NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on May 22, 2017 beginning at 6:00 p.m. at the Portage District Library in the Lower Level Long Lake & Gourdneck Lake Meeting Rooms for the purpose of conducting library business.
PORTAGE DISTRICT LIBRARY BOARD MEETING
May 22, 2017
Regular Meeting Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

III. Comments or Requests from the Public, Board Members, or Library Staff (10 minutes total)

IV. Adoption of the Agenda for the Regular Meeting of May 22, 2017 (1 minute) (Vote)

V. Audit Presentation (20 minutes)
   A. Presentation of Audit Report for Fiscal Year 2016 by Rehmann Robson staff. (Info) Pg.1

VI. Board Member Photography (20 minutes)

VII. Consent Agenda (5 minutes) (Vote)
   A. Minutes of the regular board meeting held on April 24, 2017. (Info) Pg.2-7
   B. Review of Reciprocal Borrowing Policy (Info) Pg.8
   C. Request for approval of a Budget Amendment for a Retiring Staff Member (Info) Pg.9
   D. Request for approval of a Budget Amendment for the 2017 Volunteer Luncheon (Info) Pg.10
   E. Library Board Linkage for June 2017. (Info) Pg.11
   F. Narrative Report for April 2017. (Info) Pg.12-15
   G. Marketing Report for April 2017. (Info) Pg.16-17
   I. Statistical Report for April 2017. (Info) Pg.21-22
   J. Legislative Update for April 2017. (Info) Pg.23
   K. Plans for participation in the City of Portage’s 2017 Memorial Day Parade. (Info) Pg.24
   L. Plans for 2017 Summer Reading Kick-Off in June. (Info) Pg.25
   M. Erbert and Gerbert’s Charity of the Month (Info) Pg.26

VIII. Governance (60 minutes)
   A. Follow-up on mid-year Meeting with Library Director. (Info) Pg.27
   B. Art Exhibit Policy Update, Review, Approval. (Vote) Pg.28-33
   C. Memo RE: Patron Behavior Policy Update, Review, Approval. (Vote) Pg.34-47
   D. Progress Report on Ends Statement #1 (Info) Pg.48-56
   E. Memo RE: Architect RFP (Info) Pg.57
   E. Strategic Planning 2017 Draft Review and Core Values Discussion. (Vote) Pg.58-64

IX. Library Director’s Reports (15 minutes total)
   A. Final remarks by Library Director for the May 22, 2017 Library Board Meeting.

X. Process Evaluation (5 minutes total)
   A. Suggestions for Agenda Items to be included on the June 26, 2017 board meeting
      2. Review of Heritage Room Policy.
      3. Presentation of proposed Library Operating Budget for Fiscal Year 2018.
      4. Progress Report on Ends Statement #2
         (The library will be a safe, welcoming, inclusive destination for families and individuals.)
   B. Assessment of this meeting
   C. Miscellaneous Items

XI. Adjournment
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: May 12, 2017  
Subject: Presentation of Audit Report for Fiscal Year 2016 by Rehmann Robson Representative

The Fiscal Year 2016 financial audit of Portage District Library has now been completed, and a representative from the accounting firm Rehmann Robson will be coming to the May 22, 2017 board meeting. They will go over the audit report with the Library Board and summarize the library’s financial standing for the period January through December 2016. At that time, their major findings will be shared and you will have an opportunity to ask any questions you may have.
PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Board Meeting held on
April 24, 2017

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 Monelli’s Italian Grill and the board meeting started at 6:00 PM

II. Roll Call -

Board Members Present: Michele Behr, Martha Pacheco, Alisha Siebers, Cara Terry, Donna VanderVries, Ted Vliek, and Tom Welsh

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

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

Board Chair Behr welcomed everyone to the meeting. Trustee Behr then opened the meeting for any comments from the public, board members, or library staff.

A. Comment from Trustee Welsh- Trustee Welsh thanked the library staff for the signed card and gift in celebration of his birthday this past month. Library Director Klien mentioned that Gary Kushner’s birthday had also just passed.

DISPOSITION: The Library Board acknowledged the comments made by Trustee Welsh and wished him and Gary Kushner a belated happy birthday.

IV. Adoption of the Agenda for the Regular Meeting of April 24, 2017.

Library Board Chair Behr asked if there were any changes needed to the agenda of the April 24, 2017 board meeting before its adoption, and there were no changes requested by trustees. Behr asked for a motion to adopt the agenda.

MOTION: It was moved by Trustee Vander Vries and supported by Trustee Vliek that the Library Board adopt the agenda for the regular meeting of April 24, 2017. Vote: 7-Yes, 0-No. Motion carried.

V. Consent Agenda

Library Board Chair Behr asked if there were any changes needed to the consent agenda for the April 24, 2017 board meeting before its adoption. Library Director Klien said that in conversation it came up that it is not required for the consent agenda to be read aloud. Trustee Vliek suggested that the consent agenda be read aloud when there are guests/public present at the meeting who may not have had the chance to read the agenda in advance and the other trustees were in agreement. Two changes were requested; Item A (Pacheco) and Item G (VanderVries) were removed for additional comments. Trustee Behr asked for a motion to adopt the agenda with Item A and Item G removed.

A. Minutes of the regular meeting held on March 27, 2017
B. Report on Financial Condition for March 2017
C. Library Board Linkage
D. Marketing Update for March 2017
E. Narrative Report for March 2017
F. Statistical Report for March 2017
G. Legislative Update for March 2017
H. Review of Programming Policy
I. Invitation to Library Board members to the Volunteer Recognition Luncheon on May 9, 2017
J. Budget Amendment $2,000 from the Friends of the Library
K. Kalamazoo Community Foundation Grant Application
MOTION: It was moved by Trustee Siebers and supported by Trustee Pacheco, that the Consent Agenda for the regular board meeting of April 24, 2017 be approved with Item A and Item G removed for discussion. Vote: 7-Yes, 0-No. Motion carried.

Item A – Trustee Pacheco said that the reason she asked to have Item A taken off of consent was to amend the minutes from the March 27, 2017 board meeting to reflect the fact that she did dissent on the vote regarding the Kalamazoo County ID Task Force. Her first objection was that she did not feel that support of this concept was “in the library’s purview as it does not further that library’s mission” and that support should come from individuals not organizations. Her second objection was that the concept was not fully flushed out and there was no clarification of what the exact costs would be. And finally, Trustee Pacheco said if the Library is going to endorse this concept, the Library should be looking into what parts of this concept can be implemented here to get more Library cards in people’s hands. In the future, Trustee Pacheco wanted to be sure that the names of Library Board members who dissent on a vote should be recorded. Library Director Klien explained that in the first draft, that information was not included, but that Library Board Secretary Edwards had amended the minutes to include that information in the minutes printed in the April Board packet.

MOTION: It was moved by Trustee Vliek and supported by Trustee VanderVries to approve Item A – Minutes of the regular meeting held on March 27, 2017 as amended. Vote: 7-Yes, 0-No. Motion carried.

Item G - Trustee VanderVries asked for Item G to be removed from the Consent Agenda. She reminded trustees and staff to remain cognizant of legislation that is expanding exemptions which impacts the tax base. Trustee VanderVries took a course through Cooley that was talking about exemptions and it was brought to her attention by a Kalamazoo City Commissioner that 53% of their tax base is either exempt or captured, and that is a real problem. If the legislation keeps moving the way it is, it will have a significant impact on any entity that is dependent on property tax. She reminded trustees to keep an eye on State Representative Dave Maturen’s House Bill regarding dark store tax loopholes, though with what’s been going on with store closures lately, she wasn’t sure how much traction it will get.

MOTION: It was moved by Trustee Pacheco and supported by Trustee Siebers to approve Item G after discussion. Vote: 7-Yes, 0-No. Motion carried.

VI. Special Guest

A. Special Guest – Gary Kushner
Facilitator Gary Kushner from Kushner and Co. was invited to the April Board Meeting to help the Library Board and Administrative Staff work through Mission, Vision, and Values Statements for the Library that aligns with the 2017-2020 Strategic Plan. This will be the completion of work on the Strategic Plan. Kushner emphasized that a mission statement should reflect “why the organization exists.” The Library Board and Administrative Staff spent some time reviewing the Library’s current mission statement that was originally adopted in February 2003. There was discussion about whether the mission statement goes far enough to reflect what we want to do, as well as key concepts that answer the questions “why do we do what we do?” After much discussion and wordsmithing, the Library Board and Administrative Staff came up with the following:

Portage District Library’s mission is:
To inspire learners, enrich lives, and empower our community.

MOTION: It was moved by Trustee Vliek and supported by Trustee VanderVries to approve the mission statement as read. Vote: 7-Yes, 0-No. Motion carried.

Kushner continued that a vision statement proposes “in a perfect world, what is your organization’s role?” The Library Board and Administrative Staff spent some time reviewing the Library’s vision statement that was also originally adopted in February 2003. Trustees also took some time to look at other
organizations’ vision statements and many options were proposed until the following vision statement was reached:

**Our vision:**  
Unlocking infinite possibilities through unlimited resources for all members of our community.

**MOTION:** It was moved by Trustee VanderVries and supported by Trustee Terry to approve the mission statement as read. Vote: 7-Yes, 0-No. Motion carried.

Kushner then moved on to the final exercise of the evening; the Library’s values statement. This is a guide to the Library Board and Library Staff of words or phrases of expected behavior, a standard for policy, and a way for the organization to meet the expectations of the community. There was brainstorming of a list of words to be used in our core value statements which will be worked on during the month of May and brought forward for trustee review and approval at the next board meeting.

VII. **Governance**

A. **Scheduling of mid-year meeting with the Library Director** – Board Chair Behr will be conducting the mid-year evaluation with Library Director Klien in the beginning of May. If you have any comments, feedback, questions, or concerns please contact Board Chair Behr via email or phone to discuss them and have those opinions reflected at the evaluation.

**DISPOSITION:** The Library Board received the information about the mid-year meeting between the Library Director and the Library Board Chair.

B. **Memo RE: Review of the Art Exhibit Gift Policy** – Library Director Klien said that upon review of the Art Exhibit and Gift Policy, our procedure and our policy could be better aligned. We would like more time to evaluate this closer and take an amended policy and Artist Contract to the Library’s new lawyer to review. An amended policy will be in the May Board Packet for trustee review and approval.

**DISPOSITION:** The Library Board received the information about the Art Exhibit and Gift Policy and will look for it in the May Board Packet.

VIII. **Ends Development**

A. **Report from Martha Pacheco, Board Liaison to the Friends of the Library** – Trustee Pacheco said that the Friends of the Library book sale earlier this month generated over $5,000. They were very pleased with all the help they received this month with clean-up following the sale, which included high school students working on their volunteer hours. The Friends thanked Adult Services Librarian Ruth Cowles for the use of a display cube in the Adult Services department to advertise for their upcoming sale. The Friends thought that this display generated even more attention to the sale and would like to look into the possibility of having a display up in the weeks prior to each of the upcoming book sale dates. The Friends reported that their membership is on the rise. They approved an additional $2,000 in grants to the Library as reflected in the budget amendments in the Consent Agenda portion of the April board packet. Trustee Pacheco said that the Friends continue to express that if additional programming money is needed, that they would be willing to provide it. Head of Adult Services Lawrence Kapture thanked the Friends for their continued generosity, noted their comments, and said that he would take this under consideration in the future. Pacheco said that the Friends are looking into selling additional, non-book items at the Farmer’s Market this summer including vinyl library logo decals. The Friends are running low on their supply of small, flattened boxes to use to discard unsold books. If anyone has a source for these boxes, the Friends would appreciate them. There was discussion about the potential purchase of a conveyor to load discarded books. Pacheco concluded her report by mentioning that the Friends have again been invited to participate in the Portage Memorial Day Parade along with the Library Staff. As Co-Liaison, Trustee Terry was also at the Friends Board meeting for the first time. She said Trustee Pacheco covered all of the topics discussed and she did not have anything to add. Circulation Supervisor Jill Austin added that the Friends finally have a full board.

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B. **Memo RE: Progress Report on End Statement #1** - Next month, the Library Board will be receiving a 22+ page draft of the Library’s 3 year Strategic Plan. Library Director Klien said that the staff have spent a lot of time working on it and in May we will be looking for your review, comments, and approval of all of the proposed projects. Because of Mr. Kushner’s visit, and our work on the larger plan, Ends Statement #1 Progress Report is also delayed a month. Trustee Siebers said that it sounds like trustees should cull through the draft Strategic Plan very carefully when it is received, to be sure that the action plan is solid and that if there are projects the board feels should or should not happen it is reflected. If trustees need more time, it will also be possible to spend time reviewing the Strategic Plan and vote on the document at the June meeting.

**DISPOSITION:** The Library Board received the information about the upcoming draft of the Library’s 3 year Strategic Plan.

C. **Memo RE: PDL Wireless Network Upgrade** – Library Director Klien said that following previous discussions with the Library Board on the wireless upgrade project, a date has been set with Secant to do the work for the upgrade. On May 12th, they will help the library transition to OpenDNS. What this means for patrons is that on their personal wireless devices, they will no longer need to enter their library bar code and PIN number. They must check an agreement to the library’s terms and conditions. Library Director Klien said that in addition to our usual marketing channels, the Library will be sending a letter to the homes of the parents of youth library card holders to let them know that the wireless internet experience will be a little different. The internet will still be CIPA (Child Internet Protection Act) compliant, but that there will not be the option to deny wireless internet access in the Library for personal devices.

Library Director Klien asked for the board to consider granting permission for the Library Staff to send patron mailing information, under contract for confidentiality, to an outside printer for direct mailing for this use, a Spring Appeal letter, and the Library Annual Campaign. Klien explained that in the past, the Staff has asked for permission for each individual campaign, but was asking if the Board was comfortable approving one blanket permission statement for the year to expedite the process.

**MOTION:** It was moved by Trustee Siebers and supported by Trustee Terry to allow the Library to release a patron mailing list to the printer for this specific targeted mailing as well as for fundraising purposes for the rest of the 2017 year. Vote: 7-Yes, 0-No. Motion carried.

In a follow-up question, Trustee Terry asked how the Library would notify parents and patrons of the change in the future. Circulation Supervisor Jill Austin said that when a new library card is issued, an explanation of computer use, wireless access, and filtering levels will be a part of that process. Library Director Klien said that this information would also be included in a forthcoming “Welcome Packet” with information about Library use. She added that she understands that there may be some parents who do not appreciate this change, but that overall the Wireless Network Upgrade and OpenDNS will be a positive thing for library users.

