NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on

December 18, 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
Regular Board Meeting to be held on
December 18, 2017
In the Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

III. Comments or Requests from the Public, Board Members, or Library Staff. (5 minutes total)

IV. Adoption of the Agenda for the Regular Meeting of December 18, 2017. (1 minute) (Vote)

V. Consent Agenda (5 minutes) (Vote)
   A. Minutes of the Regular Meeting of October 23, 2017. Pg. 1-6
   B. Review of FOIA Policy. Pg. 7-47
   C. Approval of Annual Calendar of Library Board Activities for FY 2018. Pg. 48-50
   D. Adoption of Schedule of Library Board Meetings for 2018. Pg. 51
   E. Narrative Report for October & November 2017. Pg. 52-57
   F. Financial Condition for October and November 2017. Pg. 58-63
   G. Statistical Report for October & November 2017. Pg. 64-67
   H. Marketing Update for November & December 2017. Pg. 68-71
   I. Legislative Update for October & November 2017. Pg. 72-74
   J. Library Board Linkage for December 2017 and January 2018. Pg. 75
   K. Memo: Grant applications Pg. 76
   L. Memo: Budget Amendments Pg.77-78

VI. Governance (15 minutes)
   A. Report from Staff Liaison to the Friends of the Library. Pg. 79
   B. Appointment of Nominating Committee Chair to survey trustees’ interest in Board offices in 2018 Pg. 80

VII. Ends Development (30 minutes)
   A. Food For Fines 2017 Report Pg. 81-82
   B. Memo: Symphony ILS Transition to Software as a Service (VOTE) Pg. 83
   C. End-of-Year Report on accomplishment of all End Statements in 2017. Pg. 84-106
   D. Strategic Planning 2017-2020 (VOTE) Pg. 107

VIII. Library Director’s Reports (15 minutes total)
   A. Final remarks by Library Director for the December 18, 2017 Library Board Meeting.

IX. Library Personnel (30 minutes)
   A. Memo: Year End Staff Recognition in 2017 Pg. 108
   B. Personnel Committee’s recommendation for Library Director’s compensation in 2018. Pg. 109

X. Process Evaluation (5 minutes total)
   A. Suggestions for Agenda Items to be included on the January 22, 2018 Board Meeting
      2. Review of Community Meeting Room Policy.
      4. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2018 Budget to Offset Unpaid Encumbrances.
      5. Approval of Budget Amendment Request to Adjust Reserve Accounts as Required.
      7. Annual signing of “Conflict of Interest” Statements by trustees.
      8. Discussion about guests to be invited to Library Board meetings & staff presentations in 2018.
11. 4th Quarter Financial Report for Fiscal Year 2017 & Comments on Year-End Results.

B. Assessment of this meeting
C. Miscellaneous Items

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

October 23, 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 Q’doba and the board meeting started at 6:00 PM

II. Roll Call

Board Members Present: Michele Behr, Martha Pacheco, Cara Terry, Donna Vander Vries, Ted Vliek, and Tom Welsh

Board Members Absent: Alisha Siebers (excused)

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

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

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

A. Comment from Trustee Vliek: Trustee Vliek said the Local Historian Steve Rossio was featured in a wonderful article in Encore Magazine this month. Vliek said that Rossio is very capable and an asset to the Library. He said it was a great article and encouraged everyone to read it.

B. Comment from Jill Austin, Head of Circulation: Austin informed trustees that the annual Food for Fines program had just taken place between October 16-22 and ended yesterday. While the Board will receive a full report in December, she thought they would be interested to know that the Library collected 4,811 items that Rolfe and Jay transported to the Portage Community Center. This amount is on par with what we collected last year. Austin also took the opportunity to mention that one of her employees has just achieved citizenship and had her naturalization oath ceremony last week. Congratulations Kruti Patel!

C. Comment from Trustee Pacheco: Trustee Pacheco said she was at the Library on Saturday when the power went out. She complimented the staff on their professionalism. There was no panic, as the staff acted calmly and appropriately. Systems Administrator Behrje (who responded to the emergency call) said that it was a small outage at first, then a transformer blew and it spread to a wider area. Fortunately, crews were able to restore power before the Library opened for regular hours on Sunday.

D. Comment from Trustee Welsh: Trustee Welsh said that he and Trustees Behr and Terry went to the Friends of Michigan Libraries Trustee Alliance Workshop on Friday, October 13th. He said the meeting was very informative and joked that they served outstanding snacks. A copy of the 2017 Michigan Public Library Trustee Manual that was passed out at that meeting is available for each trustee.

DISPOSITION: The Library Board acknowledged the comments made by Trustees Vliek, Pacheco, and Welsh and Head of Circulation Jill Austin.

IV. Adoption of the Agenda for the Regular Meeting of October 23, 2017

Library Board Chair Behr asked if there were any changes needed to the agenda for the October 23, 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 Terry and supported by Trustee Welsh that the Library Board adopt the agenda for the regular meeting of October 23, 2017. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.
V. Consent Agenda
Library Board Chair Behr asked if there were any changes needed to the consent agenda for the October 23, 2017 board meeting before its adoption. Five changes were requested; Items C, D, I, J and M were removed for additional comments. Trustee Behr asked for a motion to adopt the agenda with Items C, D, I, J and M removed.

A. Minutes of the Regular Board Meeting of September 25, 2017.
B. Review of Donation Policy.
C. Review of Investment Policy.
D. Review of Resident/Non-Resident Policy.
E. Approval of Non-Resident Fee Amount for 2018.
F. Approval of Holiday Schedule for Library Hours of Operation in 2018.
G. Monitoring Report – Communication & Support to the Library Board.
L. Marketing Update for September 2017.
M. Legislative Update for September 2017.
N. Library Board linkage opportunities for November 2017.
O. Budget Amendment – Harwood Institute

MOTION: It was moved by Trustee Welsh and supported by Trustee Vliek, to approve the consent agenda with Items C, D, I, J and M removed. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

Item C. Review of Investment Policy – Trustee Terry said that she wanted more information about how investment decisions are made. Business Manager Foti said that the Library consults with two different places for investment information and advice – UBS and Multi-Bank Solutions. The Library invests mainly in CD’s and some commercial paper. Banks that the Library invests in must have a physical presence in Michigan in order for the library to purchase their CD’s. The Library will look at all options that are available to them and do what is most financially advantageous for the Library. The maximum dollar amount that the Library can invest with one institution to receive FDIC Insurance is $250,000. The Library will sometimes make investments larger than that under advisement. Trustee Vliek asked about the significance of 270 days (mentioned in 5c), and Foti responded that the Library is bound by Public Act 20 and that is one of the requirements. Trustee Vliek also recommended that a date is recorded on each policy after it has been renewed.

Item D. Review of Resident/Non-Resident Policy – Trustee Pacheco asked for clarification about valid identification for the purpose of getting a library card including the Michigan State Identification Card or Michigan Driver’s License. She also asked if there an option for people who are staying in shelters or reside in a group home to have borrowing privileges. Klien responded that the library does have some group homes that have cards though some prefer their individual residents have a card because they don’t want to be responsible for lost materials. We handle this on a case by case basis. Circulation Supervisor Austin said sometimes it is a challenge to issue library cards because people do not have all of the information/proof we require and in those cases, the library staff will do what they can to work with those individuals. Pacheco followed up with a question regarding library cards issued to businesses. Austin said this is also a challenge as types of business differ. The main issue with business card is who is going to be responsible for that card and who has access to the card.

Item I. Narrative Report for September 2017 – Pacheco said she was interested to know if there was any additional information regarding filling the full-time Adult Services position. Klien said that as of Friday, October 20, all eight people selected have been interviewed. Head of Adult Services Kapture said that they were all excellent candidates which makes the decision process harder. Klien, Foti, and Kapture will be meeting this week to make a decision which may include second interviews.

Item J. Report on Financial Condition for September 2017 – Trustee Welsh had a question regarding the selected architect and acknowledging the financial obligations of the Library following the signed contract. Business Manager Foti said this item is budgeted for in Capital Maintenance for Building Projects via the approved
FY2017 budget. In the past, these payments made would be seen though purchase orders. Trustee Vliek also voiced that he would like to see this item separate. Foti said he would create new general ledger line for architect expenses and move $35,000 into it. Since this line will be in the same category, Capital Outlay, it will not require Board approval to move budgeted funds to the new line. Library Director Klien indicated that there will be additional lines when we have determined different unique building projects.

Item M. Legislative Update for September 2017 – Trustee VanderVries said that she is keeping an eye on some Veterans bills and Personal Property reform and she is waiting to see what happens with them. She spoke about the progress with the case Menards vs. Escanaba which the Michigan Supreme Court ruled not to hear. This could impact property assessments down the line. The way it stands now is still good for local jurisdictions, but that may change in the future. Trustee VanderVries also expressed some concerns about exemptions for non-profits which could cut into everyone’s tax revenue. Trustee Pacheco asked if the Library was going to opt out of tax captures of the DDA’s and Library Director Klien responded that all of our DDA’s currently have debt and therefore, the Library cannot opt out at this time. Klien talked to the City and the Library’s attorney to confirm this information. Once the DDA’s have paid off the debt and want to make additional improvements, the library will get a notice of those changes and can be in discussions to opt out.

MOTION: It was moved by Trustee Welsh and supported by Trustee Pacheco, to approve Items C, D, I, J and M after discussion. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

VI. Governance

A. Initiation of Library Director’s 2017 Evaluation Process –
Trustees were provided with the packets that were requested which included the current evaluation form, director’s goals updates, and all four End statements with updates. At the Friends of Michigan Libraries Trustee Alliance Workshop, Trustees Behr, Terry, and Welsh learned about an alternative evaluation form that was also distributed for consideration. Library Director Klien said she is open to other forms of evaluation, but that Trustees should be mindful that the Portage District Library Board runs on Carver Governance Principles. That is the reason that the current evaluation form is different than in other board settings, as per the Carver Model Monitoring Reports, End Statements, and Executive Limitation reviews are part of the Director’s Evaluation process.

Board Chair Behr suggested that the Board use both forms, with the new one as an addendum. Trustee Welsh added that the Board members can fill in what they are comfortable with and the Personnel Committee can use the information for feedback to the Library Director and for consideration for next year’s evaluation.

Trustees asked Klien if she felt like she received constructive feedback during evaluations each year. Library Director Klien commented on the limitations of the current form and said she could always use more information about where improvements can be made. Board Chair Behr emphasized that the reasoning behind the suggested additional evaluation form was not a criticism of Klien’s performance, only a valuable additional tool for feedback. The due date for completed evaluation forms was changed to November 8th when the board will meet for the second board retreat. Library Board Secretary Edwards will change the form to reflect that it is for Portage District Library in 2017 and send it out via email.

DISPOSITION: The Library Board received the information about the Library Director’s 2017 Evaluation Process.

