies, businesses and human service entities, such as the Portage Community Center, Portage Rotary Club, the Portage Senior Center, the Salvation Army, and others for mutual benefit. Our commitment to expanding our outreach to target groups not previously reached by our programs has led to some enlightening conversations and practical solutions. By engaging in cooperative ventures and interacting with other local service agencies, we continue to strive to make the Portage District Library a true leader and key player in our community.

Description of Activities & Projects to Accomplish End Statement #3

1. **We will take reference into the community so that we can meet service at interesting points of need and draw users to the library.**
   - In early 2016, the marketing department purchased a wireless hotspot that has been used to gain access to the library catalog and databases while at the Portage Farmer’s Market. In the future, this device will be used with the “Bike-Mobile” as well as at other offsite events.
   - A committee to plan external library service points was created at the January 2016 staff meeting. Committee members (Nicolette Sosulski, Jessica Enget, and Rudy Wright) have met twice. The first meeting’s agenda was brainstorming of some of the many places in the community where an outreach of this type would be possible and welcome, including coffee shops, medical provider offices, the YMCA and other exercise centers, car parts dealers, book group at the Maple Street YMCA that Jessica Enget has attended, even the Secretary of State’s office for people doing license renewals.
   - The second meeting focused on a “check out a librarian” type event, focusing the content of the session on the assets and knowledge each Adult Services librarian brings to the patron.
   - The first scheduled offsite reference was the Stump the Librarian activity at the Portage Market, the last Sunday in October. We are planning a January meeting at the Portage Y on health information (Nicolette Sosulsuki) and a gym meeting (Jessica Enget) is yet to be scheduled. Jessica and Rudy are interested in Readers Advisory expertise oriented sessions.
   - In addition, the library petting zoo-tech table was used at the Summer Reading Program Kickoff to collect a record 46 patron contacts, and was
used at the GeekFest offsite event on September 17th to promote Hoopla and other online resources.

2. **We will expand our outreach to target groups not previously reached by our programs.**

   - Based on the success of a pilot program at Portage Northern High School, Teen Librarian Olivia Pennebaker has co-hosted several well-attended Lego Lunches at Portage Northern High School during the first half of the school year.

   - Youth Staff met with media specialists and discussed potential collaborations. The media specialists expressed a need for maker space-type activities (hands-on, exploration/learning, STEM). Youth Staff observed an after-school event at North Middle School to gauge needs and possibilities. As a result of the School Media Specialists’ Maker’s Meeting on August 22, Youth Staff have hosted activities at five events in area elementary and middle schools in the fall of 2016. Six additional events are scheduled for the spring of 2017.

   - Youth Staff hosted a collaborative event with Southwest Michigan Reading Council to promote early literacy for struggling readers and to model behaviors that promote literacy in the home. An additional event on Understanding Dyslexia was co-hosted with SLDRead at the library this fall.

   - Youth Staff met with groups providing aid to recent Syrian and Congolese refugees to ascertain what the library could provide. Youth Staff requested and received commitments from volunteers to lead a “conversation group” for adult English language learners for 2017. During those meetings, Youth Staff will lead a storytime for attendees’ children. Youth Services Librarian Andrea Smalley and Marketing Manager Colin Whitehurst attended a panel discussion at Kalamazoo Public Library titled Welcoming Refugees to learn more about the needs of the forcefully displaced.

3. **The library will take a lead role in sponsoring community support activities and will be involved in community events in 2016.**

   - The library served as a collection site for personal care items in February 2016 to support the humanitarian relief efforts provided by the Portage Community Center. A total of 386 items were collected, about 34% more than our 2015 collection efforts.

   - Hiemstra Optical’s Stuff the Bus school supply collection ran from August 5 to August 12, 2016. A donation box was placed near the entrance to the library with posters and a list of recommended items. Collected materials benefit Portage Public Schools as well as other local school districts. After several years of very low participation in Hiemstra Optical’s Stuff the Bus school supply collection, we will likely be choosing another type of collection project to replace it. There are many places that offer this type of opportunity for donation throughout the community. We will check with Portage Community Center to see if there is a more pressing or targeted need related to our student population.

   - The Annual Food for Fines Campaign ran October 10-16, 2016 and collected 4,830 items. A total of $4,265.08 in overdue fines was forgiven across 385 borrower accounts.