**IX. Monitoring to Assure Compliance with Executive Limitations**

A. **Memo RE: Library Investments Update** – In the time between board meetings, Business Manager Rob Foti contacted the Library’s financial advisor with the questions posed by trustees at the March Board Meeting. Foti asked him to look again at the Library’s Investment Policy and see if there were any other recommendations he could make. This advisor assists over 25 counties and more than 75 cities and townships and says that the Portage District Library is in line with what most other organizations invest in, with the exception of commercial paper, although the returns on that investment are not significantly more than what the Library currently receives. Foti then contacted Kalamazoo Public Library which is investing in a similar way to the Portage District Library. Foti downloaded financial statements for the City of Portage and Kalamazoo County to look at their current list of investments. Foti had a conversation with Finance Director for the City of Portage in regards to their investment strategy. Those financial decisions reflect similar investments to our Library. Unfortunately, the Library does not have the same options that individuals have when investing due to Public Act 20 of the State of Michigan, which governs which investment vehicles are available to the Library. Foti reiterated that the Library’s investment policy’s order of investment priorities is: 1) Safety 2) Diversification 3) Liquidity 4) Return.
Trustee Vliek asked about getting better returns through endowment funds through the Kalamazoo Community Foundation. He suggested a meeting with the Foundation to see if there are other investment options for the Library through that organization.

B. 1st Quarter Financial Report for FY 2017 – Business Manager Foti gave the Financial Report and stated that the news was all good at this point in the year. The Library has collected the majority of the income we receive from taxes. We should take a look at adjusting the projected amount of unpaid taxes, as that amount seems to be dropping. The Library received notification that it would receive a distribution from its building insurance provider for a portion of the premiums paid. The Personal Property Tax reimbursement was 2 ½ times the amount that was budgeted for. Business Manager Foti said that the Library was told not to rely on this in the future. We should not spend the overage, but perhaps reserve it for future shortfalls in State Aid reimbursements. And finally, as far as expenses for the library are concerned, Foti reported that there are no known hardships that the Library is currently experiencing or anticipating.

C. Monitoring Report on Executive Limitation: Fundraising Activity – Library Director Klien said that she and Assistant to the Director Edwards are on the last week of their 8 week online Fundraising course. They are preparing for the Spring Appeal with the assistance of Marketing Manager Colin Whitehurst. Klien said that once the Strategic Plan is approved, she and Edwards would come to the board with a Fundraising Plan.

IX. Library Director’s Comments
A. Final remarks by Library Director for the April 24, 2017 Library Board Meeting –

Library Director Klien began her final remarks by informing the board that in front of them they had a draft RFP for Architects and/or Library Specialist bids on a long-term relationship for projects throughout the library. The Board made it clear that they are interested in an organization that has experience with libraries. Trustee Vliek asked how the final candidate would be selected, and Klien responded that compatibility, vision, past work, recommendations from former clients, and the number of ideas provided would all play a role in selecting the final candidate. She asked that if trustees had any comments, questions or suggestions about the RPF, that she would need them as soon as possible. She and Business Manager Foti would like to send out the RFP’s by May 1st.

Library Director Klien asked Trustee Terry to update the Library Board about progress that has been made towards the Master Gardener Project on the north side of the Library by the bike trail. As a Master Gardener, Trustee Terry had agreed to sponsor this project prior to joining the board. Trustee Terry said that she and Quyen Edwards had met with Linda Whitlock, Master Gardener Program Coordinator for Kalamazoo County. She looked at the project area and gave some suggestions for groups to approach to try to team up with for long-term maintenance of the area. Trustee Terry had already approached Wedel’s Nursery, Florist, and Garden Center about volunteering the services of a landscape architect which they have agreed to do. Terry and Edwards have measured the area and taken pictures. Terry will create a sketch and that along with soil samples will be taken to Wedel’s next week. Terry mentioned that the water fountain that was purchased by the Friends of the Library last year will be included in the layout of the area along with the possibility of tables and benches.

Library Director Klien informed trustees that Cataloging Librarian Ken Fischer is retiring after 40 years of service to the Library. His last day will be Friday, May 5th. An internal job posting was made for a Technical Services Librarian. The Library has a number of staff who have an MLIS which qualifies them for this position. One staff member has applied and been interviewed for the position.

Library Director Klien, Business Manager Foti, and Marketing Manager Whitehurst have conducted four interviews for the Graphic Design Intern position. They will be making their decision on their selected candidate this week. The interviews for the Summer Reading Programming Assistant will be scheduled for next week.
Library Director Klien informed trustees that the Library will be hosting a MI Blood Drive on Friday, May 19th. It has been the practice of the Library to host one MI Blood and one American Red Cross Blood Drive each year.

Library Director Klien finished her Library Director’s Report with a brief update on the closing incident on Friday, April 21.

X. Process Evaluation
   A. Suggestions for Agenda Items to be included on the May 22, 2017 Board Meeting
      1. Minutes of the Regular Meeting held on April 24, 2017
      2. Review of Disruptive Patron Policy
      3. Review of Juvenile Patron Policy
      4. Review of Smoking & Tobacco Products Policy
      5. Budget Amendment to Move Funds from Benefit Reserve for Retiring Staff Member’s Accrued Benefits Payout
      6. Review and Approval of Revised Art Exhibit Gift Policy
      7. Presentation of Audit Report for Fiscal Year 2016 by Rehmann Robson staff
      8. Review draft of Strategic Plan 2017-2020 with action items
      9. Follow-Up on mid-year meeting with Library Director
     10. Plans for participation in the City of Portage’s 2017 Memorial Day Parade
     11. Plans for 2017 Summer Reading Kick-Off in June

   B. Assessment of this meeting – There was agreement among trustees that this had been a full and productive meeting.

       C. Miscellaneous Items -
          The Library Board and Administrative Staff expressed their thanks to facilitator Gary Kushner who led the group through Strategic Planning for the last year.

XI. Adjournment –
Library Board Chair Behr said if there was no further business to be considered, that she would adjourn the regular board meeting of April 24, 2017.

DISPOSITION: The regular board meeting of April 24, 2017 was adjourned at 8:44 pm.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary
PORTAGE DISTRICT LIBRARY

Reciprocal Borrowing Policy

Since the mission of the Portage District Library is: *Helping you access the world of information, in a friendly atmosphere*; and because the library operates on the premise that libraries should be accessible to people regardless of their location, economic status, educational level, race, color, creed, religion, or any other factor which may be divisive and inhibitive; it has been deemed appropriate and advantageous for the library to enter into reciprocal borrowing agreements with other institutions for the purpose of providing access to library materials for the benefit of their respective library patrons.

For this reason, the Portage District Library will enter into a Reciprocal Borrowing Agreement with another entity of similar size and funding level, on behalf of the people in their area, so that:

“Any person holding a valid resident borrower’s card from either participating entity will have access to both institutions.”

Criteria for Institutions in Reciprocal Borrowing Agreements with the Portage District Library:

The participating institution must:

1. Be in reasonable geographic proximity to the Portage District Library.
2. Have a funding level equivalent to at least a one-mill tax levy, and be of a similar size with a comparable collection.
3. Obtain the approval of its governing body and have an officer sign a Reciprocal Borrowing Agreement with the Portage District Library.
4. Agree to assist the Portage District Library, if necessary, (and if requested) in recovering library materials from a reciprocal borrower.
5. Comply with the rules and practices of the Portage District Library, including any limitations placed on the borrowing of specific classes of materials.
6. Recognize the effective date of a Reciprocal Borrowing Agreement with the Portage District Library as the latest date appearing on the signed agreement.
7. Honor the provisions of a Reciprocal Borrowing Agreement with the Portage District Library, unless modified or cancelled at the request of either institution in writing, with a 90-day notice.

Expectations for Reciprocal Borrowing Patrons Accessing the Portage District Library:

Reciprocal borrowers are expected to:

1. Conform to all of the rules and regulations of both participating institutions, including the payment of any fines and fees, which may be accrued.
2. Present a valid resident borrower’s card from their “home” institution.
3. Present identification and proof of residential address as specified in the library’s Resident/Non-Resident Policy.
4. Return library materials promptly and in satisfactory condition.
To: Portage District Library Board
From: Christine Klien, Library Director
Date: May 11, 2017
Subject: Budget Amendment to move funds from the Benefit Reserve to Full-Time Salaries for the payout of a retiring employee’s accrued benefits in Fiscal Year 2017.

BACKGROUND:
On May 5, 2017 the Library had a long-time employee, Ken Fischer complete his last day of work. On May 15, 2017, Abigail Pylar will replace Ken Fischer in his position of Technical Services Librarian. Therefore, the Library will need to pay out all unused accrued vacation, sick (50% of unused balance) and holiday time as of May 5, 2017. It is anticipated that the Library will need $17,830.02 for pay for these benefits.

RECOMMENDATION:
I recommend that the Library Board approve a Budget Amendment to move funds from the Benefit Reserve in May 2017 to the Fiscal Year 2017 Budget to increase Full-Time Salaries by an amount of $17,830.02 to pay for unused accrued benefits to a retiring employee.
To: Portage District Library Board

From: Christy Klien, Library Director

Date: May 12, 2017

Subject: Budget Amendment to adjust the FY 2017 Budget for a special donation from Dayton Maynard to fund the 2017 Volunteer Recognition Luncheon at PDL.

BACKGROUND:
On May 9, 2017 the library invited its wonderful volunteers to a special Volunteer Recognition Luncheon at the library as a way to thank them for all the donated time they have devoted to helping out at the library. A lovely luncheon was catered by Panera who prepared a fantastic meal of sandwiches and salads. Entertainment was provided by the Critchlow Alligator Sanctuary. Library staff members were on hand to visit with volunteers and share their personal appreciation for the assistance given by our volunteer corp.

The 2017 Volunteer Recognition Luncheon was very well attended and all those who came to this event were quite complimentary. This year’s Volunteer Luncheon Committee consisted of: Library Volunteer Coordinator Ruth Cowles, Christina Doane, Kathy Morris, Quyen Edwards, Andrea Smalley, and Steve Rossio. They did an excellent job in organizing, decorating, and conducting this appreciation luncheon for our valued volunteers, and worked hard to make sure that everything would go well. Not only was the luncheon a success, long-time library volunteer and regular library patron Dayton Maynard stepped forward and offered to cover the expenses for this event, as he has done in many previous years. Through his generous donation of $630.72, Mr. Maynard enabled the library to give proper recognition to its donors without incurring significant expense. For his thoughtful gesture, we are truly grateful. Not only did he save the library a substantial expenditure, but he also gave a lot of volunteers a delightful time of friendship, food and fun. We are most grateful to Mr. Maynard for his generous gift and expressed our thanks to him directly and in a letter of appreciation.

REQUEST:
I recommend increasing the FY 2017 revenue line by $630.72 and increasing the FY 2017 Other Administrative Services line by that same amount to allow for the expenditures on the 2017 Volunteer Recognition Luncheon to be covered by the generous gift provided by Dayton Maynard for that purpose.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: May 4, 2017  
Subject: Upcoming Library Board Linkage Opportunities in June 2017 for consideration

Monthly library board linkage has been included in the past as a list of upcoming events. This linkage information is provided to highlight a few programs that will occur before the next month’s board meeting. We welcome you to attend any library event as a trustee and representative of the library as it is an excellent opportunity to observe what is happening on a daily basis and to speak to patrons about their experiences. If you choose to attend a program as a trustee, we ask that you let Quyen or myself know in advance so that we can make the staff presenter aware and that you wear your Portage District Library Trustee name badge. Thank you.

**LINKAGE OPPORTUNITIES for June 2017:**

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<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
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<tbody>
<tr>
<td>6/3</td>
<td>9:00 AM</td>
<td>Friends of the Library Book Sale</td>
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<tr>
<td>6/12</td>
<td>7:00 PM</td>
<td>Top Shelf Reads: Genre Read (out of the building)</td>
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<tr>
<td>6/15</td>
<td>6:30 PM</td>
<td>Building a Better YOU: Summer Health Series, Weight Loss</td>
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<td>6/17</td>
<td>9:00 AM</td>
<td>Kalamazoo Macintosh Users Group (KMUG)</td>
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<td>6/17</td>
<td>11:00 AM</td>
<td>Summer Reading Kickoff</td>
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<td>6/20</td>
<td>2:00 PM</td>
<td>There’s an Alligator Under My Bed (Storytime and Critchlow Alligator Sanctuary) *Registration required.</td>
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<td>6/23, 6/30</td>
<td>1:00 PM</td>
<td>Create! Elementary program * Registration required.</td>
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<tr>
<td>6/24</td>
<td>11:00 AM</td>
<td>Help Others – With Your Dog</td>
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Library Director’s Narrative Report for May 22, 2017
(Activity at the end of April 2017 and beginning of May 2017)

Administrative Activities:
During the months of April 2017 and the first part of May 2017, Library Director Christy Klien engaged in the following activities:

- Participated in weekly Administrative Team meetings on Thursday mornings.
- Participated in regular library-wide staff meetings on Tuesday mornings for all library employees.
- Attended the Portage Rotary Club lunch meetings on Wednesdays.
- Completed the coursework for the Principles and Techniques of Fundraising online class.
- Met with Abigail Pylar to discuss her promotion to Technical Services Librarian on 4/26.
- Worked on budget lines in individual meetings with department heads on 4/26.
- Worked on the Architect RPF on 4/26 and had it ready for distribution on 5/1.
- Attended the PCC Board Meeting on 4/26.
- Set up for Project Outcome on 4/27 and hosted the group all day on 4/28.
- Conducted four interviews for the Youth Services Summer Programming Assistant position on 5/1, 5/2, 5/3, and 5/4.
- Participated in the monthly tech meeting on 5/2.
- Participated in a webinar on 5/2.
- Helped organize and set-up a Cinco de Mayo party for retiring Cataloging Librarian Ken Fischer on 5/5.
- Conducted the Architect RFP library tour on 5/8.
- Help set up and attended the 2017 Volunteer Luncheon on 5/9.
- Attended the mid-year review with Library Board Chair Michele Behr and discussed the May Board Meeting agenda on 5/10.
- Met with the Staff Development Day Committee on 5/15.
- Had a discussions about the Materials Selection Policy on 5/15 and 5/16.
- Discussion with Kim Phillips from the Senior Center on 5/17.
- CIC 5/17.
- DAC 5/18.
- Volunteered with Kalamazoo in Bloom to plant flowers on Library Lane on 5/19.