B. Report from Co-Board Liaison to the Friends of the Library -
Co-Board Liaison Terry said that the Friends Board had a brief board meeting on Monday, October 16th. They announced that they had a great October book sale with approximately $5,400 in sales. Terry said that she is continually impressed with how much work is involved in running the book sales. The Friends Board talked about marketing and publicity for book sales for next year and confirmed sale dates in 2018. The Friends also confirmed the budget for the Library Staff Halloween party. Following official business, Klien and Whitehurst did a Harwood Community Conversation with the group. Whitehurst said the Friends offered a different perspective of the community than had previously been discussed at other ‘conversations’ and brought up that fact that they would like to see Portage as a ‘destination’ which will bring people into our
community. Staff Liaison to the Friends Jill Austin said that as we move towards the December meeting, the Library will do an ‘ask’ for Summer Reading funds and will be reporting on that.

DISPOSITION: The Library Board received the information about the Friends of the Library.

C. Information for Board Retreat in 2017 -
Library Director Klien reminded the group that the second Library Board Retreat Meeting with C2AE Architects will be on Wednesday, November 8th at 5:00 PM. Dinner will be available at that time. Klien said that the next Master Planning Committee Meeting will be later this week and will include discussions about how much space each department needs.

DISPOSITION: The Library Board received the information about the second Library Board Retreat meeting.

D. Removal of Audio/Visual Policy -
Klien said that in reviewing the Audio/Visual Policy it seemed redundant to the Materials Selection Policy that was just revised. Library staff took one item out and will recommend that it be moved to Usage limits. Everything else in the current Audio/Visual Policy is covered in the Materials Selection Policy. We are asking for Library Board approval to remove it from our public policies.

MOTION: It was moved by Trustee Welsh and supported by Trustee Terry that the Library Board remove the Audio/Visual Policy from Public Library Policies. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

E. Revision and Approval of Fines and Fees / Usage Policy -
Library Director Klien asked to Board to consider the one line revision of the Fines and Fees/Usage Policy as a Result of the change of status of the Audio/Visual.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Terry that the Library Board approve the revision of the Fines and Fees / Usage Policy. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

VII. Ends Development

A. Follow-Up Report on 2017 Staff Development Day -
The Library annual Staff Development Day took place on Friday, September 22nd. Library staff had a good time and took good information away. This year instead of hiring a speaker, the Staff Development Day Committee elected to use TED Talks to introduce ideas and start customer service conversations. The committee met for follow-ups on the results of Staff Development Day. Head of Youth Services Wright said she was initially skeptical about using TED Talks instead of a speaker, but she changed her mind after she saw the excellent videos that were chosen. They were a great match for the way the staff like to have discussions. Staff Development Day also included enjoyable team building exercises. Following Staff Development Day, a survey was given to staff. Those responses will be brought to the next board meeting.

Trustees asked how Staff Development Day will be planned for 2018. Klien responded that she would like to stay with a similar format they did this year and have a representative from each department on the committee, as schedules allow. She spoke about the difficulty in finding topics that apply to everyone on the staff and thought they did an excellent job of choosing TED Talk speakers that had insight for everyone on the staff.

DISPOSITION: The Library Board received the information about 2017 Staff Development Day.

B. Library Director's accomplishment of personal goals for Fiscal Year 2017 -
Library Director Klien referred to her goals update in the board packet and opened the floor for questions or comments on her report. Trustee Terry asked about the Arcadia Institute and Klien responded that it is a community group that has a network of organizations and businesses that work together to make sure our community is inclusive. PDL is a partner in this initiative and send staff to the forums to participate in conversations. The Arcadia Institute collaborated with the Library on the creation of the Ready Reads collection. Klien said that when the Library started seeing more Group Homes coming to the library, the Arcadia Institute helped facilitate conversations about what we, as an organization, can do to serve those
groups better. Board Chair Behr asked if there were any other questions and there were none. Klien said that she went to the ALA Annual Meeting this year, but not MLA due to jury duty. She said that a number of Library staff did attend MLA and she looks forward to hearing what they learned and brought back. Klien said she was initially on the Curriculum Board and this year, however those meetings interfered with the Portage Community Center Board and Committee meetings. Head of Youth Services Laura Wright has taken over the responsibility of attending the Portage Public Schools Curriculum Meetings for this school year.

DISPOSITION: The Library Board received the Library Directors update of personal goals for FY 2017.

C. Progress Report on End Statement #4 (Be a community center to experience & explore local arts & culture.)

Library Director Klien asked if there were questions, concerns, or comments about the Progress Report on End Statement #4. Trustee Welsh asked about the weather comment in relation to Local Historian Steve Rossio’s goal, and it was clarified that Rossio did not believe he could complete all the outdoor portions of the project before winter weather sets in. Trustee Behr asked about the goal regarding reaching and collaborating with new groups and if outreach activities had any fruit that was born from those connections. Head of Youth Services Wright said that at this time no progress has been made with collaboration with the Community High School. She said that an event that had been scheduled at Crossroads Mall had been cancelled because their staff connection had moved to a different job. There are conversations happening about additional activities with Meet Up and Eat Up. Marketing Manager Colin Whitehurst said that a new connection has been made with the Bike-Friendly Kalamazoo initiative which is very excited about our BookBike. City of Portage Parks staffing has changed and there are some new ways we can collaborate with them. Wright said that event with some set-backs, she is optimistic, but realistic that some of these connections will result in something positive.

DISPOSITION: The Library Board received the Progress Report on End Statement #4.

VIII. Monitoring to Assure Compliance with Executive Limitations

A. 3rd Quarter Financial Report for FY 2017 -

Business Manager Rob Foti said that all unspent funds have been moved to the 4th quarter budget. In December, the Library will begin to collect tax revenue. The FY2017 budget is still looking good even though penal fine revenue came in under budget. The Library received a building insurance refund which has more than offset losses in penal fines. The Library will be a little under budget on wages, due to the salary difference between a retired long-time employee and a new hire. The health insurance line is under budget due to some employees opting out of insurance. The Library also recently received its health insurance renewal and the good news is that there is only a 2-3% increase. Foti said it is reasonable to think that we will have $400,000 in savings for the year, which can be considered for building projects. Trustee VanderVries asked for a reminder of what the Library did with the Personal Property Reimbursement this year. Foti said that the overage received from what was budget was placed into a reserve. VanderVries asked about Personal Property Tax reimbursement for next year and Foti replied that he had not seen the numbers yet.


Library Director’s Comments

A. Final remarks by Library Director for the October 23, 2017 Library Board Meeting

Library Director Klien asked for feedback regarding the annual campaign letter draft that was sent out earlier in the week. Trustees gave feedback about length and content, but seemed pleased overall with the letter. Klien said that she will send out a final version of the letter to make sure that trustees approve, as we will use all Board member’s signatures on the letter.

Klien invited Library Board Chair Behr to comment on what was learned at the trustee workshop regarding virtual attendance at Board Meetings. Behr said that Kent District Library and Clinton Macomb Public Library already allow virtual participating in Board Meetings. Klien will ask the directors of those library’s
for a copy of their policy. The speaker at the FOML workshop recommended adding a board policy before allowing virtual participation at any board meeting. She said the Board would need to stay aware of compliance with the Open Meetings Act including making sure that the voice of remote attendees can be heard during the meeting. A draft policy was handed out. Behr and Terry will make some revisions following Board discussion and bring it back to the group in December.

Library Director Klien invited Head of Adult Services Lawrence Kapture to comment on the GeekFest program. Kapture said that though it was a very wet rainy day they still had great turnout. He said that there have been other mini comic/media conventions in our area that are fee based while the Library and its partners are doing it for free. Kapture said he is pleased that the Library is involved in programming that gives people a place to celebrate their enthusiasms and that he was amazed by the incredible costumes that attendees wore.

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

**IX. Process Evaluation**

A. **Suggestions for Agenda Items to be included on the December 18, 2017 Board Meeting**

1. Minutes of the Regular Meeting of October 23, 2017
2. Review of FOIA Policy
3. Approval of Annual Calendar of Library Board Activities for FY 2018
4. Adoption of Schedule of Library Board Meetings for 2018
5. Report on Financial Condition for October 2017
7. Marketing Update for October & November 2017
8. Narrative Report for October & November 2017
9. Statistical Report for October 2017
10. Statistical Report for November 2017
11. Legislative Update for October & November 2017
12. Appointment of Nominating Committee Chair to survey trustees’ interest in Board offices in 2018
13. Personnel Committee’s recommendation for Library Director’s compensation in 2018
14. Report from Co-Board Liaison to the Friends of the Library
15. End-of-Year Report on accomplishment of all Ends in 2017

**B. Assessment of this meeting** – There was agreement among trustees that it was a good meeting.

**C. Miscellaneous Items** – None.

**X. Adjournment** –

Library Board Chair Behr said if there was no further business to be considered, that she would adjourn the regular board meeting of October 23, 2017.

**DISPOSITION:** The regular board meeting of October 23, 2017 was adjourned at 7:40 pm.

Recorded and Transcribed by,

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

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

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

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

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

3. Fee Deposit Requirements:

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

4. Fees for Processing FOIA Requests:

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

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

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

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

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

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

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

5. Eligibility for Fee Reduction:

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

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

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

6. Appeals-Denials of FOIA Request:

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

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

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

7. Appeals-Fees:

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

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

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

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

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

Adopted May 18, 2015
PORTAGE DISTRICT LIBRARY
FREEDOM OF INFORMATION ACT (FOIA)
PROCEDURES & GUIDELINES
Effective July 1, 2015

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

SECTION 1 - DEFINITIONS


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

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

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

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

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

SECTION 2 - RIGHT TO RECORDS

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

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

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

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

SECTION 3 – RIGHTS AND OBLIGATIONS OF THE LIBRARY

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

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

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

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

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

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

SECTION 4 – FEES AND DEPOSITS

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

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

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

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

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

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

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

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

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

Labor costs will be calculated based on the following requirements:

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

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

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

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

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

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

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

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

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

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

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

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

- Volume of public records requested;
- The time frame for the public records requested;
- Complexity of searching for, examining, reviewing a public record, and the deletion and separation of exempt from non-exempt information;
The need to search for, examine, and review public records from different departments or offices of the Library;

The anticipated hours of labor;

The available staffing for responding to the request;

The extent to which the particular request incurs costs greater than the costs incurred for the typical or usual request received by the Library.

Any other similar factors designated as applicable by the FOIA Coordinator.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1) Grant the request.

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

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

2) Issue a written notice denying the request. The FOIA Coordinator may use the form attached as Attachment D for this purpose. The notice of the denial shall include:

• an explanation as to why the requested public record is exempt from disclosure in accordance with the Act, or
• a certificate that the requested public record does not exist under the name given by the requesting person or by another name reasonably known to the Library, or
• a description of a public record or information which had to be separated
or deleted from the public record pursuant to Section 14 of the Act.

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

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

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

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

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

- The failure was willful and intentional; or

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

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

SECTION 6 – PROCEDURES FOR SEPARATION OF RECORDS

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

SECTION 7 – FOIA COORDINATOR

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

SECTION 8 – APPEALS-DENIALS

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

- The person shall be advised by the FOIA Coordinator of the right to file a written appeal to the Library Board as “the head of the public body” which shall specifically state the word "appeal" and identify the reason(s) for reversal of the denial. The person making the appeal may use the form attached as Attachment E.