   - We are currently working on completing the Kindergarten Card registration drive for 2016. So far, 173 memberships have been processed. This year’s High School Freshman registration drive had to be postponed due to staff medical leave among the media specialists.
The Salvation Army Angel Tree runs November 15-December 15, 2016. In the first week, we gave out almost 100 Angel Tree tags.

4. The library will investigate the addition of a bike-mobile for use on Portage bike trails and during city events.

- The library researched various options of vehicles to purchase for a “bike-mobile” and determined that a custom-built cargo tricycle would be the best option for our situation. Joe Crennan of Pedal Positive was selected to create the library’s “bike-mobile”. He built the “bike-mobile” over the summer and delivered it to the library in September 2016.

- Funding for the “bike-mobile”, bike accessories, and custom wrap was received from the Friends of the Portage District Library and Spring Appeal 2016 donations. A hotspot has been purchased for use with the “bike-mobile”.

- Permission was granted by the Director of Parks, Recreation and Senior Services to use the motor-assisted, custom-modified adult cargo tricycle on the City of Portage paths.

- Once the “wrap” was designed (by Marketing Manager Colin Whitehurst) and applied, a professional photographer was hired to take pictures of the newly named BookBike for marketing purposes. One of the photographs was used for a thank you postcard which was sent as an update to all Spring Appeal donors.

- A “cheat sheet” of tips and tricks for the BookBike was created for staff to refer to when taking the bike out.

- The BookBike has made appearances at Staff Development Day, the Portage Farmers Market, and the December Friends of the Library Book Sale.

- A survey was created and sent out by Marketing Manager Colin Whitehurst to gauge all staff’s interest in using the BookBike as an outreach tool. A meeting was held in November 2016 to discuss ideas for use and create a tentative schedule for 2017.

5. The library will identify patron interests, preferences and desires for current and future library resources and services and structure library operations accordingly.

- The library has reviewed the 23 national trends identified by the American Library Association’s Center for the Future of Libraries and have shared those trends and information about their significance with the Library Board. Current articles and library centered research have also been identified as relevant information in planning for the future.

- The library has reviewed trends in our services through a variety of methods in order to better understand how our community uses our services. These methods include Gale Analytics on Demand, a space study in Adult and Youth Services, phone data, web site analysis, mobile app usage, and circulation statistics.

- The library has collected data from the Census, community guest speakers at library board meetings, interviews of community leaders, library usage data to identify needs of the community and our users. At the end of August, the library conducted focus groups of library staff to gain their insight into the library and the community we serve.
In November, the Library Board and Administrative Team met two times with facilitator Gary Kushner to work on Strategic Planning for the library for the next 3-5 years. The work done in these meetings will assist us in determining End Statements for 2017 and the goals and objectives the library should focus on in the future.
Library Director’s Opinion on Progress Achieved on End Statement #4:
The library is at the center of the Portage community because of its location, but has also continued establishing its identity as a “community center” in various ways. This year has brought numerous art shows to our walls through solo displays, student exhibits, and curated group exhibits with gallery space on both floors and the stairwell showcasing local talent. The library has also hosted multiple art programs including Zentangle instruction, fairy house creation, felting, and painting for all ages. We have brought in musicians, performers, and presenters including the Gull Lake Jazz Orchestra, Mackenzie’s Bakery, the Kalamazoo Astronomical Society, Just Move Fitness, Tillers International, and magician Brian Penny. We have hosted arts & crafts and science demos at our LLAMAS table in Youth Services. Our talented staff has created beautiful displays to celebrate veterans, highlight our collections, advertise upcoming programs, and celebrate holidays. Through numerous book discussion groups for all ages and reading interests, visiting authors and poets, and participation in the Reading Together and CommuniTeen Read programs, we have encouraged literacy in our community. The library has hosted monthly writers workshops and the Third Annual Local Author Expo. Collaborations with the Portage Senior Center have brought new, multi-generational events to our patrons. Our first multi-library collaboration comic and game festival, GeekFest, was a great success. It is evident from the positive public response to these initiatives that our efforts to help people in our community explore local arts and culture are very much appreciated. Everything we have undertaken in 2016 in the arts and culture arena met the goal of enriching the lives of our residents and strengthening our community.