Technical Services

- Interviewed and hired Abigail Pylar as the new Technical Services Librarian.
- Assisted Ken Fischer, recently retired Technical Services Librarian in his retirement transition.
- Helped with the Cinco de Mayo Party (Ken’s Retirement Party) and library gift.
- Worked with library administration to plan a transitional staffing plan for Technical Services.
• Began training Abigail Pylar in Technical Services processes and library material vendor processes.
• All library operating supplies and office supplies have been maintained and are within budget.

**IT Services**

• All regular IT maintenance activities, patching and updates have been completed.
• Hosted firewall project and Wireless Project.
  o Phase 1 - Complete
  o Managed Firewall installed on May 12, 2017
  o OpenDNS installed on May 12, 2017
  o Phase 2 – Expanded Wireless Coverage and Accessibility is to be completed by June 2, 2017
• Hosted firewall project and Wireless Project.
  o Phase 1 - Complete
  o Managed Firewall installed on May 12, 2017
  o OpenDNS installed on May 12, 2017
  o Phase 2 – Expanded Wireless Coverage and Accessibility is to be completed by June 2, 2017

**Portage District Library connected apps Projects**
  o PDL2GO (Boopsie) – Waiting response to barcode wallet issue
  o BookMyne – Jill reported from COSUGI SirsiDynix is working towards a BookMyne-replacement responsive client
  o Payment Services (Paypal) – The library will review Propay as an alternative to Paypal

**Self-Checkout Project**
  o The library is requesting supporting support to mount and install payment devices
  o Training for Debit/Credit and Cash payment systems will be scheduled upon successful tests
  o Live Production Date: Mid-June 2017

**Mobile Hotspots Update**
  o 10 Mobile Hotspots purchased
  o Planning for 2 Hotspots for Staff Mobile Outreach and 8 for Patron Checkout
  o Tests are in process for connectivity and documentation
  o Completing Circulation policies and documentation for June 2017 board meeting

**Maintenance and Building Services**

• All preventative maintenance activities were performed as scheduled.
  o Working with Pleune our Mechanical Contractor to replace a faulty gas valve and water pump
  o Working with Pleune to adjust VAV boxes and air makeup for the circulation work room
• All Cleaning and Maintenance services were performed as scheduled.
  o Spring Floor and Upholstery cleaning is scheduled and will be completed in May and June 2017
  o Spring and Summer HVAC maintenance services have been completed
Personnel Information

The library undertook the following human resource and financial activities since the April 24, 2017 Board meeting:

- The Library conducted four (4) interviews for the Graphic Design Intern position. As a result of those interviews, the Library made an offer to Lynnae Strait, which has been accepted. Lynnae will begin work on May 15, 2017. Lynnae will work 20 hours per week for a period of 12 weeks this summer. She will be a junior in the Graphic Design program at WMU in the fall.

- The Library conducted four (4) interviews for the Summer Programming Assistant position and has made an offer to one candidate. The library is in the process of doing its screening and once that process is complete and deemed acceptable, a start date will be determined. The Library is looking at a start date of May 30, 2017.

- The Library has received and accepted the resignation of a long time employee, Ken Fischer. Ken retired on May 5, 2017, just a few days short of his 40 year anniversary. The Library posted the position to current Library staff and received interest from one (1) employee, Abigail Pylar. After discussing the position with Abigail, the Library made the decision to promote Abigail from her current position of part-time Processing Clerk to full-time Technical Services Librarian. Abigail has her MLIS from Kent State University and has been working for the Portage District Library for approximately 18 months. She will begin her new role on May 15, 2017.

Adult Services Programming Highlights

Classic Movie: Brewster’s Millions - Saturday, April 15th. 10 Attended. The classic movie, Brewster’s Millions, was shown and popcorn was served to everyone. It was a great comedy that everyone enjoyed. We gave away the movie poster to a very happy patron.

Zentangle: Meditation Through Drawing - Saturday, April 22nd. 15 attendees. Zentangle is an easy-to-learn method of drawing using patterns and those patterns link to form beautiful images. A calming art form, it has been known to aid in focus, creativity, and meditative practice.

Must Be 21+ Bad Poetry Night - Friday, April 28th. 25 attended. Attendance for this program doubled from last year, and the energy and sense of humor was high. Eight people had registered to “perform” in the competition; six of those registered attended. Four members of the audience volunteered to perform bad poetry written by celebrities, giving us a total of 10 contestants, who each had to take a sucker after presenting their work (for every poem that “sucked”). All guests received a Rubber Chicken keychain for attending. A ballot had been designed and distributed for guests to track contestants and helped the voting process go much more smoothly. The top three winners each received a gift card to Barnes & Nobles, Kazoo Books, or Book Bug. Our worst poet, of the original work “Trash Day” also received the Rubber Chicken Trophy.
**Adult Services Outreach**

We had staff at meetings for *What’s Cooking in Portage* on April 19th and the *Overdrive Consortium* on April 26th.

**Adult Services Displays**

Displays this month included the topics of Gardening, Vintage Baseball by Steve Ellis from Spark Magazine, Bird watching in anticipation of Bob Tarte’s May visit, and Baseball mysteries.

**Youth Services Programming Highlights**

The theme for this season’s *Fairy Houses* was “spring”. Participating families created their fairy houses in miniature bushel baskets.

Youth Staff purchased a *butterfly habitat*. When the butterflies metamorphosed, they were released as part of a family story time, much to the joy of the attendees.

Elementary students participated in a *stop motion workshop*, where they learned how to generate an animated clip using stop motion technology. Each participant received a copy of the animations they created.

Families attended a puppet show performed by *Alex Thomas and Friends*.

**Portage Page Turners**, our book club for second-fifth grade readers, read books selected from a librarian’s list of favorites. They then created “air ships” based on those from the winning book, *Fog Diver*.

**Youth Services Outreach**

Along with our regular monthly events including *English Language Learner’s Conversation Circle* and story times for *Headstart* and *Woods Edge* students, Youth staff provided activities at *Amberly Elementary’s Young 5’s Night*.

Staff also created a themed *Book Hunt* to support the visit of Jennifer Chambliss Bertman, author of *Book Scavenger*, to Portage West Middle School.

**Heritage Room Highlights**

The *Senior and Veterans Expo* took place on Monday, May 8th from 9:00 to 1:00 with Local Historian Steve Rossio setting up an exhibit honoring the veterans from World War I. The event was attended by over seven-hundred seniors. Mr. Rossio answered questions for about three-hundred and fifty attendees. Questions were about the exhibit, the Portage Library, how to research veterans and how to preserve family treasurers to name a few.
Recurring Monthly Projects:

- The April e-Newsletter was sent out the first week of the month to over 12,000 library patrons.
- Our upcoming spring 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.

April Marketing Highlights:

- Conducted Interviews for the Graphic Design Intern Position and hired Lynnae Strait
- Led Social Media Meetings and organized postings
- Created book discussion group’s summer flyers
- Designed Summer reading badges and graphics for use with the Library’s new online “Bean Stack” software
- Created and mailed out a letter to parents about the changes to our Wi-Fi
- Collaborated with Adult Services to create a survey about our periodicals collection via a paper survey in the atrium and an online survey.
- Worked on marketing materials for summer including quarter sheets, various summer reading graphics, and program advertisements.

April Social Media Highlights:

Facebook
39 New Page likes  |  22 Post Shares  |  336 Post Likes  |  30,472 Total Reach

Twitter
1,046 Tweet Impressions  |  30 Profile Visits  |  5 Mentions  |  7 New followers
FLYERS, MAILINGS, SURVEYS

SUMMER READING BADGES

Afternoon Tea: A sampling and exploring of popular British Teas
Tuesday, May 23rd | 1:00 PM - 3:00 PM
This drop in group meets the third Saturday of each month except December when it meets the second Saturday. The meetings begin with a presentation of a selected tea from the United Kingdom. So come learn from the experts from Southern Exposure Farms as they talk about popular British teas, tips on preparation, and appropriate dainty treats for guests to sample. To help guests get into the feeling of it, Southern Exposure Farms will have some gloves and hats to wear while you add to your knowledge of tea! Light snacks provided. No registration required.

SUMMER READING 2017
June 17th – August 16th
Join our all-ages Summer Reading and Learning Programs. Sign Up | Read | Win Prizes
New this year: Zinio – the library's collection of online magazines! Our goal is to serve our patrons to the best of our ability. Thank you for participating in this survey.

Our Programs:
They are free and keep your brain going all summer long.

Summer Reading 2017
June 17th – August 16th
Graduating high school seniors can “donate” your progress (ask for details). Finish 10 books for kids and families. Complete various quests by reading a book, watching a film, doing a project, or attending a program. It's all online (except for the prizes, of course) and you can do it on your phone or computer. Our Programs are free and keep your brain going all summer long.

Night For Grown Ups
May 22nd, June 26th, July 24th, August 28th
1:00 PM
And Make A Mess
A messiest musical family fun around! No registration required.

Our Programs:
They are免费 and keep your brain going all summer long.

Teen Game & Lego Game Club
Wednesdays: June 7th, June 21st, July 5th, July 19th, August 2nd, August 16th
4:00 PM
Play video games, read comics, build with LEGO, and enjoy snacks at this group for students in 6th-12th grade. Shake off the stress of middle school and high school by acting like a kid again. No registration required.

What will these changes mean for you?
These changes will make it easier for you to use our Wi-Fi in the library. If you connect to our wireless network from your personal device (mobile phone, tablet, or laptop) inside the library, you will be prompted to accept a new policy. Previously, this required logging in with a library card or Internet guest card. This acceptance will apply to all subsequent visits, so no additional action will be needed.

To our Library Wi-Fi access
To our Library Wi-Fi access
This acceptance will apply to all subsequent visits, so no additional action will be needed.

FLYERS, MAILINGS, SURVEYS

Kalamazoo Macintosh Users Group
Saturday, June 17th, July 15th, August 19th
9:00 AM
This drop in group meets the third Saturday of each month. The meetings begin with a presentation of a Mac or accessory by an experienced user. The meetings continue on for a “Help Session”. All share their in-depth knowledge answering any aspect of the Mac. Beginners on Mac computers are welcome.

Must Be 21+:
Game, Color, Doodle
Mondays: May 22nd, June 26th, July 24th, August 14th
7:00 PM
Why should kids have all the fun? Adults also enjoy dropping by and playing games! Bring your own, or we will have board games, coloring pages, and paper and coloring supplies. Feel free to BYO light snacks provided. No registration required.

Family Late Build A Fort The Library!
Friday, July 28th
6:00 PM
Green fun for the whole family! Come for an all-ages event at the library—a build-it-yourself fort-making party! Free event and no registration required.

Make Mus And Make Mess!
Wednesday, August 9th
1:00 PM
Dancing, karaoke, snowball fights, and water messes! Musical family fun around! No registration required.

SUMMER QUARTER SHEETS
PORTAGE DISTRICT LIBRARY
Library Director’s Report on the Financial Condition
for
April 2017

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>Fund</th>
<th>3/31/2017</th>
<th>Changes</th>
<th>3/31/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Reserve (13%)</td>
<td>$ 477,655</td>
<td>$</td>
<td>$ 477,655</td>
</tr>
<tr>
<td>Building Reserve</td>
<td>50,000</td>
<td>-</td>
<td>50,000</td>
</tr>
<tr>
<td>Benefits Reserve</td>
<td>47,572</td>
<td>-</td>
<td>47,572</td>
</tr>
<tr>
<td>Technology Reserve</td>
<td>111,305</td>
<td>-</td>
<td>111,305</td>
</tr>
<tr>
<td>HVAC Reserve</td>
<td>15,000</td>
<td>-</td>
<td>15,000</td>
</tr>
<tr>
<td>Patio Feasibility Reserve</td>
<td>4,700</td>
<td>-</td>
<td>4,700</td>
</tr>
<tr>
<td>Lobby Reserve</td>
<td>7,500</td>
<td>-</td>
<td>7,500</td>
</tr>
<tr>
<td>Reserve for Encumbrances</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Unassigned Fund Balance</td>
<td>2,873,874</td>
<td>-</td>
<td>2,873,874</td>
</tr>
</tbody>
</table>

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.
<table>
<thead>
<tr>
<th>Circulation/Collections</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
<th>CHANGE</th>
<th>2017</th>
<th>2016</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Apr-17</td>
<td>Apr-16</td>
<td>CHANGE</td>
<td>2017</td>
<td>2016</td>
<td>CHANGE</td>
</tr>
<tr>
<td>Total Library Circulation</td>
<td>66,420</td>
<td>68,732</td>
<td>-3.36%</td>
<td>284,793</td>
<td>282,396</td>
<td>0.85%</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>16,728</td>
<td>17,544</td>
<td>-4.65%</td>
<td>69,577</td>
<td>71,638</td>
<td>-2.88%</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>7,581</td>
<td>8,258</td>
<td>-8.20%</td>
<td>32,838</td>
<td>33,602</td>
<td>-2.27%</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>21,992</td>
<td>23,400</td>
<td>-6.02%</td>
<td>93,698</td>
<td>89,362</td>
<td>4.85%</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,477</td>
<td>4,411</td>
<td>-21.17%</td>
<td>15,766</td>
<td>16,578</td>
<td>-4.90%</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>4,235</td>
<td>5,252</td>
<td>-19.36%</td>
<td>18,051</td>
<td>21,365</td>
<td>-15.51%</td>
</tr>
<tr>
<td>E-Material</td>
<td>9,835</td>
<td>7,895</td>
<td>24.57%</td>
<td>45,182</td>
<td>41,912</td>
<td>7.80%</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>1,085</td>
<td>1,170</td>
<td>-7.26%</td>
<td>4,549</td>
<td>4,734</td>
<td>-3.91%</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>1,487</td>
<td>802</td>
<td>85.41%</td>
<td>5,132</td>
<td>3,205</td>
<td>60.12%</td>
</tr>
<tr>
<td><strong>Self-Checkout Percentage</strong></td>
<td>58.26%</td>
<td>57.91%</td>
<td></td>
<td>58.25%</td>
<td>59.57%</td>
<td></td>
</tr>
<tr>
<td>Total Library Collection</td>
<td>207,865</td>
<td>206,933</td>
<td>0.45%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult - Books</td>
<td>96,729</td>
<td>98,340</td>
<td>-1.64%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>18,368</td>
<td>18,312</td>
<td>0.31%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth - Books</td>
<td>75,392</td>
<td>73,562</td>
<td>2.49%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>12,588</td>
<td>12,156</td>
<td>3.55%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hot Picks</td>
<td>4,788</td>
<td>4,563</td>
<td>4.93%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Net Acquisitions**