- The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.

- In its consideration of any written appeal, the Library Board shall review the materials submitted by the appellant, any written comments received from the FOIA Coordinator, any other information as the Library Board deems necessary, and within ten (10) business days after receiving the written appeal as provided above, take one of the following actions:
  - reverse the disclosure denial, or
  - issue a written notice to the requesting person upholding the disclosure denial, or
  - reverse the disclosure denial in part and issue a written notice to the requesting person upholding the denial in part, or
under unusual circumstances, issue a notice extending for not more than ten (10) business days the period during which the Library Board will respond to the written appeal. The Library Board shall not issue more than one notice of extension for a particular written appeal.

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

SECTION 9-APPEALS-FEES

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

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

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

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

SECTION 10-INTERPRETATION AND EFFECTIVE DATE

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

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

SECTION 11 – FORMS

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

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

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

Request No.: __________ Date Received: __________ Check if received via: ☐ Email ☐ Fax ☐ Other Electronic Method
Date delivered to junk/spam folder: ______________
Date discovered in junk/spam folder: ______________

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<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

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

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

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

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

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Requesting Person’s Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

**Request for Copies/Duplication of Records on Library Website**

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

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

**Overtime Labor Costs**

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

**Consent to Overtime Labor Costs**

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

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

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

**Request for Discount: Indigence**

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

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

**Request for Discount: Nonprofit Organization**

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

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

<table>
<thead>
<tr>
<th>Office Use:</th>
<th>Affidavit Received</th>
<th>Eligible for Discount</th>
<th>Ineligible for Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am submitting an affidavit and requesting that I receive the discount for indigence for this FOIA request:</td>
<td>Date:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requestor’s Signature:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Office Use:</th>
<th>Documentation of State Designation Received</th>
<th>Eligible for Discount</th>
<th>Ineligible for Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>I stipulate that I am a designated agent for the nonprofit organization making this FOIA request and that this request is made directly on behalf of the organization or its clients and is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the Mental Health Code, 1974 PA 258, MCL 330.1931:</td>
<td>Date:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT B
### Freedom of Information Act Request Detailed Cost Itemization

<table>
<thead>
<tr>
<th>Date: __________</th>
<th>Prepared for Request Number: _________________________</th>
<th>Date Request Received: ________</th>
</tr>
</thead>
</table>

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

#### 1. Labor Cost for Copying / Duplication

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

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

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

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

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

#### 2. Labor Cost to Locate:

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

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

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

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

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

---

**FOIA Detailed Cost Itemization Form**

[Page 30]
3a. Employee Labor Cost for Separating Exempt from Non-Exempt (Redacting):
(Fill this out if using Library employee. If contracted, use No. 3b instead).
The Library will not charge labor directly associated with redaction if it knows or has reason to know that it previously redacted the record in question and still has the redacted version in its possession.

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

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

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

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

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

3b. Contracted Labor Cost for Separating Exempt from Non-Exempt (Redacting):
(Fill this out if using a contractor, such as the attorney. If using in-house employee, use No. 3a. instead)
The Library will not charge for labor directly associated with redaction if it knows or has reason to know that it previously redacted the record in question and still has the redacted version in its possession.

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

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

Name of contracted person or firm: _______________________________________________________

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

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

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

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

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

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

No more than the actual cost of a sheet of paper:

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

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

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

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

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

5. **Mailing Cost:**

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

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

  \[
  \text{Actual Cost of Envelope or Package: } $ \\
  \text{Actual Cost of Postage: } $ per stamp \\
  $ per pound \\
  $ per package
  \]

  \[
  \text{Actual Cost (least expensive) Postal Delivery Confirmation: } $ \\
  \]

  \[
  \text{*Expedited Shipping or Insurance as Requested: } $ \\
  \]

- Requesting person has requested expedited shipping or insurance

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

4. **Total Copy Cost**

$___________

5. **Total Mailing Cost**

$___________
### 6a. Copying / Duplication Cost for Records Already on Library’s Website:

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

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

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

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

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

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

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

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

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

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

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

**Hourly Wage Charged:** $________

**Charge per increment:** $________

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

Multiply the hourly wage by the percentage multiplier: _____%  OR

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

**Charge per increment:** $________

☐ Overtime rate charged as stipulated by requesting person

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

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

- Actual Cost of Envelope or Package: $________
- Actual Cost of Postage:
  - $_____ per stamp
  - $_____ per pound
  - $_____ per package
- Actual Cost (least expensive) Postal Delivery Confirmation: $_____
- *Expedited Shipping or Insurance as Requested:* $_____

☐ *Requesting person requested expedited shipping or insurance

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

| 6c. Web Mailing Cost | $________ |
### Subtotal Fees Before Waivers, Discounts or Deposits:

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Labor Cost for Copying:</td>
<td>$_____</td>
</tr>
<tr>
<td>2. Labor Cost to Locate:</td>
<td>$_____</td>
</tr>
<tr>
<td>3a. Labor Cost to Redact:</td>
<td>$_____</td>
</tr>
<tr>
<td>3b. Contract Labor Cost to Redact:</td>
<td>$_____</td>
</tr>
<tr>
<td>4. Copying/Duplication Cost:</td>
<td>$_____</td>
</tr>
<tr>
<td>5. Mailing Cost:</td>
<td>$_____</td>
</tr>
<tr>
<td>6a. Copying/Duplication of Records on Website:</td>
<td>$_____</td>
</tr>
<tr>
<td>6b. Labor Cost for Copying Records on Website:</td>
<td>$_____</td>
</tr>
<tr>
<td>6c. Mailing Costs for Records on Website:</td>
<td>$_____</td>
</tr>
</tbody>
</table>

Subtotal Fees: $_____

### Waiver: Public Interest

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

- [ ] All fees are waived  OR  [ ] All fees are reduced by: _____%

Subtotal Fees After Waiver or Reduction: $_____

### Discount: Indigence

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

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

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

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

- [ ] Eligible for Indigence Discount

Subtotal Fees After Discount (subtract $20): $_____

### Discount: Nonprofit Organization

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

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

- [ ] Eligible for Indigence Discount

Subtotal Fees After Discount (subtract $20): $_____

---

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{13047-001-00041394.1}
### Deposit: Good Faith

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

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

### Deposit: Increased Deposit Due to Previous FOIA Fees Not Paid In Full

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

(a) The final fee for the prior written request was not more than 105% of the estimated fee.

(b) The public records made available contained the information being sought in the prior written request and are still in the Library’s possession.

(c) The public records were made available to the individual, subject to payment, within the time frame estimate given on Page 5 of this form.

(d) Ninety (90) days have passed since the Library notified the individual in writing that the public records were available for pickup or mailing.

(e) The individual is unable to show proof of prior payment to the Library.

(f) The Library calculates a detailed itemization, as required under MCL 15.234, that is the basis for the current written request’s increased estimated fee deposit.

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

(a) The individual is able to show proof of prior payment in full to the Library, OR

(b) The Library is subsequently paid in full for the applicable prior written request, OR

(c) Three hundred sixty-five (365) days have passed since the individual made the written request for which full payment was not remitted to the Library.

### Late Response Labor Costs Reduction

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

(a) Reduce the charges for labor costs otherwise permitted by 5% for each day the Library exceeds the time permitted for a response to the request, with a maximum 50% reduction, if EITHER of the following applies:
   
   i. The late response was willful and intentional, OR

   ii. The written request included language that conveyed a request for information within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or specifically included the words, characters, or abbreviations for “freedom of information”, “information”, “FOIA”, “copy”, or a recognizable misspelling of such, or appropriate legal code reference to MCL 15.231 et seq. or 1976 Public Act 442, on the front of an envelope, or in the subject line of an electronic mail, letter, or facsimile cover page.

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

**Request Will Be Processed, But Balance Must Be Paid Before**

**Copies May Be Picked Up, Delivered or Mailed**

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

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

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

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

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

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

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

Reason for Extension:
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Signature of FOIA Coordinator: ____________________________ Date: ____________________________
[This page left blank on purpose.]
Notice of Denial of FOIA Request

Request No.: __________ Date Received: __________ Check if received via: [ ] Email [ ] Fax [ ] Other Electronic Method
Date of This Notice: __________ Date delivered to junk/spam folder: __________
(Please Print or Type) Date discovered in junk/spam folder: __________
Request for: [ ] Copy [ ] Certified copy [ ] Record inspection [ ] Subscription to record issued on regular basis

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

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

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

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

Reason for Denial:
☐ 1. Exempt from Disclosure: This item is exempt from disclosure under FOIA Section 13, Subsection __________ (insert number),
because: ____________________
________________________________________________________________________
________________________________________________________________________

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

☐ 3. Redaction: A portion of the requested record had to be separated or deleted (redacted) as it is exempt under FOIA Section 13,
Subsection __________ (insert number), because: ____________________
________________________________________________________________________
A brief description of the information that had to be separated or deleted: ____________________
________________________________________________________________________
________________________________________________________________________

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

Signature of FOIA Coordinator: ____________________ Date: ____________________

Page 40
15.240. amended Options by requesting person; appeal; actions by public body; receipt of written appeal; judicial review; civil action; venue; de novo proceeding; burden of proof; private view of public record; contempt; assignment of action or appeal for hearing, trial, or argument; attorneys’ fees, costs, and disbursements; assessment of award; damages.

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

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

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

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

(a) Reverse the disclosure denial.

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

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

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

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

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

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

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

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

FOIA Appeal Form—To Appeal a Denial of Records

Request No.: __________ Date Received: ___________ Check if received via: □ Email □ Fax □ Other Electronic Method
Date of This Notice: __________ Date delivered to junk/spam folder: __________
(Please Print or Type)
Request for: □ Copy □ Certified copy □ Record inspection □ Subscription to record issued on regular basis

Date discovered in junk/spam folder: __________

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

____________________________________________________
____________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________

Requestor's Signature: __________________________________ Date: __________

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

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

If you have any questions regarding this extension, contact:

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

________________________________
____________________________________________________________________________________________________________________

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

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

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

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

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

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

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

(a) Reverse the disclosure denial.

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

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

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

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

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

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

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

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

ATTACHMENT F
FOIA Appeal Form—To Appeal an Excess Fee  

<table>
<thead>
<tr>
<th>Request No.:</th>
<th>Date Received:</th>
<th>Check if received via:</th>
<th>Date delivered to junk/spam folder:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>☐ Email ☐ Fax ☐ Other Electronic Method</td>
<td></td>
</tr>
</tbody>
</table>

**Date of This Notice:** ________________  
**Date discovered in junk/spam folder:** _______________

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firm/Organization</td>
<td>Fax</td>
</tr>
<tr>
<td>Street</td>
<td>Email</td>
</tr>
<tr>
<td>City/Township</td>
<td>State Zip</td>
</tr>
</tbody>
</table>

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

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

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

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

<table>
<thead>
<tr>
<th>Requestor's Signature:</th>
<th>Date:</th>
</tr>
</thead>
</table>

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

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

Unusual circumstances warranting extension: ______________________________________________________________________________ __
_____________________________________________________________________________________________________________________

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

**Library Board Determination:**  
☐ Fee Waived ☐ Fee Reduced ☐ Fee Upheld

Written basis for Library determination:

__________________________________________________________________________
__________________________________________________________________________

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

**Signature of FOIA Coordinator:**  
Date: ________________

---

Library: Keep original and provide copy of both sides, along with Public Summary, to requestor at no charge.
15.240a.added Fee in excess of amount permitted under procedures and guidelines or MCL 15.234.
Sec. 10a.