Description of Activities & Projects to Accomplish End Statement #4

1. **We will help plan a two county, 5 library event celebrating pop culture and bring comic book or gaming guests to Southwest Michigan.**

   - Portage District Library collaborated with Kalamazoo Public Library, Van Buren District Library, Lawton Public Library, and Paw Paw District Library, to host a comic book, games, and craft convention called GeekFest 2016 on Saturday, September 27, 2016.
   - The library assisted in choosing a central location of the Antwerp Activity Center (Mattawan, MI) for this collaborative event.
   - The Adult Services library staff (including Lawrence Kapture, Jessica Enget, and Christina Doane) assisted in planning and manning a slate of programs for the event. These included hosting authors and artists, preparing a craft table for the Creative Corner, and organizing a Gaming Room for card games and tabletop role playing games.
   - Marketing Manager Colin Whitehurst assisted in creating marketing materials for the event including designing an amazing logo, ‘save the date’ postcards, flyers, graphics for each library’s website, and a dedicated Facebook events page with regular posts.
   - The library assisted in choosing and hiring guest speakers to be featured during the event including: Dave Roman (author/artist of *Astronaut Academy* and *Agnes Quill*), Ruth McNally Barshaw (author/cartoonist of *Ellie McDoodle*), Dan Monroe (graphic novel artist and author of *...*)
2. **Adult and Youth Staff will collaborate on two large events that engage attendees of all ages and encourage multi-generational interaction.**

- Adult and Youth staff reconfigured Art Encounters to focus on interactive, hands-on activities while maintaining the core focus of art in the community. The event name was changed to Art U. Activities included upcycle art creation, vegetable stamping, 3D printing demos and activities, an improvisation workshop, an instrument petting zoo, and an “Art Pit” where attendees could create art that would be displayed in the library for the following month. The event culminated in a performance by the Senior Center Band and an ice cream social sponsored by the Senior Center. Community collaborators included the Senior Center, Kalamazoo Institute of Arts, Marshall Music, and Comstock Public Schools’ “Make it and Take it” Booth.

- The existing model for the Summer Kickoff remained the same this year. Small changes were made to enhance the event. For example, more activities were added and the time frames adjusted in response to 2015 feedback and observations. Activities for older youth were also added in response to feedback received.

3. **New technology will be installed Heritage Room.**

- As of October 14th, 2016 the Heritage Room has successfully installed the television display monitor and DVD player. The iPad installation is on hold due to new technology recently coming to light that caused a “rethink” of the project.

- The program “One Day in History” is currently on hold until January 2017. Two issues arose beyond the control of the Heritage Room preventing the implementation of the program. 1) The installation of the monitor and subsequent training of the software was not complete until October 2016 due to conflicts with the installation schedule. 2) The gentleman who was to partner with the Heritage Room exhibiting of the “One Day in History” programs and who had been instrumental in the creation of said program was diagnosed with a serious illness making him unavailable for several months. Fortunately he is now doing better is willing to assist beginning in January.

4. **Organize and implement the annual Veterans Military Exhibit for the month of November 2016.**

- The Annual Veterans Display was held from November 2nd through December 7th of 2016 and included twelve exhibits of World War II military memorabilia, nine of which were new displays never before seen in public. Each of the twelve exhibits not only featured military memorabilia but included detailed descriptions of said memorabilia both researched and written by Local Historian Steve Rossio. In addition to the “semi-permanent” exhibits of the month long display, five additional “temporary” exhibits were created specifically for the library’s Veterans Big Band program on November 11th.

- To track individual’s perceptions of the Veteran Display, a guest book was purchased and placed on a stand upstairs near the main concentration of cases. Unfortunately, the guest book went missing at the tail end of the display and has not been recovered. While setting up and taking down veterans displays and programs, Mr. Rossio received 100 percent favorable comments from library patrons with numerous individuals expressing the desire to see the veterans events continue. Mr. Rossio has also already received offers from patrons of new veteran material for display in 2017.
The Veteran’s Big Band event hosted by the Heritage Room and by Adult Services was a resounding success. The expected number of attendees was around 75 with the actual attendance doubled at 150. Throughout the evening, all comments received by both Ruth and Steve were 100 percent favorable with numerous requests to make this an annual event.