<table>
<thead>
<tr>
<th></th>
<th>Apr-17</th>
<th>Apr-16</th>
<th>CHANGE</th>
<th>2017</th>
<th>2016</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased - Books</td>
<td>1,044</td>
<td>1,739</td>
<td>-39.97%</td>
<td>5,379</td>
<td>6,137</td>
<td>-12.35%</td>
</tr>
<tr>
<td>Purchased - A/V</td>
<td>304</td>
<td>279</td>
<td>8.96%</td>
<td>1,310</td>
<td>1,396</td>
<td>-6.16%</td>
</tr>
<tr>
<td>Donated - Books</td>
<td>3</td>
<td>5</td>
<td>-40.00%</td>
<td>13</td>
<td>11</td>
<td>18.18%</td>
</tr>
<tr>
<td>Donated - A/V</td>
<td>4</td>
<td>2</td>
<td>100.00%</td>
<td>13</td>
<td>7</td>
<td>85.71%</td>
</tr>
<tr>
<td>Material Discarded</td>
<td>(1,315)</td>
<td>(1,485)</td>
<td>-11.45%</td>
<td>(5,579)</td>
<td>(6,569)</td>
<td>-15.07%</td>
</tr>
</tbody>
</table>

**Total In-House Usage**

<table>
<thead>
<tr>
<th></th>
<th>Apr-17</th>
<th>Apr-16</th>
<th>CHANGE</th>
<th>2017</th>
<th>2016</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-House Periodical Usage</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>124</td>
<td>101</td>
<td>22.77%</td>
</tr>
<tr>
<td>In-House Book Usage</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>880</td>
<td>885</td>
<td>-0.56%</td>
</tr>
</tbody>
</table>

**Patrons**

<table>
<thead>
<tr>
<th></th>
<th>Apr-17</th>
<th>Apr-16</th>
<th>CHANGE</th>
<th>2017</th>
<th>2016</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patrons</td>
<td>40,749</td>
<td>49,684</td>
<td>-17.98%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult</td>
<td>26,510</td>
<td>35,200</td>
<td>-24.69%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth</td>
<td>6,814</td>
<td>7,874</td>
<td>-13.46%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Resident</td>
<td>353</td>
<td>353</td>
<td>0.00%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reciprocal</td>
<td>6,043</td>
<td>5,814</td>
<td>3.94%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet User</td>
<td>966</td>
<td>386</td>
<td>150.26%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional</td>
<td>63</td>
<td>57</td>
<td>10.53%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Net Patrons**

<table>
<thead>
<tr>
<th></th>
<th>Apr-17</th>
<th>Apr-16</th>
<th>CHANGE</th>
<th>2017</th>
<th>2016</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>180</td>
<td>126</td>
<td>42.86%</td>
<td>616</td>
<td>585</td>
<td>5.30%</td>
</tr>
<tr>
<td>Youth</td>
<td>6</td>
<td>5</td>
<td>20.00%</td>
<td>95</td>
<td>120</td>
<td>-20.83%</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>0</td>
<td>3</td>
<td>-100.00%</td>
<td>12</td>
<td>13</td>
<td>-7.69%</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>28</td>
<td>35</td>
<td>-20.00%</td>
<td>172</td>
<td>198</td>
<td>-13.13%</td>
</tr>
<tr>
<td>Internet User</td>
<td>70</td>
<td>76</td>
<td>-7.89%</td>
<td>298</td>
<td>213</td>
<td>39.91%</td>
</tr>
<tr>
<td>Professional</td>
<td>0</td>
<td>2</td>
<td>-100.00%</td>
<td>1</td>
<td>6</td>
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</table>

**Patrons Removed**

<table>
<thead>
<tr>
<th></th>
<th>Apr-17</th>
<th>Apr-16</th>
<th>CHANGE</th>
<th>2017</th>
<th>2016</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(220)</td>
<td>0</td>
<td>0.00%</td>
<td>(12,471)</td>
<td>0</td>
<td>100.00%</td>
</tr>
<tr>
<td>Library Building Usage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td><strong>Total Meeting Room Usage</strong></td>
<td>Apr-17</td>
<td>Apr-16</td>
<td><strong>CHANGE</strong></td>
<td>2017</td>
<td>2016</td>
<td><strong>CHANGE</strong></td>
</tr>
<tr>
<td>198</td>
<td>206</td>
<td>3.88%</td>
<td>740</td>
<td>739</td>
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<tr>
<td>Internal/Collaboration</td>
<td>100</td>
<td>101</td>
<td>0.99%</td>
<td>383</td>
<td>380</td>
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<tr>
<td>External/Outside Usage</td>
<td>98</td>
<td>105</td>
<td>6.67%</td>
<td>357</td>
<td>359</td>
<td>-0.56%</td>
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<tr>
<td><strong>Total Program Audience</strong></td>
<td>4,037</td>
<td>2,242</td>
<td><strong>80.06%</strong></td>
<td>10,519</td>
<td>7,956</td>
<td><strong>32.21%</strong></td>
</tr>
<tr>
<td>Adult</td>
<td>304</td>
<td>76</td>
<td>300.00%</td>
<td>1,303</td>
<td>1,164</td>
<td>11.94%</td>
</tr>
<tr>
<td>Youth</td>
<td>3,402</td>
<td>1,323</td>
<td><strong>157.14%</strong></td>
<td>8,267</td>
<td>5,303</td>
<td><strong>55.89%</strong></td>
</tr>
<tr>
<td>Heritage Room</td>
<td>331</td>
<td>843</td>
<td><strong>-60.74%</strong></td>
<td>949</td>
<td>1,489</td>
<td><strong>-36.27%</strong></td>
</tr>
<tr>
<td><strong>Total Number of Programs</strong></td>
<td>62</td>
<td>44</td>
<td><strong>40.91%</strong></td>
<td>233</td>
<td>184</td>
<td><strong>26.63%</strong></td>
</tr>
<tr>
<td>Adult</td>
<td>24</td>
<td>6</td>
<td>300.00%</td>
<td>80</td>
<td>34</td>
<td>135.29%</td>
</tr>
<tr>
<td>Youth</td>
<td>33</td>
<td>31</td>
<td>6.45%</td>
<td>139</td>
<td>131</td>
<td>6.11%</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>5</td>
<td>7</td>
<td>-28.57%</td>
<td>14</td>
<td>19</td>
<td>-26.32%</td>
</tr>
<tr>
<td><strong>Total Volunteer Hours</strong></td>
<td>475</td>
<td>413</td>
<td><strong>15.01%</strong></td>
<td>1,922</td>
<td>1,542</td>
<td><strong>24.64%</strong></td>
</tr>
<tr>
<td>Adult</td>
<td>129</td>
<td>114</td>
<td>13.16%</td>
<td>488</td>
<td>351</td>
<td>39.03%</td>
</tr>
<tr>
<td>Youth</td>
<td>102</td>
<td>71</td>
<td>43.66%</td>
<td>415</td>
<td>340</td>
<td>22.06%</td>
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<tr>
<td>Technical</td>
<td>65</td>
<td>83</td>
<td>-21.69%</td>
<td>308</td>
<td>303</td>
<td>1.65%</td>
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<tr>
<td>Circulation</td>
<td>124</td>
<td>111</td>
<td>-11.71%</td>
<td>536</td>
<td>436</td>
<td>22.94%</td>
</tr>
<tr>
<td>Administration</td>
<td>28</td>
<td>34</td>
<td>-17.65%</td>
<td>100</td>
<td>108</td>
<td>-7.41%</td>
</tr>
<tr>
<td>Community Service</td>
<td>27</td>
<td>0</td>
<td>0.00%</td>
<td>75</td>
<td>4</td>
<td>1775.00%</td>
</tr>
<tr>
<td><strong>Total Front Door Traffic</strong></td>
<td>59,442</td>
<td>60,334</td>
<td><strong>-1.48%</strong></td>
<td>221,932</td>
<td>224,650</td>
<td><strong>-1.21%</strong></td>
</tr>
<tr>
<td><strong>Total Youth Services Traffic</strong></td>
<td>37,821</td>
<td>38,779</td>
<td><strong>-2.47%</strong></td>
<td>139,924</td>
<td>139,606</td>
<td>0.23%</td>
</tr>
<tr>
<td><strong>Total Business Center Traffic</strong></td>
<td>2,782</td>
<td>2,801</td>
<td><strong>-0.68%</strong></td>
<td>11,880</td>
<td>11,930</td>
<td>-0.42%</td>
</tr>
<tr>
<td><strong>Information Access/Reference/Research</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Reference Transactions</strong></td>
<td>7,794</td>
<td>7,652</td>
<td><strong>1.86%</strong></td>
<td>35,020</td>
<td>31,957</td>
<td><strong>9.58%</strong></td>
</tr>
<tr>
<td>Adult Phone</td>
<td>399</td>
<td>436</td>
<td>-8.49%</td>
<td>1,741</td>
<td>1,877</td>
<td>-7.25%</td>
</tr>
<tr>
<td>Adult Ready Reference</td>
<td>2,281</td>
<td>2,437</td>
<td><strong>-6.40%</strong></td>
<td>10,139</td>
<td>10,283</td>
<td>-1.40%</td>
</tr>
<tr>
<td>Adult Reference</td>
<td>154</td>
<td>189</td>
<td>-18.52%</td>
<td>731</td>
<td>673</td>
<td>8.62%</td>
</tr>
<tr>
<td>Youth Phone</td>
<td>128</td>
<td>114</td>
<td>12.28%</td>
<td>546</td>
<td>527</td>
<td>3.61%</td>
</tr>
<tr>
<td>Youth Ready Reference</td>
<td>2,441</td>
<td>2,319</td>
<td><strong>5.26%</strong></td>
<td>11,911</td>
<td>9,524</td>
<td>25.06%</td>
</tr>
<tr>
<td>Youth Reference</td>
<td>361</td>
<td>246</td>
<td>46.75%</td>
<td>1,727</td>
<td>1,099</td>
<td>57.14%</td>
</tr>
<tr>
<td>HR Phone</td>
<td>19</td>
<td>12</td>
<td>58.33%</td>
<td>66</td>
<td>89</td>
<td>-25.84%</td>
</tr>
<tr>
<td>HR Ready Reference</td>
<td>512</td>
<td>437</td>
<td>17.16%</td>
<td>1,589</td>
<td>1,529</td>
<td>3.92%</td>
</tr>
<tr>
<td>HR Reference</td>
<td>19</td>
<td>22</td>
<td>-13.64%</td>
<td>72</td>
<td>65</td>
<td>10.77%</td>
</tr>
<tr>
<td>Circ Phone</td>
<td>599</td>
<td>625</td>
<td>-4.16%</td>
<td>2,626</td>
<td>2,803</td>
<td>-6.31%</td>
</tr>
<tr>
<td>Circ Ready Reference</td>
<td>600</td>
<td>591</td>
<td>1.52%</td>
<td>2,712</td>
<td>2,343</td>
<td>15.75%</td>
</tr>
<tr>
<td>Circ Reference</td>
<td>281</td>
<td>224</td>
<td>25.45%</td>
<td>1,160</td>
<td>1,145</td>
<td>1.31%</td>
</tr>
<tr>
<td><strong>Total Edutainment LAN Use</strong></td>
<td>496</td>
<td>477</td>
<td><strong>3.98%</strong></td>
<td>1,758</td>
<td>1,701</td>
<td>3.35%</td>
</tr>
<tr>
<td><strong>Total Internet Computer Use</strong></td>
<td>2,871</td>
<td>3,069</td>
<td><strong>-6.45%</strong></td>
<td>11,721</td>
<td>12,260</td>
<td>-4.40%</td>
</tr>
<tr>
<td>Youth Computers</td>
<td>347</td>
<td>374</td>
<td>-7.22%</td>
<td>1,354</td>
<td>1,632</td>
<td>-17.03%</td>
</tr>
<tr>
<td>Adult Computers</td>
<td>2,409</td>
<td>2,585</td>
<td><strong>-6.81%</strong></td>
<td>9,922</td>
<td>10,236</td>
<td>-3.07%</td>
</tr>
<tr>
<td>Laptop Computer Circulated</td>
<td>115</td>
<td>110</td>
<td>4.55%</td>
<td>445</td>
<td>392</td>
<td>13.52%</td>
</tr>
<tr>
<td><strong>Total Electronic Transactions</strong></td>
<td>42,993</td>
<td>42,886</td>
<td><strong>0.25%</strong></td>
<td>183,275</td>
<td>187,988</td>
<td><strong>-2.51%</strong></td>
</tr>
<tr>
<td>WebSite Hits</td>
<td>30,672</td>
<td>30,864</td>
<td>-0.62%</td>
<td>131,575</td>
<td>137,398</td>
<td>-4.24%</td>
</tr>
<tr>
<td>WebCatalog Sessions</td>
<td>8,859</td>
<td>8,345</td>
<td>6.16%</td>
<td>36,337</td>
<td>34,838</td>
<td>4.30%</td>
</tr>
<tr>
<td>Licensed Database Hits</td>
<td>3,462</td>
<td>3,677</td>
<td>-5.85%</td>
<td>15,363</td>
<td>15,752</td>
<td>-2.47%</td>
</tr>
</tbody>
</table>

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

Christy Klien, Library Director
Why More Tax Capture Bills?

For more than two decades MLA has been fighting for libraries' relief from tax capture. Since 2013, it has been one of the pressing issues for MLA advocacy efforts and for the past 17 months we have been working tirelessly on developing and passing legislation to address this problem. In January, Governor Rick Snyder signed into law SB 619-624 now PA 505-510 providing for specially dedicated library millages to be exempt from a number of tax captures.

This achievement not only ensures millions of future tax dollars will go to libraries, but it is recognition by the legislature and administration that libraries are unique and important. Our special millages were the only ones given consideration (only the fourth historically) for an exemption in a year that saw a multitude of TIFA bills introduced. This is an incredible recognition by the Michigan legislature of the importance of libraries in this state.

We are now working to pass SB 305-310. They are technical bills meant to spell out the definition of obligation. The intent of the original bills was to allow libraries to opt out of tax captures if the tax capture does not have a bond or long term debt. We are simply trying to clarify that language. The bills also tighten up some language that could help avoid possible questions over what constitutes a change in some of the tax captures.