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

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

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

(i) The public body does not provide for appeals under subdivision (a).
(ii) The head of the public body failed to respond to a written appeal as required under subsection (2).
(iii) The head of the public body issued a determination to a written appeal as required under subsection (2).

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

(a) Waive the fee.

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

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

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

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

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

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

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

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

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

## PORTAGE DISTRICT LIBRARY BOARD
Library Board Annual Calendar for 2018

<table>
<thead>
<tr>
<th>MONTH</th>
<th>Board Governance Activities</th>
<th>Board Policy Review</th>
<th>Monitoring of Executive Limitations</th>
<th>Monitoring Reports on Ends Statements</th>
<th>DEADLINE Reminders</th>
</tr>
</thead>
</table>
| January | • (If election occurred in previous November, election of board officers will be in January not in December)  
• Appoint Board Personnel Committee; Friends Liaison & Board Secretary  
• Conflict of Interest Statements must be signed by trustees  
• Approve any necessary budget amendments for previous fiscal yr.  
• Approve any budget amendments needed for Ends in new fiscal year  
• Approve Library Director’s interpretation of Ends Statements & projects for the new year  
• Approve Library Director’s personal goals for the new year  
| • Community Meeting Room Policy  
• Library Privacy & Search Warrant Policy  | • Global Executive Constraint  
• 4th Quarter Financial Report on previous fiscal year and report and comments on Year End Results.  |  |  | • Prepare and submit annual State Aid Report to Library of Michigan.  
• Propose budget amendments to adjust previous year’s budget.  
• Do budget amendments as needed to fund Ends projects in new year.  
• Library Director’s interpretation of Ends Statements for new year.  
• Library Director's Personal Goals for due to Library Board.  
• Review contracts with all other insurance providers.  
• 4th Qtr. Financial Report from previous Fiscal Year  |
| February | • Review of Library Board by-laws  
• Approve allocation of Gifts & Donations funds for the new year  
• Receive Marketing Plan for the year  |  | • Emergency Library Director Succession  
• Treatment of Consumers  |  |  | • Allocate gifts and donations funds.  
• Engage firm for financial audit of the library's previous fiscal year.  
• Marketing Plan for the year.  |
| March | • Invite guest(s) to board meeting  |  | • Asset Protection  
• Financial Planning & Budgeting  
• Financial Condition and Activities  |  |  | • Review contract with liability insurance provider and make recommendation to Board.  
• Begin audit process at the library.  |
| April | • Schedule mid-year review with the Library Director  
• Receive Audit Report for previous Fiscal Year  
• Receive Progress Report on End #1  | • Art Exhibit Policy  
• Programming Policy  | • 1st Quarter Report for the current fiscal year.  
• Fundraising Executive Limitation  | END STATEMENT #1 Optimize access to resources for information, education and entertainment  |  | • Prepare progress report on End #1  
• Spring Appeal Campaign  
• Continue audit process.  
• Audit Report to Library Board  
• Fundraising Plan presentation  |
| May | • Planning and budgeting  
• Invite guest(s) to board meeting  | • Patron Behavior Policy  
• Reciprocal Borrowing Policy  |  |  | • Initiate new contracts or renew for outsourced services  
• Work on budget projections for next fiscal year  |
<table>
<thead>
<tr>
<th>MONTH</th>
<th>Board Governance Activities</th>
<th>Board Policy Review</th>
<th>Monitoring of Executive Limitations</th>
<th>Monitoring Reports on Ends Statements</th>
<th>DEADLINE Reminders</th>
</tr>
</thead>
</table>
| June  | ● Receive first presentation of proposed FY Budget for next year  
      ● Receive Progress Report on End #2  
      ● In election year, review timeline and candidate requirements for ballot. | ● Heritage Room Policy | END STATEMENT #2  
Be safe, welcoming, inclusive destination for families and individuals. | | ● First budget presentation to Board.  
● Prepare progress report on End #2  
● Conduct RFP for periodical (magazine) contract  
● Initiate election related activities: Notify media of board vacancies Put in e-newsletter & on website Distribute public flyers Prepare candidate info packets  
● In election year, inform board candidates seeking office to file Affidavit of Identify & Nominating Petition with Portage City Clerk to have names placed on ballot.  
● Obtain election timeline from Kal County Clerk for election. |
| July  | ● Approval of final budget and consideration of the millage rate  
      ● Start planning annual Board Retreat  
      ● Invite guest(s) to board meeting | | ● Minutes/Records Retention Policy  
● 2nd Quarter Report for the current fiscal year. | | ● Remind board candidates of deadline for submission of their nominating petitions  
● Final look at budget for next fiscal year (prior to public hearing)  
● Plan for Library Board Annual Retreat in September or October  
● Give update on plans for current year Annual Campaign  
● Initiate plans for Staff Development Day in September |
| August | ● Public Hearing on new FY Budget  
      ● Pass a formal resolution to adopt the new Library FY Budget and set the millage rate to be levied in December  
      ● Receive Progress Report on End #3  
      ● Receive information on public library trends and comparisons. | | ● Compensation and Benefits  
● Treatment of Staff | END STATEMENT #3  
Be a leader in strengthening our community | ● First-time board candidates must file Statement of Organization with Kalamazoo County Clerk  
● Prepare progress report on End #3  
● Public hearing on the proposed library budget for next fiscal year.  
● Post public notice in newspaper (10) days prior to Public Hearing on proposed new FY Budget  
● Present information to Board on public library trends/comparisons |
| September | ● Annual Board Retreat is held in either September or October [The board retreat provides an opportunity for board members to review, change or evaluate policies and procedures.] | ● Internet Policy  
● Materials Selection Policy | | NOTE: New or revised Ends Statements for the next fiscal year will be developed at the Library Board’s Annual Retreat. | ● Post notice of board candidates or ballot issue for election  
● File budget documents with authorities for next fiscal year |
<table>
<thead>
<tr>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Appoint Nominating Committee Chair to poll trustees about interest in Board officer positions (In election year, postpone this action until December)</td>
<td>NO BOARD MEETING in NOVEMBER (Election in Even Numbered Years)</td>
<td>• (If election occurred in previous November, election of board officers will be in January not in December)</td>
</tr>
<tr>
<td>• Board Personnel Committee initiates Library Director’s evaluation process &amp; distributes forms</td>
<td>None</td>
<td>• Board Personnel Committee conveys results of Library Director’s evaluation &amp; recommends compensation for the following year and contract renewal</td>
</tr>
<tr>
<td>• Invite guest(s) to board meeting</td>
<td>None</td>
<td>• Approval of final schedule of Library Board meetings</td>
</tr>
<tr>
<td></td>
<td>None</td>
<td>• Orientation of any new trustees</td>
</tr>
<tr>
<td></td>
<td>None</td>
<td>• Recognition of any departing trustees</td>
</tr>
<tr>
<td></td>
<td>None</td>
<td>• FOIA Policy</td>
</tr>
<tr>
<td></td>
<td>None</td>
<td>• END of YEAR REPORT on ALL END STATEMENTS for current year</td>
</tr>
<tr>
<td>• Board Personnel Committee conducts Library Director’s annual evaluation &amp; prepares recommendation for compensation in new year</td>
<td>None</td>
<td>• Conduct Annual Campaign</td>
</tr>
<tr>
<td>• Receive Progress Report on End #4</td>
<td>None</td>
<td>• Prepare final progress report on all Ends Statements</td>
</tr>
<tr>
<td>• Finalize Long-Range Strategic Goals for the Library</td>
<td>None</td>
<td>• Staff evaluations done</td>
</tr>
<tr>
<td>• Follow-up discussion about Library Board Annual Retreat</td>
<td>None</td>
<td>• End-of-year closing of books</td>
</tr>
<tr>
<td>• Adopt schedule of board meetings for the new year</td>
<td>None</td>
<td>• Prepare documents for December board meeting including projects to accomplish Ends in new year</td>
</tr>
<tr>
<td>• Adopt annual calendar of Library Board activities for new year</td>
<td>• Set Resident Non-Resident Fee</td>
<td>• Review content in Library Board’s Annual Calendar</td>
</tr>
<tr>
<td>• Approve holiday schedule for library hours of operation in new year</td>
<td>• Prepare progress report on End #4</td>
<td>• Contact City of Portage to arrange for tax collection in December</td>
</tr>
<tr>
<td>• Set Non-Resident Fee amount for the new year</td>
<td>• Library Director’s evaluation done</td>
<td>• Staff Development Day</td>
</tr>
<tr>
<td></td>
<td>• Donation Policy</td>
<td>• Identify “Areas of Focus” &amp; work on interpretation of Ends</td>
</tr>
<tr>
<td></td>
<td>• Fines and Fees/Usage Policy</td>
<td>• Develop Holiday Schedule for the Library's Hours of Operation for the new year</td>
</tr>
<tr>
<td></td>
<td>• Investment Policy</td>
<td>• Set Resident Non-Resident Fee</td>
</tr>
<tr>
<td></td>
<td>• Resident/ Non-Resident Policy</td>
<td>• Schedule Board meeting in new year (and reserve rooms)</td>
</tr>
<tr>
<td></td>
<td>• Communication and support to the Library Board</td>
<td>• Work on Annual Campaign</td>
</tr>
<tr>
<td></td>
<td>• Ends Focus of Grants/Contracts</td>
<td>• Prepare final progress report on all Ends Statements</td>
</tr>
<tr>
<td></td>
<td>• 3rd Quarter Report for the current fiscal year.</td>
<td>• Staff evaluations done</td>
</tr>
<tr>
<td>END STATEMENT #4</td>
<td>• Receive Progress Report on End #4</td>
<td>• End-of-year closing of books</td>
</tr>
<tr>
<td>• Be a community center to experience and explore local arts and culture</td>
<td>• Library Director’s evaluation done</td>
<td>• Prepare documents for December board meeting including projects to accomplish Ends in new year</td>
</tr>
<tr>
<td></td>
<td>• Staff Development Day</td>
<td>• Review content in Library Board’s Annual Calendar</td>
</tr>
<tr>
<td></td>
<td>• Participate in Library Board’s Annual Retreat</td>
<td>• Contact City of Portage to arrange for tax collection in December</td>
</tr>
</tbody>
</table>
PORTAGE DISTRICT LIBRARY

Schedule for Library Board Meetings
in Fiscal Year 2018
January - December 2018

Following is a schedule of Portage District Library Board meetings from January through December 2018. Please note that the regular day and time for all library board meetings will be the 4th Monday of each month at 6:00 p.m. (with dinner at 5:30 p.m.) Additional meetings may be called or changes in meeting dates may be made by the Library Board Chair if needed. All library board meetings are held in the lower level Long Lake and Gourdneck Lake Meeting Rooms of the library, unless otherwise indicated on the meeting notice (posted 18 hrs. prior to meetings).

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Type</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 22, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>February 26, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>March 26, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>April 23, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>May 21, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>June 25, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>July 23, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>August 27, 2018</td>
<td>Monday</td>
<td>Regular Meeting &amp; Public Budget Hearing</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>September 24, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>October 2018</td>
<td>To be determined</td>
<td>Library Board Retreat</td>
<td>To be determined</td>
</tr>
<tr>
<td>October 22, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>November 2018</td>
<td>No Library Board Meeting Planned for November</td>
<td></td>
<td></td>
</tr>
<tr>
<td>December 17, 2018</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
</tbody>
</table>

NOTES:

The May board meeting in 2018 will be held one week earlier due to Memorial Day.
The December board meeting in 2018 will be held one week earlier due to the Christmas holiday.
PORTAGE DISTRICT LIBRARY

Library Director’s Narrative Report for December 18, 2017
(Activities in October and November 2017)

Administrative Activities:
During the months of October, November, and the first part of December 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.
- Attended the Portage Community Center Board Meeting on 10-25.
- Attended the annual Friends of the Library sponsored Pizza Party on 10/31.
- Attended a Master Planning Committee Meeting on 10-26.
- Led a meeting about the Annual Campaign letter on 10-26.
- Met with department supervisors to discuss staff performance evaluations during the week of 10/30-11/3.
- Participated in the Insurance Renewal/Open Enrollment meeting for full-time staff on 11-7.
- Met with Ted Vliek on 11-10.
- Met with the Director of PCC on 11-10.
- Attended the PCC Executive Committee Meeting on 11-13.
- Worked with the Admin Team on Strategic Planning metrics on 11-14.
- Met with Laura Wright to discuss annual performance evaluation on 11-14.
- Met with the PCC Building Committee on 11-14.
- Met with Colin Whitehurst to discuss annual performance evaluation on 11-15.
- Met with Quyen Edwards to discuss annual performance evaluation on 11-15.
- Met with Rob Foti to discuss annual performance evaluation on 11-16.
- Had phone conversations with C2AE’s Dennis Jenson to discuss space needs on 11-21.
- Met with Jill Austin to discuss annual performance evaluation on 11-21.
- Met with Lawrence Kapture to discuss annual performance evaluation on 11-22.
- Met with Andrea Smalley, Steve Rossio, and Colin Whitchurst to discuss 2018 Community Conversations plans on 11-22.
- Met with Dwight Haines to discuss annual performance evaluation on 11-22.
- Met with Jay Cotter to discuss annual performance evaluation on 11-27.
- Met with Rolfe Behrje to discuss annual performance evaluation on 11-27.
- Participated in the PCC’s Finance Committee meeting on 11-29.
- Met with a representatives from Bibliotecha to discuss their cloudLibrary services on 11-28.
- Conducted a conference call with library law specialist, Anne Seurynck on 11-29.
- Met with Michele Behr for Director’s End of Year Performance Review on 12-5.
- Participated in the Portage Community Center Board meeting on 12-6.

General Facilities Work:
Facilities work during October and November 2017 included:

Technical Services

- Implemented the Temporary Staffing Plan during Abby Pylar’s leave.
  - The plan is working well and we are currently operating with minimal backlog. Ken Fischer, recently retired, has volunteered to load orders and manage records on a temporary basis.
  - Fran Cooper, Library Clerk, is currently managing acquisitions for AV ordering.
  - All new records added are being tagged for review upon her return.
- Item and bibliographic record cleanup has continued.
IT Services

- All regular IT maintenance activities, patching and updates have been completed.
- Staff PC Maintenance Project
  - All Staff PCs are active and regularly patched. The library is now maintaining between 95%-99% of all PCs patched when updates are available.
- Hosted Firewall Project and Wireless Project
  - All access switches in the library are standardized and the library is maintaining a cold spare for redundancy.
  - Data Center Aggregation L3 switches must be replaced due to an end-of-support status. This was not expected due to either an oversight or earlier than expected end-of-life.
  - Firewall modifications are currently being made for PCI requirements and in response to the annual security audit.
  - Moved Staff Network to OpenDNS for extended control of phishing, command and control malware and filtering.
  - Monitoring production usage of the new firewall and wireless infrastructure
    - The library is maintaining good to excellent coverage and signal quality. Approximately 2-4% of connections are experiencing poor wireless connections. We are attempting to trace whether these connections are inside or outside the building.
    - The Portage District Library received its annual security audit and is making plans to act on recommendations.
- Continued discussions for collocating library servers and storage at Secant Technologies
  - Met with Secant Technologies to discuss collocation and cloud hosting. As the library moves its core services Blackbaud (Financial Software) and Symphony (Library ILS software) and DonorPerfect (FundRaising) softwares to Saas models, it seems more practical move remaining services to Private cloud directly, essentially skipping the cloud hosting step.
- Hosted SirsiDynix Symphony Project
  - Worked with Kevin Rodriguez, SirsiDynix Rep, to secure a quote for moving library ILS operations to a Software as a Service model.
  - Received and signed (subject to Board Approval) a contract for a 5 year agreement for SirsiDynix Symphony and BlueCloud Analytics.
  - Next Step: Board Approval and Scheduling
- Self-Checkout Project
  - Cash Option is now in production mode on two of the library’s self check-out machines
  - Maintenance Upgrades: October 27 and November 14
- Automated Checkin/DLA/Gates Refresh Project
  - Hardware is being ordered for Automated Internal Bookdrop refresh and an installation date will follow.
  - DLA hardware not slated for update. Bibliotheca has changed the DLA roadmap and model change announcement date to 2018.
- Mobile Hotspots Update
  - 8 Mobile hotspots are currently circulating. All units are out on loan.
  - Plans for an additional 10 units have been made at the next buying opportunity.
  - Minor issues regarding process and maintenance have been addressed
- Meeting Room Technology Project
  - Met with staff to discuss options and requirements for meeting room technology
  - Requested quotes for two versions of a Meeting Room Technology Plan.
  - A Request for Proposal will be written based upon these specifications.
  - Planning RFP for Meeting Room Technology Refresh in December 2017.
Library Director’s Narrative Report for October & November 2017

Maintenance and Building Services

- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.
- Boiler gas valve replaced to ensure optimal performance during the upcoming heating season.
- Library Parking Lot Project
  - Fall 2017 - Patching and Hole Repair was completed in November 2017
  - Fall 2017 – Parking Temporary Striping was completed in November 2017
  - Spring 2018 – Crack routing and Sealing is planned
  - Spring 2018 – Lot Sealcoating is planned
  - Spring 2018 – Lot Full Striping and Paint is planned
- Library Building Security Lighting is being replaced with energy efficient and cost effective LED alternatives. Currently, lights on the side of the building facing Currier Drive have been replaced.
- Timer has been replaced for non-photocell controlled parking lot lights.

Personnel Information:

The library undertook the following Human Resource and Financial activities since the October 23, 2017 Board meeting:

- The Library has hired Katharyn Jones to the position of Adult Services Librarian. Kathryn’s first day was November 27, 2017.
- The Library hired Elise Boss to the position of Youth Library Aide. Elise’s first day was November 8, 2017.
- The Library conducted its annual open enrollment for benefits in November. The Library used it new Maxwell Health Employee Portal to manage the process. The process went very smooth. The Library continued to offer two health insurance plans provided by Blue Care Network. Several new voluntary products were offered to employees for purchase. The first was Voluntary Life Insurance for themselves and family members. The second was several supplemental insurance products through Guardian. The Library has been offering this product through AFLAC in the past. Due to AFLAC inability to partner with the Maxwell Health Employee Portal, the Library is making a shift to only offering Guardian products to new enrollees. Any employee with an AFLAC policy will still be able to maintain their policy as it is.
- The Library accepted the resignation of Rudy Wright. Rudy was a Library Associate in the Adult Department, and he is leaving for a full time job with the Parchment Library.
- The Library will be posting the vacant Library Associate position in Adult Services through MLive, MLA and its website.

Programming & Events:

Adult Services

October and November Programming Highlights:

SciFi/Fantasy Group: Blade Runner: How it relates to our lives: 10/2/17. We had a lively discussion about the 1982 movie Blade Runner and the novel the movie was based on, Do Androids Dream of Electric Sheep? by Philip K. Dick. A very good explanation about the issues of the early 1980’s (overcrowding and acid rain as a result of environmental abuse) and how those issues were incorporated into the movie, instead of nuclear fallout and mass evacuation that were covered in the book.
Fall in Love with Michigan Authors -- Meet NYT bestselling author Doug Stanton - 10/24/17. 8 attendees. New York Times best-selling author Doug Stanton ("In Harm's Way" and "Horse Soldiers") was at the library to talk about his new book, "The Odyssey of Echo Company: The 1968 Tet Offensive and the Epic Battle to Survive the Vietnam War."

GeekFest – 10/14/17. 503 Attendees. 56 from Portage, 11% of attendance. We had people come from as far away as Elkhart. Participants in a follow up survey said that GeekFest met their expectations and in comments requested a larger, larger event. Comments included:
"It was a great time in my son’s eyes! He loved it. He stated it was the best day ever!!"
"It was fantastic - thank you so much!"
"My family and I had a really great time. I thought it was very well put together. Thank you."

The guest line up included local illustrators, fan groups, and businesses:

- Francis Vallejo, illustrator of Horn Book Award-winning Jazz Day
- Ruth McNally Barshaw, author/illustrator of the Ellie McDoodle series
- Paul Sizer, graphic novelist, author/illustrator of Little White Mouse and Moped Army
- Jack Cheng, author of children's novel See You in the Cosmos (virtual visit)
- Kenjji Jumanne-Marshall, graphic novelist/cartoonist/caricaturist, free caricatures for visitors
- Nova VR, demonstrating cool virtual reality experiences
- Kalamazoo Ghostbusters, demonstrating equipment and slimecraft
- Mattawan RoboKats, middle school robotics team
- L’Arte D’Armizare, historical European martial arts with super cool weapons
- Teen Artist of the Hour, rotating

5 staff participated, including Christina Doane, who ran the gaming room. She recruited 8 businesses and fan groups to man tables and provide prizes: Fanfare, Rocket Comics, Dragon Knight Publishing LLC, SLD READ Center, TASC, Slugfest Games, Western Michigan Gamer's Guild, Michigan Pathfinder Society.

This year's total budget was $4,557, including $750 from PDL, $500 of that a grant from the Friends of the PDL, $900 from additional grants, and the remainder from member libraries and their friends groups. The Friends of the PDL grant provided a guest of honor, Ruth Barshaw, a children's book illustrator who also hosted a craft project, making journals out of cereal boxes. The additional $250 provided the honorarium for Jessi Fletcher, "Ask an Expert" cosplay (costume making) and miscellaneous gaming expenses. In addition, PDL raised $400 in gift certificates for cosplay contest prizes, and through Rocket Comics provided $1,400 in door prizes.