Good public policy solves public problems effectively and efficiently. However, it is a process and goes something like this:

1. Problem identification: This is where we define the trouble or situation that needs to be addressed. 
2. Forming a solution: This is the identification of policy options. What should we do to remedy the situation? Or, in this case, what should the legislation spell out?
3. Policy Implementation: Defined as what happens after a law is passed, it refers to all that needs to be done to carry out what the legislature and governor have decided upon. 
4. Evaluation: Policy evaluation is the process for assessing the design, implementation and outcomes of public policies. As the final stage of the policy process, it evaluates the policy’s content, implementation, goal attainment and other effects. It frequently triggers identification of problems and a new round of agenda setting and policy making and that’s where we are now.

The new package SB 305-310 is slated for the Senate Finance Committee within the next couple weeks. We anticipate it will reach the Senate floor soon after that. It is important that both our Senators and Representatives know that libraries support these bills. You will see more advocacy alerts in the days to come. Please respond and contact your legislators when the MLA call to action arrives.

Thank you for your advocacy efforts. The legislation which supports taxpayer accountability, tax capture transparency and ensures dedicated library millages go to support the voters’ choice became law because of the dedication of librarians, library supporters and our champions in the legislature.
Portage District Library will be once again represented in this year’s annual City of Portage Memorial Day Parade on Monday, May 29th. Below is an outline of the plans for our participation:

8:30 am  Meet at the library
8:45 am  Carpool from library to Southland Mall
9:00 am  Gather with others to line up for parade
10:00 am Parade starting time. Route covers a 2-1/2 mile walk down S. Westnedge Avenue
11:15 am  Parade ends at the library
11:30 am  Carpool back to Southland Mall to retrieve vehicles

Participants will wear be wearing their PDL BookBike shirts and will be passing out candy and bookmarks to children along the parade route. We will be taking the BookBike to show it off to the community, and will have other decorated bikes riding along with it. We hope you will be able to join us for the 2017 Memorial Day Parade! Please let Marketing Manager Colin Whitehurst know if you are interested in participating.
To: Portage District Library Board Members
From: Christy Klien, Library Director
Date: May 12, 2017
Subject: Plans for the 2017 Summer Reading Kick-Off Event on June 17, 2017

2017 Summer Reading Kick-Off Event on June 17, 2017

This year’s Summer Reading Kickoff Celebration will be held in the library from 11:00AM to 1:00 PM. We have hosted the kick-off event at the library for several years now, and we love having the opportunity to showcase the library! The event description is included below:

Celebrate summer with us! On Saturday, June 17 from 11:00 to 1:00, come sign up to “Build a Better World” at our Summer Reading & Learning Program and stay for some family-friendly fun. We will create, experiment, play, and dance. There will be all-ages activities, scavenger hunts and more! Grown-ups who need a little refreshment can stop by the coffee bar sponsored by the Adult Department or check out our Friends’ Mini Book Sale. There's something for everyone!

This year’s summer reading theme is “Build a Better World”. We are looking forward to the inaugural year of the Library’s new Beanstack Summer Reading component.
The Portage District Library has been selected to be the “Charity of the Month” by Erbert and Gerbert’s Sandwich Shop located at 6503 Westnedge Avenue. You can find their menu here: https://www.erbertandgerberts.com/
At the April 24, 2017 board meeting, there was an item on the agenda regarding scheduling a mid-year meeting with the Library Director, as is the practice according to the Library Board’s annual calendar. The mid-year meeting is intended to be an opportunity for the Library Board to assess with the Library Director how things are going at the library at this point in the year.

When this year’s mid-year meeting with the Library Director was discussed at the April board meeting, I indicated that I would contact our Library Director Christy Klien and set up a time to get together and I invited trustees to call or email me with any comments, questions, or concerns that they wished to share with the Library Director.

As Library Board Chair, I subsequently held a mid-year meeting with Christy on May 10th and I will give a follow-up report to trustees at the upcoming board meeting on May 22, 2017.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 18, 2017
Subject: Art Exhibit Policy

Background:
Upon review by the Library’s attorney, Anne Seurynck, of the 2016 Board Approved Art Exhibit and Gifts Policy, some changes were recommended. Ms. Seurynck suggested that the “Gifts” portion of the policy should be combined with the Donations Policy in the future. This change will be reflected when the Donations Policy is reviewed by the Board in October 2017. There were some changes to the wording of the policy as well as changes to the “Artist Contract” and “Community Display Contract”. Following this memo is the proposed new Art Exhibit Policy, the Art Where You Are Artist Contract, and the Community Display Contract, followed by the current Art Exhibit and Gift Policy for comparison.

Recommendation:
Upon review, the Library Director and Administrative Staff are comfortable with the changes proposed by Library Attorney Anne Seurynck. At the Monday, May 22nd Board Meeting, we recommend that the Art Exhibit Policy, the Art Where You Are Artist Contract, and the Community Display Contract be approved.
PORTAGE DISTRICT LIBRARY

Art Exhibit

Art exhibits in different formats are welcome at Portage District Library. Exhibits stimulate interest in a variety of library materials, provide information, develop aesthetic appreciation, and offer an opportunity for individual and/or groups to display artistic and educational materials. The Portage District Library provides space for exhibits and displays of a civic, educational, cultural, or recreational nature. Display areas may also be used for Library purposes such as to display materials from the Library’s collection, or to publicize Library services, collections, or activities. Thus, this policy does not apply to the Library’s use or co-sponsored use and the Library’s use and co-sponsored use has first priority. When not used for Library sponsored or co-sponsored events, space designated by the Library for public use may be used for exhibits and displays pursuant to this Policy.

I. General Principles

A. It is not the goal of the Portage District Library to build an art collection.

B. Exhibit and display areas are available on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use.

C. The Library does not endorse content nor imply agreement or disagreement with beliefs or viewpoints expressed in the exhibits or displays.

E. Display space is limited.

II. Temporary Exhibits

A. Acceptance and placement of an art exhibit will be determined by the Library Director or designee. Those who wish to display their artwork at the Portage District Library must read and sign the “Art Where You Are Artist Contract”. Permission for hosting an art reception, and for conducting any activities or mounting displays during an art reception, will be granted at the discretion of the Library Director.

B. The Library reserves the right to determine at its sole discretion what materials will be displayed as well as scheduling, duration, and assignment of exhibit and display spaces. Applications for exhibits or displays will be reviewed in light of the Library’s educational, cultural, intellectual, or recreational purpose and community interest. The limitations on space will also be taken into consideration.

C. Length of time for each display will be determined by the Library Director or designee. Set-up and removal dates will be determined in advance.

D. Sales transactions may occur on the library premises during gallery hops or special art receptions. However, artists must delay delivery of any purchased artwork to buyers until the agreed upon exhibit schedule at the library had concluded. No price tags may be affixed to any artwork on exhibit at the library, but price lists will be made available to the public at the Adult Information Desk for the duration of the art exhibit. Subject to the approval of the Library Director, artists may display their names, addresses, and telephone numbers on their artwork.
E. The Library must be provided with a license to use images of the artwork for Library uses, including but not limited to advertising, brochures, posters, catalogs, the Library’s website or similar uses.

F. The Exhibitor may be identified by name within the exhibit or display.

G. The library’s Curator is responsible for installing and labeling the exhibit or display on the agreed upon date.

H. All exhibits or displays must be set up and removed with as little interference as possible to the daily operations of the Library. Once the exhibit or display is installed, changes may be made only with Library approval.

I. The library’s Curator shall remove the exhibit or display promptly on the agreed upon date at the end of the scheduled period. Exhibits or displays will be considered for exhibit for longer than the scheduled period with written approval of the Library Director or his/her designee.

J. The Library has the right to remove exhibit or display materials if they are not picked up by the agreed upon date. Exhibit materials may be disposed of if not claimed within sixty (60) days after the scheduled display period.

K. Exhibitors may not charge an admission fee or request donations.

L. Damages to the premises, equipment or furnishings as a result of the Exhibitor’s use will be charged to the Exhibitor.

III. Decision and Appeal

A. The Library Director or his/her designee shall make the determination regarding the use of exhibit and display spaces. The Library Director or his/her designee has the right to review the materials, including promotion or publicity materials, in advance. The Library Director’s decision shall be final.

B. Any person or organization aggrieved by the Director or designee’s decision may appeal that decision to the Library Board. Such appeal shall be made within ten (10) business days of the decision. The appeal letter must indicate it is an appeal and be sent to the Library Director.

C. The Library reserves the right to remove any item from an exhibition or display on the above grounds or if the exhibition is a possible safety hazard, is too large for the display space, creates a maintenance problem, exceeds acceptable noise and light levels, interferes with the public service or other activities in adjacent Library areas or has been displayed without authorization.
Art Where You Are Artist Contract

Thank you for showing interest in displaying your art at the Portage District Library. It is the goal of the Portage District Library to provide an opportunity for individuals and groups to display artistic and educational materials at the library. By agreeing to exhibit your art at Portage District Library, you agree to the following:

- The Portage District is not to act as a dealer for the artist. All purchase transactions will be conducted directly from artist to purchaser.
- All artwork must be in ready to hang condition. Please see Art Where You Are Community Art Space in this packet.
- Portage District Library cannot be held liable for any theft or damage to any artwork therefore; insurance is recommended for the artwork and will be the responsibility of the artist.
- Acceptance and placement of an exhibit will be determined by the Library Director or designee.
- Individual artists and curators for group shows who have not previously exhibited at the library must meet with the art exhibit coordinators before scheduling an art show.
- Publicity for the exhibits is primarily the responsibility of the artist or group exhibiting.
- Upon expiration of the loan period, artwork will be released to the original lender unless the library is notified by the original lender to the contrary.
- Descriptive list of art works must be submitted to the Library with prices if applicable and artist contact information.
- The Portage District Library cannot store artwork. The artist must be responsible for dropping off and picking up his/her artwork on the designated date and within the prearranged times.
- If the artist has not picked up his/her art on the day assigned, it will be disposed of pursuant to the Library’s policy. The artist will need to contact the library art exhibit director to arrange for a time to pick it up.
- The length of time for each display will be determined by the Library.
- Groups and individual artists must supply and affix their own labels, artist statements and artist bio’s. Prices will only be available on prices lists not labels.
- The Portage District Library requires that the artist allow the Library to use art images in promotional materials (see below).
- All art must remain at the Library during the display period and may not be removed prior to the agreed upon time for any reason.

If you wish to display your artwork at the Portage District Library and agree to the terms above, please fill out the form and sign below (please use black or blue ink).

<table>
<thead>
<tr>
<th>Artist Name</th>
<th>Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
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<table>
<thead>
<tr>
<th>Address</th>
<th>Size of Artwork</th>
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<td></td>
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<table>
<thead>
<tr>
<th>City</th>
<th>Exhibit will run from: to</th>
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<table>
<thead>
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<th>State</th>
<th>Zip</th>
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<table>
<thead>
<tr>
<th>Phone</th>
<th>Art must be delivered on: From to</th>
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<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Email</th>
<th>Art must be picked up on: From to</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Permission Statement:

In consideration of my participation in a Portage District Library art exhibit, I represent that I own the artwork and hereby grant a perpetual and irrevocable license to the Portage District Library to display my artwork and utilize images of my artwork displayed in the Program for the promotion and publicity of the Library in any form, including, but not limited to, advertising, brochures, posters, catalogs, or other similar publications, and the Library’s web site. I agree to indemnify and hold harmless the Portage District Library, its agents, employees, officers and representatives, from any and all suits, actions, claims, or demands of any character or nature arising out of or brought as a result of displaying any items at the Library. I have read the terms above and the Art Exhibit Policy, and I agree to the terms. I have the authority to sign on behalf of the Corporation or Organization.

Signature Date

Please return to:
Lawrence Kapture, Head of Adult Services  |  lkapture@portagelibrary.info  |  269-585-8718
Ruth Cowles, Art Exhibit Coordinator  |  rcowles@portagelibrary.info  |  269-585-8719
Ron Dumont, Curator of Exhibits  |  framekat@rocketmail.com  |  269-501-5165
Community Display Contract

Thank you for showing interest in displaying your items at the Portage District Library. It is the goal of the Portage District Library to provide an opportunity for individuals and groups to display interesting and educational materials at the library. By agreeing to display your items at Portage District Library, you agree to the following:

- Portage District Library cannot be held liable for any theft or damage to any display items therefore; insurance is recommended for the items and will be the responsibility of the individual or group curator.

- Acceptance and placement of a display will be determined by the Library Director or designee.

- Individuals and curators for group shows who have not previously exhibited at the library must meet with display coordinator before scheduling a display.

- Publicity for the exhibits is primarily the responsibility of the individual or group exhibiting.

- Upon expiration of the loan period, display items will be released to the original lender unless the library is notified by the original lender to the contrary.

- The Portage District Library cannot store display items. The individual or curator must be responsible for dropping off and picking up his/her items on the designated date and within the prearranged times.

- If the individual/curator has not picked up his or her items on the day assigned, it will be disposed of pursuant to the Library’s policy. The provider will need to contact the display coordinator to arrange for a time to pick it up.

- The length of time for each display will be determined by the Library.

- Groups and individuals must supply and affix their own labels and bio’s. Prices will only be available on prices lists not labels.

- The Portage District Library requires that the providers allow the Library to use images in promotional materials (see below).

If you wish to display your items at the Portage District Library and agree to the terms above, please fill out the form and sign below (please use black or blue ink).

<table>
<thead>
<tr>
<th>Individual / Group Name</th>
<th>Display will run from: _________ to _________</th>
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<tr>
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<td>Items must be delivered on:</td>
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<td>From _________ to _________</td>
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<td>Items must be picked up on:</td>
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<td>From _________ to _________</td>
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</tbody>
</table>

Permission Statement:

In consideration of my participation in a Portage District Library community display exhibit, I represent that I own the items and hereby grant a perpetual and irrevocable license to the Portage District Library to display my items and utilize images of my items displayed in the Program for the promotion and publicity of the Library in any form, including, but not limited to, advertising, brochures, posters, catalogs, or other similar publications, and the Library's web site. I agree to indemnify and hold harmless the Portage District Library, its agents, employees, officers and representatives, from any and all suits, actions, claims, or demands of any character or nature arising out of or brought as a result of displaying any items at the Library. I have read the terms above and the Art Exhibit Policy, and I agree to the terms. I have the authority to sign on behalf of the Corporation or Organization.

<table>
<thead>
<tr>
<th>Individual / Group Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Please return to:
Ruth Cowles, Display Coordinator: rcowles@portagelibrary.info | (269) 585-8719
Steve Rossio, Local Historian: srossio@portagelibrary.info | (269) 585-8741
Art exhibits in different formats are welcome at Portage District Library. Exhibits stimulate interest in a variety of library materials, provide information, develop aesthetic appreciation, and offer an opportunity for individual and/or groups to display artistic and educational materials.