Murder On the Orient Express: A Talk - 11/2/17. 26 attendees. Detective Sheila Goodall from the Kalamazoo Police Department talked to the group for about 30 minutes on the challenges of solving a case in real life. She explained the realistic timelines on things like DNA analysis and fingerprinting. After Detective Goodall, Ruth took over and discussed some of the themes of the book, and the act of being a vigilante. All participants received two tickets each for the movie.

SciFi Group: Formidable Aliens - 11/6/17. 9 attendees. Adult Library Staff Ruth Cowles and Christina Doane advertised the event by posting one alien a day on our Facebook group. Everyone had their favorite alien and all participants talked about their choice. A PowerPoint presentation with our favorite top 5 was presented with clips from movies or shows. Our choices were #5: The Silence – Dr. Who; #4: The Greys – Fire in the Sky; #3: The Borg – STNG; #2: Species 8472 – STVoy; #1: Xenomorphs – Alien.

Pop Up Library at Crossroads Mall, 11/20/17 – 37 people reached. Because we have a shortage of adult personnel, Youth Services Librarian Andrea Smalley accompanied Head of Adult Services Lawrence Kapture to set up “kid traps” to draw in parents with children. They set up in the Mall, near the food court, and were able to talk to a good number of people about online library services over four hours. We could possibly repeat at this site, but I would investigate the possibility of another location.

Displays

October - Jack O’Neil carved birds; Halloween (CD end cap); Scary Aliens (SciFi end cap); Safe Halloween, Stranger Reads, Horror/Thriller Display.

November - Steve Rossio’s Veteran’s Day; Cozy Movie/Series Holiday Display, Holiday decorations are out!

Efficiencies

In November, Adult Services started using an online appointment making tool called Setmore to register patrons for 1 on 1 appointments. This tool automates certain functions, like notifying staff when they have an appointment. We are hoping to offer 12 slots during the month when people can sign up for a 1 on 1 session, approximately 48 hours available to patrons per month.

The Adult Department sent four staff to the Michigan Library Association Annual Conference in Lansing this year. In addition, one staff member attended the webinar: Tips and Tricks for Getting the Most from Your Hoopla Dashboard from Midwest and Driving Digital Content Engagement via RB Digital Content and Library Journal, Expanding Access to digital resources by sharing, Evanced Bootcamp, Stocking Series Nonfiction. Adult Services Librarian Ruth Cowles had an interview with MLIS student, Lynne Lambdin, and discussed collection development.

We had two staff at a preparation meeting for GeekFest on October 2nd, and a follow up meeting for GeekFest on October 30th, looking at user surveys and attendance statistics.

Youth Services

October Programming Highlights:

The library hosted a Pumpkin Palooza event for elementary-aged children and their families, which included several fall and pumpkin-themed activities.

Youth Staff offered a third annual Stuffed Animal Sleepover and Storytime, where preschool children could drop off their stuffed friends for a night of fun followed by a reunion in the morning with snacks.

Families attended the Fairy House program for fall, which included the option to leave the houses at the library for display. They were displayed outside the large windows in the Youth Room, much to the delight of our human visitors and the local squirrel population.

Teens could attend a showing of the remake of Ghostbusters, participate in a live “ghost hunt” in the library with Michigan Paranormal Alliance, or come to the Teen Halloween Extravaganza for snacks, crafts, and costume making.
Preschoolers and their caregivers could come to Halloween Fun on October 31st for games, crafts, and “practice” trick or treating at all the service desks.

**November Programming Highlights:**

Elementary children and their caregivers could take apart appliances and equipment, then use the pieces to build to create something new in the Break It and Make It event.

The Kalamazoo Symphony Orchestra provided a musical storytime featuring the story, Last Stop on Market Street by Matt de la Pena.

The Girl Scouts Heart of Michigan hosted a STEM hands-on event to inspire children to embrace science.

Our Teen Services Intern developed and hosted a Star Wars event for teens, providing activities and Star Wars-themed snacks.

**October and November Youth Outreach Highlights:**

Youth Staff completed the rest of the Kindergarten Card school visits, and delivered the cards to the classes.

Youth staff visited Woodland Elementary at the request of the 4th grade teachers. They are currently reading a book about a bookmobile and requested the visit to see a different version of this service.

Youth Staff participated in the City of Portage’s “All Hallows Eve Celebration,” providing staff and activities at a booth for the event.

A local troupe of Polliwogs came in for a tour and activities provided by staff.

Youth and Adult Staff hosted a booth at the Crossroads Mall to promote library services.

Youth Staff hosted an additional Teen Volunteer Training Workshop for teens interested in volunteering with the library this fall.

**Heritage Room**

The highlight of November for the Heritage Room is the annual Veterans Day Exhibit which was on display from October 31st through the first week of December. This year’s exhibit included seven never before seen collections and included numerous items from the Vietnam era. Local Historian Steve Rossio has received numerous compliments about the exhibit and many thanks from Vietnam Veterans.
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></th>
<th>Revenue</th>
<th>Expenditures</th>
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</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td>$ 4,584,303</td>
<td>$ 2,724,546</td>
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<thead>
<tr>
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<th>9/30/2017</th>
<th>Changes</th>
<th>10/31/2017</th>
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<tr>
<td>General Reserve (13%)</td>
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<td>$ -</td>
<td>$ 477,655</td>
</tr>
<tr>
<td>Building Reserve</td>
<td>50,000</td>
<td>-</td>
<td>50,000</td>
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<tr>
<td>Benefits Reserve</td>
<td>29,740</td>
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<td>Technology Reserve</td>
<td>111,305</td>
<td>-</td>
<td>111,305</td>
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<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>Personal Property Tax Reserve</td>
<td>349,886-</td>
<td>-</td>
<td>349,886</td>
</tr>
<tr>
<td>Reserve for Encumbrances</td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td>Unassigned Fund Balance</td>
<td>2,856,044</td>
<td>-</td>
<td>2,856,044</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.
An external audit of the library is conducted each year and results presented to the library board.

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

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

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

Director’s Response: All checks received the appropriate amount of signatures.

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

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

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

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

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

Director’s Response: A list of all cash disbursements has been provided to the Board Chair for review.
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POLICY: 1. Expend more funds than have been received in the fiscal year to date unless the debt guideline (below) is met.

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POLICY: 2. Indebt the organization money in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days.

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

POLICY: 3. Use any long-term reserves.

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

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”.

6. Allow tax payments or other government-ordered payments for filings to be overdue or inaccurately filed.

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

8. Acquire, encumber or dispose of real property.

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9. Fail to aggressively pursue receivables after a reasonable grace period.

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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.
TO: Portage District Library Board  
FROM: Christy Klien, Library Director  
DATE: December 12, 2017  
SUBJECT: Library Statistical Report - October 2017

<table>
<thead>
<tr>
<th>Circulation/Collections</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
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* In-house Use Statistics will be done for one week each quarter.

Christy Klien, Library Director
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<thead>
<tr>
<th>Circulation/Collections</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
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<tbody>
<tr>
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<tr>
<td>In-House Periodical Usage</td>
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<tr>
<td>In-House Book Usage</td>
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<tr>
<td>Youth</td>
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<td>Non-Resident</td>
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<tr>
<td>Reciprocal</td>
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<tr>
<td>Internet User</td>
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<td>Youth</td>
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**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** December 14, 2017  
**SUBJECT:** Library Statistical Report - November 2017

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<td>6,907</td>
<td>5,486</td>
<td>25.90%</td>
<td></td>
</tr>
<tr>
<td>Circ Reference</td>
<td>398</td>
<td>185</td>
<td>115.14%</td>
<td>3,498</td>
<td>2,491</td>
<td>40.43%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Edutainment LAN Use</strong></td>
<td>487</td>
<td>502</td>
<td>-2.99%</td>
<td>5,379</td>
<td>5,420</td>
<td>-0.76%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Internet Computer Use</strong></td>
<td>2,959</td>
<td>2,850</td>
<td>3.82%</td>
<td>32,948</td>
<td>33,393</td>
<td>-1.33%</td>
<td></td>
</tr>
<tr>
<td>Youth Computers</td>
<td>316</td>
<td>372</td>
<td>-15.05%</td>
<td>3,685</td>
<td>4,609</td>
<td>-20.05%</td>
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</tr>
<tr>
<td>Adult Computers</td>
<td>2,488</td>
<td>2,383</td>
<td>4.41%</td>
<td>27,855</td>
<td>27,665</td>
<td>0.69%</td>
<td></td>
</tr>
<tr>
<td>Laptop Computer Circulated</td>
<td>155</td>
<td>95</td>
<td>63.16%</td>
<td>1,408</td>
<td>1,119</td>
<td>25.83%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Electronic Transactions</strong></td>
<td>43,016</td>
<td>43,811</td>
<td>-1.81%</td>
<td>506,146</td>
<td>506,914</td>
<td>-0.15%</td>
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</tr>
<tr>
<td>WebSite Hits</td>
<td>30,128</td>
<td>31,463</td>
<td>-4.24%</td>
<td>360,977</td>
<td>368,199</td>
<td>-1.96%</td>
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<tr>
<td>WebCatalog Sessions</td>
<td>8,810</td>
<td>8,158</td>
<td>7.99%</td>
<td>103,530</td>
<td>95,978</td>
<td>7.87%</td>
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</tr>
<tr>
<td>Licensed Database Hits</td>
<td>4,078</td>
<td>4,190</td>
<td>-2.67%</td>
<td>41,639</td>
<td>42,737</td>
<td>-2.57%</td>
<td></td>
</tr>
</tbody>
</table>

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

Christy Klien, Library Director
Marketing Update

Recurring Monthly Projects:

· The October e-Newsletter was sent out the first week of the month to over 12,000 library patrons.

· Our upcoming Fall events were advertised in the Portager, which was sent out to 22,800 residents.

· We created monthly event posters and displayed them in the library.

· Facebook “Events” were created to advertise our programs, and were then shared on our page.

· Flyers and Handouts were distributed within the Library building to advertise our programming.

· Our website and digital signage was updated to advertise our program offerings.

October Marketing Highlights:

· Created materials to celebrate National Friends of the Library week and held a Harwood Community Conversation to understand the aspirations of the Friends of the Portage District Library.

· Collaborated with the Fundraising team to create a follow-up communication for our Spring Appeal.

· Designed a promotional flyer to send with the library cards as part of the Teen Card Drive.

· Created writing standards for events and distributed to staff who write program descriptions.

· Worked with Steve Rossio to create a video highlighting the Heritage Room.

· Worked with Nancy Muffley to create a video slideshow for the Stuffed Animal Sleepover.

· Facilitated the book donation bin signage update.

· Helped with the photo booth for a youth Halloween event.

October Social Media Highlights:

Facebook
15 New Page Likes | 74 Post Shares | 675 Post Likes | 43 Comments | 103,351 Total Reach

Twitter
2,359 Tweet Impressions | 188 Profile Visits | 13 Mentions | 7 New Followers
Check out the awesome resources and free events available for teens at the Portage District Library.

WELCOME!

Space:
A Teen Room where students in 6th-12th grade can relax, study, and explore new media. The space includes desktop computers and private study rooms.