I. General Principles

A. It is not the goal of the Portage District Library to build an art collection.

B. The Library Board may choose to accept artistic works as unrestricted gifts for the library to do with as the board sees fit.

II. Temporary Exhibits

A. Acceptance and placement of an art exhibit will be determined by the Library Director. Permission for hosting an art reception, and for conducting any activities or mounting displays during an art reception, will be granted at the discretion of the Library Director.

B. Exhibits will be displayed for up to two months, unless otherwise approved by the Library Director. Set-up and removal dates will be determined in advance.

C. Sales transactions may occur on the library premises during gallery hops or special art receptions. However, artists must delay delivery of any purchased artwork to buyers until the agreed upon exhibit schedule at the library had concluded. No price tags may be affixed to any artwork on exhibit at the library, but price lists will be made available to the public at each Information Desk for the duration of the art exhibit. Subject to the approval of the Library Director, artists may display their names, addresses, and telephone numbers on their artwork.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 18, 2017
Subject: Patron Behavior Policy

Background:
Upon review by the Library’s attorney, Anne Seurynck, of the 2016 Board Approved Disruptive Patron Policy, many changes were recommended. Ms. Seurynck suggested that four current policies (Disruptive Patron, Juvenile Patron, Smoking and Tobacco Products, and Solicitation) should be combined into one overarching Patron Behavior Policy. Her reasons for this format included clarity as well as having the Violations Procedures standardized and in one place for both staff and patrons to refer to. Following this memo is the proposed new Patron Behavior Policy, followed by the current Disruptive Patron Policy, Juvenile Patron Policy, Smoking and Tobacco Products Policy, and Solicitation Policy for comparison.

Recommendation:
Upon review, the Library Director and Administrative Staff are comfortable with the changes proposed by Library Attorney Anne Seurynck. At the Monday, May 22nd Board Meeting, we recommend that the Patron Behavior Policy be approved.
PORTAGE DISTRICT LIBRARY

Patron Behavior Policy

I. Introduction
The Portage District Library (the “Library”) is open for specific and designated civic, educational and cultural uses, including reading, studying, writing, participating in scheduled Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board of Trustees has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy is to assist the Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

II. Rules for a Safe Environment
The following rules of conduct shall apply to all buildings – interior and exterior – and all grounds controlled and operated by the Library (“Library property”) and to all persons entering in or on the premises, unless otherwise specified.

A. Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation (including but not limited to assault, larceny, removing library material from the property without authorization through the approved lending procedures or vandalism) is prohibited.

B. Weapons. Carrying guns, pistols or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.

C. Alcohol/Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library Board.

D. Under the Influence. Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.

E. Safety of Patrons on Library Property.

1. Use of skateboards, rollerblades, roller skates, or other wheeled form of recreational equipment is not allowed in the Library or on Library property.

2. Library patrons must park bicycles or other vehicles only in authorized areas.

3. All doors, aisles and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

4. Animals or personal transport vehicles are not permitted in the Library other than service animals, those required by persons with disabilities, those used in law enforcement or for Library programming.
5. Smoking, using e-cigarettes or vaporizers, rolling cigarettes, or chewing tobacco is prohibited in the Library and on Library property within 25 feet of any entrance.

6. Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library property.

7. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.

8. Patrons shall not be permitted in any areas designated as “staff only” unless otherwise permitted by the Library Director.

9. Patrons may not use the Library’s telephone unless approved by Library staff.

III. Rules for Personal Behavior.

A. Personal Property. Personal property brought on Library property is subject to the following:

1. The Library personnel may limit the number of parcels carried into the Library. The Library may also limit the size of items brought into the Library, for example, large items such as large plastic garbage bags are prohibited.

2. The Library is not responsible for personal belongings left unattended.

3. The Library does not guarantee storage for personal property.

4. Personal possessions must not be left unattended or take up seating or space needed by others.

B. Food and Beverages. Snacks and beverages are permitted inside of the Library. Patrons are expected to clean-up and dispose of waste appropriately and notify staff of any spills. Other food is only allowed in designated areas approved by the Library Director.

C. Unauthorized Use. Patrons must leave the Library promptly at closing time and may not be in the Library when it is not open to the public. Further, any patron whose privileges to use the Library have been denied may not enter the Library. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Director, his or her designee, or the Library Board.

D. Engaging in Proper Library Activities. Patrons shall be engaged in activities associated with the use of the Library while in the building or on Library property. Patrons not engaged in reading, studying, writing, participating in scheduled Library programs, using Library materials or using the Library in a manner that is consistent with the Library’s mission shall be required to leave the building and shall not remain on Library property. This includes, but is not limited to, a prohibition of extensive periods of sleeping in the library or on benches, tables or grounds outside.
E. **Conciderate Use.** The following behavior is prohibited in the Library and in the Library building.

1. Spitting;
2. Running, pushing, shoving or other unsafe physical behavior;
3. Putting feet or legs on or climbing furniture;
4. Using obscene or threatening language or gestures.

F. **Panhandling or Soliciting.** Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director.

G. **Interference with Staff.** Patrons may not interfere with the staff’s performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

H. **Campaigning, Petitioning, Interviewing and Similar Activities.** As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting on Library grounds as follows:

1. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are prohibited inside the Library building.

2. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:
   a. Persons or groups are requested to sign in at the Checkout Desk in advance.
   b. Use of the Library property does not indicate the Library’s opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.
   c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to the areas 15 feet from all entrances.
   d. No person shall block ingress or egress from the Library building.
   e. Permitted times will be limited to the operating hours of the Library.
   f. Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.
I. **Sales.** Selling merchandise on Library property without prior permission from the Director is prohibited.

J. **Distributions/ Postings.** Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited.

K. **Restrooms.** Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited. Library materials may not be taken into restrooms.

L. **Harassment.** Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; and (2) that interferes with the Library patrons’ use of the Library or the ability of the staff person to do his or her job is prohibited.

M. **Loud Noise.** Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other patrons’ use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Adults may read aloud to children in the Youth Area, provided that they are reading in a voice that would not reasonably disturb others.

N. **Odor.** Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume, or cologne that causes a nuisance is prohibited.

O. **Phones.** Those patrons desiring to use phones to place or receive calls must use the phones in a manner that would not reasonably disturb others.

P. **Library Policies.** Patrons must adhere to all Library Policies.

Q. **Identification.** Patrons must provide identification to Library staff when requested.

R. **Tables or Structures on Library Property.** No person may use or set up a table, stand, sign or similar structure on Library property. This does not apply to Library-sponsored or co-sponsored events.

IV. **Rules for the Use and Preservation of Library Materials and Property.**

A. **Care of Library Property.** Patrons must not deface, vandalize, damage or improperly remove Library materials, equipment, furniture, or buildings. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision.
B. **Internet Use.** Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.

C. **Equipment.** Library phones and staff computers are for staff use only.

D. **Authorized Lending.** Library materials may only be removed from the premises with authorization through established lending procedures.

V. **Children in the Library**

A. Children are welcome and encouraged to use the Library at all times. The Library desires to make each visit an important one for the child. A “Child” means a minor under the age of 18.

B. **Rules and Regulations Regarding Children.**

1. All patrons, including children, are expected to comply with the Library's policies. Parents, guardians or responsible caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy.

2. Parents, guardians and caregivers are responsible for the behavior and supervision of their children regardless of age while in the Library or on Library property.

3. Library staff will not be expected to supervise or monitor children's behavior.

4. Children under the age of 10 must be attended by a parent, guardian or responsible caregiver. The parent, guardian or responsible caregiver (who must be at least 14 years old) shall remain in the Library at all times. If a child under the age of 10 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to remain on the premises for the duration of the program.

5. Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian or responsible caregiver at all times.

6. Children ages 7 and under must be within the visual contact of a parent, guardian or responsible caregiver at all times, including during programs and visits to the restroom. Children ages 7 and under may not be left in the Youth Services Department alone.

7. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 10 years or older who may be asked to leave the Library if the child is in violation of Library policy.
8. We request that all unattended children be picked up at least ten minutes before closing time. Parents, guardians and responsible caregivers need to be aware of when the Library closes.

9. Children 10 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to come immediately and pick up your unattended child if the Library calls.

C. Library staff will attempt to contact a parent, legal guardian, custodian or caregiver when:

1. The health or safety of an unattended child is in doubt.

2. A child is frightened while alone at the Library.

3. The behavior of an unattended child violates Library policy.

4. A child under age 10 is unattended at the Library.

5. An unattended child has not been met by a parent, legal guardian, custodian or responsible caregiver at closing time or the child needs assistance procuring transportation.

D. If a parent, legal guardian, custodian or caregiver cannot be reached by closing time or fails to arrive within a reasonable time after being contacted, Library staff will contact law enforcement officials to take charge of the situation involving that unattended child. This applies to all unattended children, even those over the age of 15 who cannot safely walk, ride, or drive home at closing. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.

E. If the parent, legal guardian, custodian or caregiver can be reached by closing time, the staff member shall explain the Library’s policy and provide a copy of this Policy.

VI. Disciplinary Process for Library Facilities.

The Library Director or the Director’s designee may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron’s access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

A. Incident Reports. Library staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.
B. **Violation of the Policy – Suspension of Privileges.** Unless otherwise provided in this Policy, (see Section C below), the Library shall handle violations as follows:

1. **Initial Violation:** Library patrons observed violating this Policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, the police may be called.

2. **Subsequent Violations:** The Director or the Director’s authorized designee may further limit or suspend the patron’s Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

C. **Violations that Affect Safety and Security.** Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

1. **Initial Violation:** The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or his/her designee may add additional time to the initial limitation or suspension period.

2. **Subsequent Violations:** The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Director or the Director’s authorized designee, may further limit or suspend the patron’s Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

D. **Reinstatement.** The patron whose privileges have been limited or suspended shall attend a meeting with the Director or the Director's designee to review the Library Patron Behavior Policy before their privileges may be reinstated.

VII. **Right of Appeal.**

Patrons may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within 10 business days of the date the privileges were suspended or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.
PORTAGE DISTRICT LIBRARY

Disruptive Patron Policy

The mission of the Portage District Library is “Helping you access the world of information in a friendly atmosphere.” In accordance with our mission, we strive to protect the rights of all people who come into the library, and we endorse a code of conduct that requires everyone, visitors and staff alike, to conform to our community’s standards for behavior in a public facility. Visitors to the Portage District Library are expected to comply with all federal laws, state laws, local ordinances, and all library policies, particularly those pertaining to conduct in public places. (See Juvenile Patron Policy).

In an effort to provide a safe, comfortable and enjoyable environment for all who enter our doors, the Portage District Library Board has established this Disruptive Patron Policy and has instructed library personnel to see that the provisions of this Policy are properly enforced. Anyone who violates this Policy may be asked to leave the library and anyone violating the law at the library will be immediately evicted. Anyone who violates this Policy, including anyone who violates the law at the library, may have their library privileges suspended as provided below.

A. Rules for persons using the Portage District Library's facilities and services

1. We respect the privacy of all library visitors and employees. In striving to protect that privacy and reduce disturbances, we prohibit solicitation that is not endorsed by the library.
2. In order to keep our library environment clean and attractive, beverages are permitted, as long as they are in containers with caps or lids. Smoking and tobacco use as stated in our Smoking and Tobacco Products Policy are prohibited.
3. To maintain a friendly atmosphere, we encourage all library visitors to respect the rights of others and refrain from willfully annoying other people in the library.
4. To provide an environment appropriate for families, all library visitors are asked to be considerate and respectful of others, including library staff, and to refrain from using any profane, obscene or injurious language or behavior. Such inappropriate conduct will not be tolerated.
5. Safety is a top priority at the library. Any library visitor who engages in an act that endangers the safety of others, or who acts in a manner which causes a public disturbance, will be asked to leave the library immediately.
6. Because the library is a tax-supported lending institution, we must ensure proper use and care of all library resources. Library visitors must not damage or deface library property and resources in any way, including tampering with computers and software. It is illegal to improperly remove library materials and resources from the library building.
7. In an effort to deliver the best possible library service to as many patrons as possible, we ask library visitors to be considerate of time constraints on individual interactions with library public service personnel, as well as Internet public access computers, to maintain equal access for everyone.
8. We encourage use of the library facilities during open public hours. Visitors should plan on leaving the library building on time when the closing announcement is made.
9. Because the library is a public facility, any library visitors without shirt and shoes may be asked to leave the library building.
10. In order to maintain high standards for the Portage District Library, library visitors are expected to comply with all federal laws, state laws, local ordinances and all library policies while in the library building.
NOTE #1: The Director of the Portage District Library or his/her designee will have the authority for decisions to be made about individuals who violate provisions of the Disruptive Patron Policy while at the library, subject to any appeals to the Library Board as provided in Section C. Anyone violating the law at the library will be immediately evicted and may have library privileges suspended as provided in Section B. [See Appeal Procedure on page 3 of this policy.]

B. Penalty Procedure for Violation of Disruptive Patron Policy

Library staff members are responsible for enforcing provisions of the Disruptive Patron Policy. If a person violates any of the provisions, the following penalty procedure will be followed, [unless the person is a minor (under the age of 18) and then the person's parent or guardian may be notified - see also Juvenile Patron Policy.]

1. **First Violation**
   If a library staff member observes a person in violation of the Portage District Library's Disruptive Patron Policy, then he/she will follow the procedures outlined below:
   
   a. Will advise the person in violation that the observed activity is prohibited.
   b. Will request the person in violation to stop the prohibited activity.
   c. Will advise the person in violation that further violations may result in loss of library privileges.
   d. May request the person in violation to give his/her name, address and telephone number.
   e. May request the person in violation to leave the library.
   f. May complete a written Incident Report and submit it to the Library Director. This Incident Report will then be retained by the Library Director for a period of six (6) months.
   g. May involve the local authorities if the person is violating the law, is non-compliant in discontinuing activity in violation of the Disruptive Patron Policy, or will not leave the library when asked to do so.

2. **Second Violation**
   If a library staff member observes a person in violation of the Portage District Library's Disruptive Patron Policy, who is known to have been in violation of the policy within the previous six (6) months - as documented by a written Incident Report that was filed for the first violation - then the library staff member will follow the same procedures as described above for a First Violation, and in addition the following action may be taken:
   
   a. The Library Director or his/her designee may suspend the library privileges of the person in second violation of the library's Disruptive Patron Policy for up to seven (7) calendar days. Any such suspension of library privileges will be issued in writing by the Library Director.
   b. The Library Director shall retain an Incident Report of a person in second violation of the library's Disruptive Patron Policy and a written copy of the suspension of library privileges for one (1) year.

3. **Third and Subsequent Violations**
   If a library staff member observes a person in violation of the Portage District Library's Disruptive Patron Policy, who is known to have had a second violation of the policy within the previous one (1) year - documented by a written Incident Report that was filed for the second violation - then the library staff member will follow the same procedures as described above for a First Violation, and in addition the following action may be taken:
a. The Library Director or his/her designee may suspend the library privileges of the person in third or subsequent violation of the library's Disruptive Patron Policy for a period up to (6) months. Any such suspension of library privileges will be issued in writing by the Library Director.
b. The Library Director shall retain an Incident Report of a person in third or subsequent violation of the library's Disruptive Patron Policy and a written copy of the suspension of library privileges for three (3) years.

**NOTE #2:** Notwithstanding Section B. 1-3 above, the Director of the Portage District Library or his/her designee reserves the right to suspend library privileges for longer periods of time, depending on the severity of a person's violation of the Disruptive Patron Policy. Notwithstanding Section B. 1-3 above, anyone violating the law at the library will be immediately evicted and may have library privileges suspended for longer periods of time, depending on the severity of the violation of the law, to protect patrons and library staff.

C. **Appeal Procedure for a Person in Violation of the Disruptive Patron Policy**

1. A person whose library privileges have been suspended by the Library Director or his/her designee may appeal the decision within three (3) calendar days after the date of the written notice of suspension of library privileges. An appeal must be submitted in writing and must include the person's name, address, date and time of violation, type of violation, and the person's reason for appealing the decision, the person's signature and the date the appeal is signed. All appeals must be submitted to the Library Director for transmittal to the Library Board at the next regularly scheduled board meeting.

2. The Library Board will hear an appeal from the decision of the Library Director or his/her designee to suspend library privileges. The Library Board will give the appellant an opportunity to be heard on the appeal. The decision of the Library Board shall be final.
Juvenile Patron Policy

The Portage District Library encourages visits by children to the library, and it is our desire to make these visits both memorable and enjoyable. Parents are responsible for their children and their children’s behavior in the library whether or not the parents accompany their children to the library. Recognizing that the library’s purpose is best served in a safe and non-disruptive atmosphere, the following procedures will be enforced:

Procedures for Children Under 7 Years Old:
1. Children under the age of 7 yrs. old must be accompanied by a parent or other responsible person in the library at all times.

Procedures for Children 7 years Old and Over:
If a parent or other responsible person is needed for children 7 yrs. old and over, then the following steps will be taken:

1. The library staff will determine if the parent or other responsible person is in the library.
2. If the parent or other responsible person is not found in the library, the library staff will attempt to contact the parent or other responsible person.
3. If the parent or other responsible person cannot be contacted, then the Portage Police Department will be called.
4. If a child, age 15 and younger, is found unaccompanied by a parent or other responsible person in the library at closing time, two library staff members will remain with the child and attempt to telephone the parent. If the parent or other responsible person cannot be reached, then the Portage Police Department will be called. The child will be asked to wait in the lobby of the building, and the two library staff members will remain within the building proper until the Portage Police personnel arrive.

Procedures for Disruptive Children
(Please refer to the Disruptive Patron Policy)

1. Children who are being disruptive will be asked by library staff to correct their behavior.
2. If the disruptive behavior continues, a library staff member will attempt to locate a parent or other responsible person within the library and inform them that the children are engaging in disruptive behavior and disturbing others.
3. Assuming a parent or other responsible person has been located within the library but refuses or is unable to control the children, then the family will be asked to leave the library.
4. If a parent or other responsible person cannot be located within the library, and the disruptive behavior continues, the children may either be asked to leave, or procedures for children 7 yrs. old and over will be followed.
PORTAGE DISTRICT LIBRARY

Solicitation Policy

- Solicitation of any kind (including, but not limited to, solicitations for petition signatures, money, donations, or goods or services of any kind) and the distribution of any written materials or literature are prohibited inside the Portage District Library building.

- Groups or individuals may engage in solicitation or the distribution of materials or literature (as described above) only on library parking lots, walkways, or other library grounds outside the library building provided that they:
  1. Remain at least (fifteen (15) feet from any entrance to the library building;
  2. Do not block or impede the use of library walkways, or otherwise impede access to the library building, by the public or Library staff;
  3. Do not interfere with the use of the library building (such as by excessive noise or other disturbance);
  4. Do not engage in littering; and
  5. Do not violate any local, state, or federal laws, rules, regulations, or ordinances.

- The library provides the opportunity for educational, governmental, and local non-profit organizations to have an event posted on our community bulletin board or a brochure available for community information. Priority will be given to local educational or cultural events and performances, free community events, charitable events, and to educational opportunities. No commercial, political, religious services or for-profit postings allowed. All postings and brochures must be approved and posted by library administration and may be removed as necessary to accommodate other postings or brochures.

- This policy shall not be construed to prohibit library-related activities such as fundraising sponsored by the Friends of the Library or other library-related activities.

- Violators of this Solicitation Policy may be evicted from the library premises and may be subject to suspension of their privileges to return to the library premises. Violations of this Solicitation Policy will be addressed pursuant to the procedures set forth in the Disruptive Patron Policy - Sections B and C. Violators of local, state, or federal laws, rules, regulations, or ordinances will be subject to prosecution.
PORTAGE DISTRICT LIBRARY

Smoking and Tobacco Products Policy

In the interest of providing a safe and healthy environment for patrons and staff, and in accordance with the Michigan Clean Air Act, PA 198 of 1986, tobacco, tobacco products and/or other burnable products, is prohibited in all areas of the Portage District Library. This includes smoking, chewing, rolling of tobacco, and use of other burnable products or electronic cigarettes.

In addition the above policy extends to all areas will be prohibited within 25 feet of the library’s entrances or exits.

[See: Michigan Executive Order 1992-3]
Library Director’s Interpretation:
The library board and administrative team has been working for over a year to create a Strategic Plan to guide the library into the future. While the final details of this Strategic Plan have not been completed, the direction is clear and the library staff is eager to get to work. Investigating, planning, and implementing the following projects in 2017 will lead to the fulfillment of the Strategic Plan in 2020. The activities described below include new areas of growth for all departments in the library; not only Adult and Youth Services, but initiatives for Circulation staff, the Marketing Department, website development, Technical Services, and the Heritage Room. Some projects require refining existing services and educating patrons about their use, while others are completely new initiatives. As we work to optimize access to the library’s resources, we hope to better understand our patrons’ needs and therefore improve satisfaction, refine collections and materials procedures to maximize the budget in those areas, increase access to technology and electronic resources, build and maintain mutually beneficial relationships with local organizations, contribute to life-long-learning within our community, and preserve our local history.

Description of Activities & Projects to Accomplish End Statement #1

<table>
<thead>
<tr>
<th>1. Update the Summer Reading Program in 2017.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Utilize the new reading program software (Beanstack) to revamp the Youth Summer Reading Program.</td>
</tr>
<tr>
<td>• Train staff on the use of this new product.</td>
</tr>
<tr>
<td>• Promote the program to the schools and the public, educating them about the new options available.</td>
</tr>
<tr>
<td>o UPDATE: This product has been customized and the development staff has been trained. It is live for staff use and all other staff will be trained at the end of May 2017 in preparation for public launch June 17, 2017. Information on the new product was added to this year’s paper and digital promotions for Summer Reading. STATUS: IN PROGRESS</td>
</tr>
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<table>
<thead>
<tr>
<th>2. Adapt the early literacy program, 1,000 Books Before Kindergarten, to the needs of Portage users for launch in early 2018.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Complete a study of existing programs at comparable libraries.</td>
</tr>
<tr>
<td>• Investigate using Beanstack as an online tracking component of the program.</td>
</tr>
<tr>
<td>o UPDATE: This product is slated for development in the fall of 2017. Staff received training on adding this program to Beanstack.</td>
</tr>
<tr>
<td>STATUS: IN PROGRESS</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>3. Develop a “next steps” plan for the LLAMAS elementary makers table.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Create a sustainable calendar plan for activities and a list of responsibilities to assign to staff.</td>
</tr>
<tr>
<td>• Develop a maintenance plan and a core list of non-consumable materials for use and/or purchase.</td>
</tr>
</tbody>
</table>
4. **Refine the collection development plan for non-book items with a view towards incorporating a learning/creative component.**

- Develop criteria for building non-book collections. Collections affected would include Discovery Kits, resource bags, and other “library of things” items.
- Replace a portion of our existing Discovery Kits with items that match these criteria.
  - UPDATE: A new staff member has been assigned this collection and an evaluation of existing kits has begun. The development of the criteria is scheduled for Fall 2017. STATUS: IN PROGRESS

5. **Create videos to educate our patrons about our resources and how to use them.**

- Work with staff to determine frequently asked questions that might inform video topics.
- Create scripts and submit to staff for editing.
- Film, edit, and upload videos to You Tube.
- Advertise various videos in our other marketing channels.
  - UPDATE: Completed research on equipment and software that would best fit our needs. Purchased equipment and a storage cabinet. Began process of developing a list of videos to create. STATUS: IN PROGRESS

6. **Create an updated Library Website master plan.**

- Work with staff to determine what content needs to be on our website.
- Create a hierarchy that allows for easy navigation and use.
- Create a new website design.
- Determine third party applications to utilize within the website.
  - UPDATE: Created an initial web survey to get staff input on the Library’s website. Began research on current and future design trends. Began initial look and feel development. STATUS: IN PROGRESS

7. **Improve the visibility of library services in the community through interactions with library users.**

- Create informational cards about services and policies for display at the Checkout Desk and use during outreach visits.
  - UPDATE: Planning is in progress to create content for brochures and handout about services and policies for display at the Checkout Desk. STATUS: IN PROGRESS
- Set up at least two membership registration opportunities outside of the library in addition to the annual kindergarten and high school freshman registration drives.
  - UPDATE: Planning and scheduling is in process for membership registration opportunities outside of the library in conjunction with our summer outreach to students in our community either during 12 Street School’s summer library hours or at one of the Portage Meet Up and Eat Up locations. Currently, we are reviewing how best to accomplish this with and without technology and where we will have the most parental participation for following registration policies and procedures. STATUS: IN PROGRESS
- Set specific cross-selling goals for public service desks.
Portage District Library
End Statement #1 Activities & Projects for 2017

8. **Update collection maintenance and weeding practices and procedures to reduce overcrowding of shelves and improve accessibility of collections.**

- Revise collection maintenance and weeding practices and procedures with documentation and training for circulation staff who collaborate with collection managers.
- Establish weeding targets and expectations with documented shelf reading, inventory and weeding schedules for staff.
- Create a communication tool and procedure for circulation staff to document or improve areas that are most in need of weeding when noticed during the re-shelving process.
  - UPDATE: Adult Services is currently weeding on a monthly basis and conducting an inventory of shelf space yearly. As of the November 2016 inventory, 34.3% of the non-fiction collection has 6 inches or more space on the shelf (an increase from 9.5% in early 2016 when inventory was initially taken to establish a baseline.) Work on our collection maintenance and weeding practices, procedures, targets, expectations, and collaborations between departments will begin in Fall 2017. **STATUS: IN PROGRESS**
- Create a reporting mechanism and procedure for handling unfilled holds on items.
  - UPDATE: A reporting mechanism for unfilled holds on items was created and we have begun to outline departmental responsibilities and procedures for filling these types of requests. **STATUS: IN PROGRESS**

9. **Update membership and item record deletion procedure, policies, and schedule to be able to clear outdated records from the Symphony database.**

- Review and/or revise the definition of an active registered borrower.
  - UPDATE: The definition for inactive registered borrower was reviewed by the Library Board in January 2017 and will remain defined as those memberships that are expired for more than 24 months with the last activity being more than 36 months ago and free of outstanding bills. **STATUS: COMPLETE**
- Purge user records in Symphony that were marked for deletion in 2016.
  - UPDATE: The 11,937 user records in Symphony that were marked for deletion in 2016 were removed and a monthly procedure has been established for the regular removal of user records that meet the criteria for being an inactive registered borrowers. **STATUS: COMPLETE**
- Schedule deletion of inactive borrower records to occur as an ongoing practice.
  - UPDATE: As of May 1, 2017 borrowers are receiving notification that their membership is about to expire. The first phase of this has started with mailing a notice 42 days prior to the membership expiration date and emailing a second notice 14 days prior to the membership date. We will be reviewing this practice by the end of the year to determine the cost benefit of mailing notices as a way of getting information regarding address changes for members who have moved. **STATUS: IN PROGRESS**
- Establish a policy and procedure for handling outstanding fine balances over time.
  - UPDATE: We have started analysis of outstanding fines and fees on memberships that are expired and are not being used, especially those memberships that would otherwise be considered inactive. We have also collected information about how other libraries handle outstanding fine balances over time. There is still work to be done regarding the analysis of the age of fines on active borrower memberships. Final
discussions with library administration will occur before a recommendation is brought to the Library Board for review.