Visit Us! Resources

Upcoming Events

- High School Movie Night
  Thursdays at 6:00 PM
  October 26th, November 30th, December 28th
  Watch a movie and eat snacks! October's movie is Ghostbusters (2016), November's movie is The Fifth Element, and December's movie is Back to the Future.
  REGISTRATION REQUIRED

- Teen Afterhours Ghost Hunt (Ages 13+)
  Friday, October 27th | 7:30 PM
  Come to the library after sundown for a ghost hunt lead by the Michigan Paranormal Alliance!
  REGISTRATION REQUIRED

- Teen Halloween Extravaganza
  Tuesday, October 31st | 4:30 PM
  Wear your costume, make candy sushi, create crafts, and watch a movie. This year's movie will be Ghostbusters (1984), as voted on by the Teen Advisory Group.
  REGISTRATION REQUIRED

- Teen Game & LEGO Club
  Wednesdays: November 1st & 15th December 6th & 20th | 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.

- TAG: Teen Advisory Group Meeting
  Tuesdays: November 14th & December 12th | 6:30 PM
  Do you like pizza? Do you want to help make the library great? Join the Teen Advisory Group! Talk books, plan activities, make crafts, and give the library a piece of your mind—while enjoying a delicious piece of pizza!

- Teen Star Wars Party
  Tuesday, November 28th | 6:30 PM
  Celebrate your love of Star Wars at this event featuring competitions and snacks. Come in costume if you'd like!
  REGISTRATION REQUIRED

- Teen Frosting Metropolis
  Tuesday, December 19th | 6:30 PM
  Help build a city filled with frosting-covered, sugary architectural wonders! Decorate houses and buildings with candy and treats! This is gingerbread houses taken to another level.
  REGISTRATION REQUIRED

REGISTRATION REQUIRED
Visit http://www.portagelibrary.info/events-and-classes or call (269) 585-8740

Books, Media, and Technology:

- Fiction
- Non-Fiction
- Graphic Novels
- Fantasy
- Research Materials
- Audiobooks
- DVDs
- Internet Access
- eBooks
- eAudiobooks

Portage District Library - Friends Book Donation Desk

National Friends of the Library Week Signage

Friends Donation Bin

Spring Appeal Follow Up

Photos from Halloween Photobooth
Marketing Update

Recurring Monthly Projects:

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

November Marketing Highlights:

- Created marketing materials for CommuniTEEN 2018.
- Ordered new PDL tote bags for sale at our circulation desk.
- Designed and mailed out Holiday Cards.
- Collaborated with the Fundraising team to create and send the 2017 Annual Campaign.
- Worked with Adult Services to advertise the fourth annual Local Authors Event.
- Designed a promotional flyer to send with the Kindergarten Library Card drive.
- Created advertising materials for Teen Programming in 2018.

November Social Media Highlights:

Facebook
39 New Page Likes | 51 Post Shares | 741 Post Likes | 84 Comments |
| 35,896 Total Reach

Twitter
2,005 Tweet Impressions | 106 Profile Visits | 1 Mentions |
| 5 New Followers
**UPCOMING AWESOMENESS**
At the Portage District Library
Free programs for students in grades 6-12
For more information visit www.portagelibrary.info

**Teens**

- **Teen LEGO Club**
  - Wednesdays, January 2nd, February 6th
  - March 2nd, April 6th 4:00 PM
  - Breaks for the spring break and school holidays

- **Middleschool Book Club**
  - Tuesdays, January 1st, February 12th, March 12th
  - April 12th 4:00 PM

- **T&G Teen Advisory Group Meeting**
  - Tuesday, January 15th 6:30 PM
  - Do you want to help make the library great? Join the Teen Advisory Group at the library and share your ideas!

- **Teen Game Club**
  - Wednesdays, January 2nd, February 6th
  - March 2nd, April 6th 4:00 PM
  - Play video games, read comics, and enjoy snacks at this group for everyone in middle school and high school.

- **Teen Volunteer Training Meeting**
  - Tuesdays, January 9th, February 13th, March 13th, April 10th 6:30 PM
  - Do you like pizza? Do you want to help make the library great? Join the Teen Advisory Group! Talk books, plan activities, make crafts, and have fun being part of the Teen Advisory Group.

- **Holiday Card 2018**
  - Tuesday, February 27th 6:30 PM
  - Teens 14 years of age and older who are interested in volunteering to make holiday cards will be trained at the library this semester. If you have already attended a training meeting in September or October, you need to register and attend the training session.

- **Teen Exam Late Night**
  - Sunday, January 21st 4:30 PM
  - Is studying for finals giving you a headache? Come to the library for quiet study space, free popcorn, and a designated quiet zone.

- **Teen Cupcake Wars**
  - Tuesday, February 26th 5:00 PM
  - Teens are in high demand. Front door traffic and information desk inquiries have doubled since 2000. Our building is busier than ever and patrons continue to rely on our staff’s expertise to navigate them through their information options.

**Events Continued on the Back**

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**Kindergarten Flyers**

- **Happy holidays and best wishes for a wonderful New Year.**
  - The Portage District Library Board of Trustees and Staff

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**Annual Campaign**

- **Join Us For An Evening With The Author:**
  - Tuesday, March 14th 6:00 PM
  - At The Air Zoo
  - 6151 Portage Rd, Portage, MI 49002

  Code Name Verity, a young adult historical novel, focuses on the friendship between two young British women, one English and one Scottish during World War II. In a copy of the novel, the main character, a young girl, escapes Nazi occupied France and the Gestapo who brought her there.

  A Michael, a Poet Award Honor book that was called “a tightly plotted mind game of a novel” in The New York Times. Code Name Verity is a sequel to the first book and takes place in the present.

  **Annual Campaign**

  - **Visit us!**
  - **Media & Technology:**
    - Media Room
    - Digital Archive
    - DVD's
    - Music CD's
    - AWE Learning Stations
    - Audio Books
    - Easy Readers
    - Chapter Books
    - Fiction
    - Non-Fiction
    - Hoopla
    - Kids Code

  **vents**

  - **UPCOMING EVENTS CONTINUED ON THE BACK**

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**Holiday Card 2018**

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**CommutiTEEN Flyer 2018**

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**CommuniTEEN Read 2018: Code Name Verity**

**Join Us For An Evening With The Author:**

- **Tuesday, March 14th 6:00 PM**
- **At The Air Zoo**
- 6151 Portage Rd, Portage, MI 49002

Code Name Verity, a young adult historical novel, focuses on the friendship between two young British women, one English and one Scottish during World War II. In a copy, the main character, a young girl, escapes Nazi occupied France and the Gestapo who brought her there.

A Michael, a Poet Award Honor book that was called “a tightly plotted mind game of a novel” in The New York Times. Code Name Verity is a sequel to the first book and takes place in the present.

**CommutiTEEN Flyer 2018**
NIS Insurance Start Date Pushed Back to February 2018 Due to Executive Order

President Trump's recent executive order targeting the Affordable Care Act has prompted some adjustments in the product offerings by the National Insurance Services (NIS) partnership with MLA. The group will now develop a Multiple Employer Welfare Arrangement (MEWA) as part of their program. This change will ensure that any libraries who wish to join the program after the initial startup will be able to do so without requiring that the entire group and its rates be re-evaluated. We sincerely regret the delay in getting the program underway. This response to the President's order is necessary to ensure a reliable and useful insurance product for our members. If renewal with your current carrier is due prior to February 1, 2018, it is recommended that you renew and NIS will follow up with you to help determine the best time to transfer to NIS.

Please feel free to contact Jason Rushton, Employee Benefits Consultant, National Insurance Services, Inc. at 1.800.627.3660 or jrush@nisbenefits.com. Visit www.NISBenefits.com for additional information.

Legislature in Session for Six More Weeks

The legislature is in session until November 15. They are off for deer hunting and Thanksgiving and then back again for two to three weeks in December before adjourning until next year. The focus in Lansing right now is on no-fault insurance reform. Detroit Mayor Mike Duggan and a broad coalition of folks are mandating rate relief legislation. Michigan's highest-in-the-nation auto insurance rates are in the spotlight as insurers want to lower their liabilities and become consistently profitable and hospitals, medical clinics, lawyers and injured drivers are fighting to preserve the current no-fault auto insurance.

The Michigan Supreme Court Denies Menards Inc.'s Application to Overturn Lower Court Ruling

Good news for libraries losing tax revenue due to the tax tribunal’s practice of reducing tax obligations for big box stores. The method taxed thriving big box stores at the same rate as closed-down, abandoned stores. Some libraries have been forced to pay back thousands of dollars in tax revenue causing extensive hardship for them. Legislation proposed last year did not advance in the Senate but the results of the Supreme Court decision mean the lower court ruling stands. It reinforces the decision that the tax tribunal's practice of reducing the amount of taxes levied on the big box store was not appropriate. It doesn't negate past losses but it is a step in the right direction for future valuations. It also helps even the playing field for smaller retailers and helps libraries and communities hurt by the loophole allowing those big stores to reduce their tax bills.

Libraries See Reduction in Penal Fines

MLA is spearheading research into the recent wave of penal fine reductions among many libraries. Working with the Library of Michigan to document the payments and determine how the townships are compiling their numbers, our goal is to detail methods for ensuring consistent and accurate payments. Information obtained from the Michigan State Police indicates that the decrease in the revenue is a product of fewer citations being written. Apparently the MSP has been looking into the situation. They report a reduction in the total number of police officers, so departments with the ability to dedicate officers to traffic enforcement is reduced. Additionally, MSP attributes the decline to their working heavily in the Secure Cities Partnership, which is mostly disadvantaged communities. They indicate
they are there for a larger purpose of reducing violent crime, and increasing community engagement so they don't emphasize writing citations in these areas. We are awaiting additional data from the department.

We continue to research how the courts and judges are determining fines to see if there are measures that should be taken to rectify the situation in those areas.

It's important to note that while penal fines are guaranteed in the Michigan Constitution, parallel ordinances, municipalities' practice of reducing civil fines to parking tickets and constant efforts by individual legislators to redirect these funds for other uses, it is likely we will continue to see these funding levels cycle down.

MLA ADVOCACY - NOVEMBER 30, 2017

Net Neutrality Rules Impact Us All

Net neutrality is the principle that internet service providers (ISPs) must enable access to all legal content and applications regardless of the source and without favoring or blocking specific services or websites. Strong, enforceable rules are critical to the functioning of modern libraries because we rely on the internet to collect, create and disseminate essential online information and services to the public. Libraries and our patrons cannot afford to be relegated to "slow lanes" on the internet. The Federal Communications Commission (FCC) Chairman Pai publicly shared his plan to dismantle network neutrality protections approved by the FCC in 2015 and affirmed by the federal appeals court in 2016.

Strong disapproval from members of Congress (especially from Republicans and those that serve on committees with oversight for the FCC) could force a pause in the December 14 vote to derail net neutrality. Make your voice heard now by emailing your member of Congress to support net neutrality protections. Send an Email

ALA has two resolutions regarding net neutrality: the first affirms net neutrality and the second reaffirms our support.