STATUS: IN PROGRESS

- Establish a schedule for removal of item records from Symphony for items that are no longer available within the Library’s collections.
  - UPDATE: We have started an analysis of how many discarded item records still remain in Symphony and are reviewing the impact of final deletion based on how Symphony stores statistical data. Given the number of item records that could not be deleted previously based on limitations within Symphony related to outstanding fines, we would need to establish a deletion process for the backlog of records before embarking on a regular schedule for removal of more recently deleted items. STATUS: IN PROGRESS

10. **Continue to refine the ordering process (acquisitions, cataloging and processing) at the Portage District Library to ensure consistency, quality and efficiency.**

- Host an annual inter-departmental meeting to review current ordering, processing and cataloging processes.
- Discuss and recommend physical processing changes to library materials.
- Discuss and recommend changes to the cataloging standards at the Portage District Library.
  - UPDATE: Not Started. This project will be started in the fall 2017 after the new Technical Services Librarian has a full of understanding of the Technical Services Department. STATUS: NOT STARTED

11. **Explore and recommend physical space changes in Technical Services.**

- Examine current electronic and physical processing procedures for library materials.
- Test where feasible possible workflow changes that produce measureable changes in efficiency and quality.
- Provide a detailed report describing requested changes, expected impacts and expected costs for future consideration.
  - UPDATE: This project will be started in the fall 2017 after the new Technical Services Librarian has a full of understanding of the Technical Services Department. STATUS: NOT STARTED

12. **Implement public access wireless access upgrade project.**

- Replace existing library firewall with a hosted/managed firewall capable
  - UPDATE: The library firewall was replaced on May 12, 2017 as a phase 1 of this 3 phase project. The firewall was replaced after normal operating hours to minimize operations disruption. Approximately, the public access wireless and network was unavailable for approximately 1 hour on May 12, 2017. STATUS: COMPLETE
- Replace existing authenticated filtered public internet access with new appliance or cloud hosted solution.
  - UPDATE: The library replaced the bluesocket and Fortinet firewall with cloud hosted OpenDNS filtering and security solution. This solution was implemented as a part of phase 1 of the 3 phase plan. OpenDNS is now actively managing our public access network. STATUS: COMPLETE
- Replace existing 4 autonomous wireless access points with wireless LAN controller (1) and 15 lightweight access points for expanded coverage and increased density to support a larger client base.
  - UPDATE: For phase 2 of the 3-phase project, the library has selected Cisco 2504WLC and Cisco 2802i access points. These access points and controller will be implemented by June 1, 2017. STATUS: IN PROGRESS
• Monitor internet bandwidth and wireless signal coverage for adjustments.
  o UPDATE: The library will perform a detailed wireless coverage spectrum analysis and bandwidth analysis during the summer and make the necessary adjustments. STATUS: NOT STARTED

13. **Upgrade existing RFID Circulation/Collection Management Technology that extends the efficiency of its core services.**

• Update the existing C-Series Automated Check In computer and peripherals for continued reliable check in usage.
  o UPDATE: This project is slated to be started after the Wireless Upgrade Project in the summer of 2017. The library has reviewed the upgrade options for its existing C-Series book drop check-in at the circulation desk and will begin planning the migration in July. STATUS: NOT STARTED
• Upgrade or replace existing DLA scanners for collection and circulation management.
• Upgrade or add staff workstation RFID pads where applicable.
  o UPDATE: This project is slated to be started after the Wireless Upgrade Project in the summer of 2017. STATUS: NOT STARTED

14. **Upgrade Symphony and related products that are the backbone of library operations including acquisitions, cataloging, circulation and search.**

• Select between local installation and cloud hosting (Software as a Service) upgrade models.
  o UPDATE: This project has been started. The library has received quotes for both the local hosted upgrade and Saas model. The library is scheduling a SirsiDynix Representative for a Saas demonstration. STATUS: IN PROGRESS
• Upgrade Symphony and related modules including Enterprise, e-Resource Central, BlueCloud Central and Circulation.
  o UPDATE: This project will be started after the decision is reached regarding Saas vs local installation. The library has budgeted for either choice. STATUS: NOT STARTED
• Upgrade library bibliographic database to comply with RDA standards and change profiles with library vendors and copy cataloging sources.
  o UPDATE: This project is scheduled tentatively for the fall. The library has hired a new technical services librarian and will work with her to plan this project. The library is currently reviewing additional record maintenance options in addition to RDA. STATUS: NOT STARTED
• Evaluate new BlueCloud products including BC Analytics, BC Circulation, BC Cataloging and BC Acquisitions.
  o UPDATE: This project will begin when the library schedules our SirsiDynix Representative for the Saas demonstration. Moving to a Saas model may accelerate our BlueCloud adoption. STATUS: IN PROGRESS

15. **Upgrade existing meeting room technology for staff and borrowers usage.**

• Upgrade existing audiovisual technology in library meeting rooms to accommodate current connectivity standards
• Provide simple and flexible controls for meeting settings.
• Design systems with upgradeable parts where feasible to accommodate for rapid technology changes.
PORTAGE DISTRICT LIBRARY
End Statement #1 Activities & Projects for 2017

- Evaluate and recommend changes and technology for library meeting spaces in the Juvenile, Teen and Adult areas to support the new 2020 goals of the Portage District Library.
  - UPDATE: This project is scheduled for year-end 2017. Initial discussions will begin in July 2017 regarding base configurations.
  - STATUS: NOT STARTED


- Evaluate Software as a Service (SaaS - Cloud Hosted), Hybrid Cloud versus Private Cloud models for library networking services. Evaluate Costs, Reliability and Points of Failure
  - UPDATE: The library is beginning to evaluate Software as a Service for its core network products – Integrated Library System (SirsiDynix Symphony), Accounting Software/Document Management (Blackbaud Financial Edge and PaperSave), FundRaising (DonorPerfect), WebServices (Summer Reading, EZProxy and ContentDM). The Library Technology Plan was to move its network resources to be Colocated at Secant Technologies Data Center but the library informed the board that it was exploring skipping this step in favor of SaaS. SaaS was scheduled to be the next logical step from Colocated library hardware.
  - STATUS: IN PROGRESS

- Evaluate Backup as a Service (BaaS), Disaster Recovery as a Service (DRaaS) solutions for library technology. Evaluate Costs, Reliability and Points of Failure
  - UPDATE: As the library evaluates and begins to moves toward SaaS connections. The library will naturally discuss other services like BaaS and DRaaS. This discussion will revolve around where it is comfortable levels of Backup and speed of recovery.
  - STATUS: IN PROGRESS

- Evaluate additional fiber services for Ethernet and internet access for additional resiliency.
  - UPDATE: As the library evaluates and begins to moves toward SaaS connections. The library will need to address its connection(s) to its hosted products and plan for disaster recovery for cut fiber and internet outages. The library is currently working toward plans for back connections to retain its core services during these outages.
  - STATUS: IN PROGRESS

- Report findings at annual technology plan to the Portage District Library Board in July 2017.
  - UPDATE: The library has begun updating its annual technology plan. It is considering the changes from the library’s new strategic plan, acceleration of SaaS adoption and new technologies.
  - STATUS: IN PROGRESS

- Investigate and purchase new donor management software.
  - UPDATE: Not Started scheduled for Year End 2017
  - STATUS: NOT STARTED

17. Create an online tool that will serve as a resource for employees by providing information regarding their benefits and will also allow for online enrollment of benefits.

- Meet with Maxwell Health and Rose Street Advisors to discuss the site and information to be included.
  - UPDATE: Meetings have been held and a timeline for all work has been established. All configuration information has been provided to Rose Street Advisors and Maxwell Health.
  - STATUS: COMPLETE

- Provide all necessary benefit and employee information to be included in the site.
### 18. Actively highlight the library's online resources and services on social media and other media outlets.

- Create a process to provide weekly social media scripts to the Marketing Manager.
- Identify a list of digital resources and library services to highlight and write brief descriptions.
  - UPDATE: A staff person has been identified to collate and track a list of highlighted library services. The procedure has been carried out informally in early 2017, but will be documented and formalized in May 2017. There are currently no metrics to document. STATUS: IN PROGRESS

### 19. Develop more instructional programming for adult patrons.

- Plan and implement What’s Cooking in Portage, an event that uses the space of both the Senior Center and the Library.
  - UPDATE: What’s Cooking in Portage is in the final planning stages for September the 9th, with 7 confirmed speakers talking about skill or health based education and a capacity for up to 15 speakers. STATUS: IN PROGRESS
- Plan and implement a series of how to events in the fall about basic life skills.
  - UPDATE: Guest speakers are being lined up for our Must Be 21+ series kicking off this fall, replacing our Game & Coloring program on 4th Mondays at 7pm, Sept-Nov and Jan-Mar. "Basic Life Skills" has been a hot topic lately since many schools have eliminated "home economics" or similar courses from their curriculum, and many adults of today lack proficiency or confidence in things considered to be essential to everyday living regardless of job or lifestyle. The topics to be covered include: Learning from Failure, How to Handle Money, Basic Home Repair & Insurance, Basic Car Repair & Insurance, Balancing Personal Credit and Credit Cards, and Time Management Skills. These topics were selected based on feedback responses from a survey shared on Facebook and regular attendees of other Must Be 21+ programs. STATUS: IN PROGRESS
- Plan and implement at least six other events that promote learning; including art, gardening, and historical events.
  - UPDATE: In addition, we are in the planning or execution stages for 7 more educational events before the end of the year that will add to our regularly hosted Business and Computer discussion groups, about 9 monthly during except for summer. STATUS: IN PROGRESS

### 20. Collect evaluations at events featuring instructional programming for adult patrons to improve services.

- Develop an evaluation tool to be used at instructional events.
  - UPDATE: In January, the evaluation tool was repurposed from a form previously created by Jessica Enget, edited to reflect an
emphasis on whether the patron felt that they had learned from the event. STATUS: IN PROGRESS

- Distribute and collect evaluations at every instructional event.
  - UPDATE: The new evaluation tool has been used 4 times, for a total of 98 evaluations collected. We are aiming for evaluations to be passed out at every limited time event. In addition, the Kalamazoo Astronomical society handed out an evaluation compatible to ours for its five part series Astronomy for Beginners, and has agreed to pass along the results to us. STATUS: IN PROGRESS

- Evaluate data collected through evaluations and adjust Adult Programming accordingly.
  - UPDATE: Staff attended a training session that included the Public Library Association’s Project Outcome Tool, a standardized evaluation tool that allows libraries to cross reference surveys about the results of library events. Library staff are considering using this format for future event evaluations. This decision will be made by September 2017, in time for fall events. STATUS: IN PROGRESS

21. **Identify and train selected staff on Design Software.**

- Identify two staff members to spearhead this project and receive training.
- Investigate easy to use design software.
- Investigate purchase of the software.
- Develop a pilot program to use with the public in 2018.
  - UPDATE: This project is still in the investigative state. We have tentatively designated InDesign and Adobe Acrobat as the initial pieces of software to offer. STATUS: IN PROGRESS

22. **Create a literacy liaison who will give tours to ESL and Adult literacy groups.**

- Agencies will be identified to liaison with.
- At least two tours will be given.
  - UPDATE: We have visited with the Kalamazoo Islamic Institute as a potential literacy partner. We are in the process of scheduling tours of other agencies. Tours may be light over the summer, as so much relates to school schedules. Any groups unavailable in the summer will be scheduled for early fall. We are collaborating with Youth Services to discuss a comprehensive literacy plan which will include groups that have traditionally shown a need for English language support. An informal survey of ESL patrons has been conducted to give us some ideas of collection development directions to support ESL and adult literacy groups. STATUS: IN PROGRESS

23. **Investigate the feasibility of a Pay-It Forward program to combat the digital divide and close the gap on adult information/tech skills illiteracy.**

- Apply for a grant to purchase 5 - 25 Chromebooks ($1,000-$5,000).
- Teach at least 5 people a checklist of basic computer/online skills using that Chromebook.
- Get at least 5 people to commit to teaching 5 other people the same computer skills checklist.
- If they complete it, they earn a Chromebook, purchased through the grant.
END STATEMENT #1 ACTIVITIES & PROJECTS FOR 2017

24. **Heritage Room will initiate a long-term CONTENTdm Scanning Project.**
   - Re-check metadata of the current online John Todd Collection.
   - Re-scan and color correct images when necessary.
   - Correct description discrepancies.
     - UPDATE: The ContentDM Repair goal for 2017 is to have 120 images updated in the system. This includes checking the metadata (i.e. descriptions), re-scanning images when necessary, and correcting color issues. As of May 2017, this goal has been completed (183 images repairs) and exceeded (by 63 images). STATUS: COMPLETE
   - Add additional material to the CONTENTdm online database including additional John Todd images, Portage Public School material, pertinent Heritage Room material, and postcards from the Library’s collection.
     - UPDATE: The ContentDM Additions goal for 2017 is to have 120 new items added. As of May 2017, this goal has been completed (142 images added) and exceeded (by 22). STATUS: COMPLETE

25. **Heritage Room Book Expansion Project.**
   - Weed the Heritage Room collection removing any material that does not fall within the Heritage Room’s current scope of usage.
   - Use a portion of the Heritage Room’s annual book budget to acquire rare and unique books and material that would be of high research value to members of the community and create the identity of the Heritage Room as a place to conduct serious research.
   - Examine other book/research related databases that are available online for consideration to add to the Heritage Room Collection.
     - UPDATE: As of May 2017, the Children’s Heritage Room Book Collection has been weeded and assimilated into the general Heritage Room Collection. The Cased Book Collection has been weeded. Several new items have been added to the collection, including a rare 2 volume set of the History of the Great Lakes (1899). STATUS: IN PROGRESS.

**Assessment of End Statement #1 Accomplishments**

- A Progress Report will be given to the Library Board in May 2017 with details about the degree of accomplishment of End Statement #1.
- A Final Report will be given to the Library Board in December 2017 with a summarization of all that was accomplished in 2017 to fulfill End Statement #1.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 16, 2017
Subject: Update on Architect RFP Process

On May 1, 2017, the Portage District Library issued a Request for Proposals for Architectural Services to provide consulting services on library space needs and configurations and how to best to use them to serve our community. The RFP was mailed to over 30 architectural and design firms. An optional library tour was provided on Monday, May 8 to six interested firms. The RFP submission deadline is set for 1 PM on May 25, 2017.

We would like to ask the board to appoint one board member to sit on the library’s Building Committee. The library’s Building Committee makes recommendations to the Library Board for firm selection and provides updates on the entire process.
The Portage District Library staff have been working on a comprehensive Strategic Planning document that will be distributed at the May 22, 2017 Board Meeting for review and discussion.

Also at the May Board meeting, we will continue the discussion about the Library’s core values. At this time, we would like to review and reaffirm the American Library Association’s Core Documents which can be found following this memo in the May Board Packet: the Library Bill of Rights, Code of Ethics, Freedom to Read, and Libraries: An American Value.
Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939.
Amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; and January 23, 1980; inclusion of “age” reaffirmed January 23, 1996, by the ALA Council.
Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.

V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

The previous version of this file has long held the incorrect amendment date of June 28, 1997; the Office for Intellectual Freedom regrets and apologizes for the error.
The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:
1. **It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.**

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. **Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.**

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. **It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.**

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. **There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.**

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. **It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.**

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.
6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Libraries: An American Value

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America’s libraries is imperative for education, employment, enjoyment, and self-government.

Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21st century, we believe certain principles must be guaranteed.

To that end, we affirm this contract with the people we serve:

- We defend the constitutional rights of all individuals, including children and teenagers, to use the library’s resources and services;
- We value our nation’s diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children’s use of the library and its resources and services;
- We connect people and ideas by helping each person select from and effectively use the library’s resources;
- We protect each individual’s privacy and confidentiality in the use of library resources and services;
- We protect the rights of individuals to express their opinions about library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become lifelong learners - informed, literate, educated, and culturally enriched.

Change is constant, but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom of speech in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

Adopted February 3, 1999, by the Council of the American Library Association