OPEB - Other Post-Employment Benefit Changes Dominating December

A plan to introduce legislation to reform municipal pension and other post-employment benefit (OPEB) is currently in the works. The issue is expected to dominate discussion in the final three weeks of session this year. Since the bill draft is being finalized, we do not have any details.

The following link shows a county by county view of the funding. All libraries are encouraged to review their library's funding status at: https://unfundedmichigan.org. Click on the RED INK tab, go to the bottom of the page and select LIBRARIES and then scroll through to find your library.

According to recent research pension plans tend to be better funded than retiree health care systems. In addition some communities have been aggressive in addressing the problem. The Municipal Employee's Retirement System (MERS), which manages 84 percent of municipal pension plans in the state, states that 73 percent of its members have taken action in the last five years to change benefit levels and lower costs.

Information from the Governor's office states that the proposed reform law will be based on a five-phase process, with phase one containing provisions that apply to all local units of government and the rest of the phases containing a fiscal impact evaluation system to determine, and address, significantly underfunded local pension and retiree health care systems. See this outline from the Governor's office.
A collation of police and fire unions and associations are opposed to the bills. The concern is the legislation will take away benefits for retired municipal firefighters and police officers in cities and local governments that are not properly pre-funding their retiree health care systems or underfunding their pensions.

**Library Protection for Narcan Use in Process**

MLA has been working on language that will hold libraries harmless when administering life-saving Narcan in the result of a drug overdose at the library. Currently Good Samaritan laws protect individuals from prosecution but as governmental entities libraries could technically be held liable if something went wrong. Our goal is to have libraries treated much like school districts. We are looking to have a bill introduced shortly and do not expect opposition.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: November 21, 2017  
Subject: Upcoming Library Board linkage opportunities in December 2017 and January 2018 for consideration

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

**LINKAGE OPPORTUNITIES for December 2017 and January 2018:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/21</td>
<td>9:00 AM</td>
<td>Muffins and the Market</td>
</tr>
<tr>
<td>12/28</td>
<td>1:30 PM</td>
<td>Lingo in the Library: An ESL Conversation Circle</td>
</tr>
<tr>
<td>1/8</td>
<td>All Day</td>
<td>Beginning of Solo Artist Sudi Rouhi display</td>
</tr>
<tr>
<td>1/8</td>
<td>7:00 PM</td>
<td>SciFi/Fantasy: Mid-Year TV Watch List</td>
</tr>
<tr>
<td>1/8</td>
<td>7:00 PM</td>
<td>Top Shelf Reads: Absolutely True Diary of a Part-Time Indian</td>
</tr>
<tr>
<td>1/15</td>
<td>6:15 PM</td>
<td>Kalamazoo Valley Genealogical Society</td>
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<tr>
<td>1/16</td>
<td>10:30 AM</td>
<td>Open for Discussion: When Breath Becomes Air by Paul Kalanithi</td>
</tr>
<tr>
<td>1/18</td>
<td>10:00 AM</td>
<td>Portage Computer Users Group</td>
</tr>
<tr>
<td>1/19</td>
<td>10:00 AM</td>
<td>Second Time Around: Grandparent/Grandchild activity group</td>
</tr>
<tr>
<td>1/20</td>
<td>9:00 AM</td>
<td>Kalamazoo Macintosh User Group</td>
</tr>
<tr>
<td>1/24</td>
<td>6:30 PM</td>
<td>10 Easy and Delicious Ways to Add More Plants to Your Diet</td>
</tr>
</tbody>
</table>
To: Portage District Library Board

From: Christy Klien, Library Director

Date: December 14, 2017

Subject: Library Board Endorsement of Grant Application for 2018 CommuniTEEN Read Event

BACKGROUND:

Portage District Library is again participating in organizing a CommuniTEEN Event in Portage in 2018. This is a collaboration with the Portage Public Schools and BookBug with a generous contribution from the Grandmother and CIG Endowment Fund. It is our intent to participate in a number of ways, particularly as the designated recipient for donations made to the CommuniTEEN event because of our 501(c) 3 non-profit status.

GRANT APPLICATION:

The committee for the 2018 CommuniTEEN event has selected author Elizabeth Wein to be the 2018 CommuniTEEN Read presenter. This year’s book is *Code Name Verity*, a work that has cross-genre appeal as a thriller, mystery, coming of age story, and work of historical fiction centered on the friendship between two young women serving as ferry pilots for the Allies during World War II. As with previous picks, award winning author Elizabeth Wein was chosen for the strong hook of her story and for her impeccable research skills. *Code Name Verity* allows for cross-curricular connections between American History, Creative Writing, and English Literature, as well as cross-generational discussions about the different faces of loyalty and courage. The book’s focus on a lesser-known part of World War II, women ferry pilots, helps readers envision a well-worn topic in a new light. Portage students will have the opportunity to talk with Elizabeth Wein during the school day on March 14 and 15, 2018. They can then join their parents and other community members at an evening event on March 14, 2018 at the Air Zoo where Elizabeth Wein will discuss the inspiration for and research behind her award winning book.

An application for a grant to the Dorothy U Dalton Foundation has been completed for additional (and necessary) funding. The grant request for $2,000 will go towards the author’s speaking fees and travel reimbursement. The Portage District Library also intends to complete applications for grants from the Irving S. Gilmore Foundation and the Kalamazoo Community Foundation.

This will be a topic on the Consent Agenda for the December 18, 2017 board meeting.
To: Portage District Library Board
From: Christine Klien, Library Director
Date: December 12, 2017
Subject: Request for approval of a Budget Amendment to adjust the library’s FY 2017 Budget to accommodate for a special donation of $300 directed to the library’s GeekFest program.

BACKGROUND:
The library has received a very thoughtful and generous gift from Celebration Cinema to help support the Library’s 2017 GeekFest event on Saturday, October 14, 2017. Without the assistance provided by generous donations like this, the Library would not be able to provide programs like this to the Portage Community.

Budget Amendment Request:
I request that the Library Board approve a budget amendment to the Fiscal Year 2017 Budget to increase revenue by $300 and also increase the Adult Services programming expenditure line by that same amount to reimburse the Library for funds previously spent on the 2017 GeekFest.
To: Portage District Library Board
From: Christine Klien, Library Director
Date: December 11, 2017
Subject: Request for approval of a Budget Amendment to adjust the library’s FY 2017 Budget to accommodate for a special donation of $300 directed to the library’s Teen programming.

BACKGROUND:
The library has received a very thoughtful and generous gift from a regular, loyal donor to subsidize the Teen programming budget. With this donation, the library will be able to bolster our teen activities and provide refreshments to teen participants, which is something we would otherwise not be able to do. Since this age group is one that the library is working diligently to connect to, we are very pleased to have this extra financial support to help us provide activities and programs that appeal to teens. In order to use the donation for this purpose, the following budget amendment is requested:

Budget Amendment Request:
I request that the Library Board approve a budget amendment to the Fiscal Year 2017 Budget to increase revenue by $300 and to also increase the Youth Services programming expenditure line by that same amount for the purpose of supporting special activities and refreshments for the library’s Teen Advisory Group program.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 7, 2017
Subject: Report from Library Staff Liaison to the Friends of the Portage District Library

Jill Austin, Head of Circulation, is the Staff Liaison to the Friends of the Library, and as such, attends Friends’ board meetings and shares information about Friends’ book sales and activities. Jill will give a report at the December 18th Library Board Meeting regarding the Friends of the Library Book Sale on December 1st - 3rd and the Friends board meeting which took place on Monday, December 4th.
To: Portage District Library Board  
From: Michele Behr, Library Board Chair  
Date: December 11, 2017  
Subject: Election of Library Board Officers for 2018  

BACKGROUND:  

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

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

For this reason, the “Library Board Officers for 2018” has been placed as an item under Governance on the agenda for discussion at the December 18, 2017 board meeting prior to the election of officers at the January 22, 2018 meeting. At that time, Board Chair Behr will appoint a Nominating Committee Chair to survey trustees’ interest in serving as a Board Officer in 2018.
Portage District Library’s 17th Annual *Food for Fines Campaign* began Monday, October 16, 2017 and ended Sunday, October 22, 2017. To get the word out about the scheduled dates, we provided information through a press release and article in our newsletter, ads on our website, digital signage, self-checkout stations and social media, as well as handouts, signs and posters in the library prior to the campaign. This year, WWMT picked up the press release and presented it during an evening news presentation. This seemed to change the timing, but not the amount of donations received. I am proud to say we collected 4,811 food items this year that were donated to the Portage Community Center food pantry. The total amount of fines waived this year was $4,371.07. For a comparison with past performance, please see the following table tracking food contributions for the years 2014 through 2017.

Food for Fines allows library users to feel good about taking care of their fines, as they are doing more than just paying a penalty. Of the 405 total participants in this program, 362 of those borrowers are resident members. Only eight people were unable to get their membership back in good standing due to lost materials. Allowing borrowers to regain borrowing privileges furthers our goal to optimize access to resources. Additionally, *Food for Fines* demonstrates our commitment to strengthening our community; the good will it generates for the library is well worth the cost in fines and staff time.

As always, the Portage Community Center staff and volunteers have shown our staff great kindness and appreciation for this much needed gift of food presented to them on behalf of our community of library users. They appreciate the assistance with providing for Portage’s most vulnerable residents. We will continue to work closely with Portage Community Center staff to be sure our efforts to provide assistance remain in alignment with their needs.
PORTAGE DISTRICT LIBRARY

*FOOD for FINES CAMPAIGNS*

Comparison of Contributions for the Years 2014 through 2017

Prepared: October 23, 2017

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<td>890</td>
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<td>Oct 10</td>
<td>633</td>
<td>$560.40</td>
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<td>573</td>
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<td>534</td>
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<td>638</td>
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<td>$815.03</td>
<td>Aug 13</td>
<td>689</td>
<td>$683.23</td>
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<tr>
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<td>684</td>
<td>$604.20</td>
<td>Oct 13</td>
<td>398</td>
<td>$353.20</td>
<td>Sept 17</td>
<td>476</td>
<td>$378.05</td>
<td>Aug 14</td>
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<td>$574.48</td>
<td>Aug 15</td>
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<td>$1,560.54</td>
<td>Aug 18</td>
<td>1851</td>
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</tr>
</tbody>
</table>

**TOTAL:** 4811 **$4371.07**  **TOTAL:** 4830 **$4265.08**  **TOTAL:** 6553 **$6052.45**  **TOTAL:** 5732 **$5450.79**
To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 18, 2017
Subject: Symphony ILS Transition to Software as a Service

BACKGROUND:

In July 2017, the Library Systems Administrator presented the library’s 3 Year Technology Plan. In this plan, it was stated that the library was planning a transition from a traditional local client-server network to a Private Cloud and Software as a Service model. It was further stated that the library would begin this transition with its core service products – SirsiDynix Symphony (ILS – Integrated Library System), Blackbaud Financial Edge (Financial Accounting) and DonorPerfect (FundRaising).

When the library met with our SirsiDynix Representative, Kevin Rodriguez, the library learned that a large percentage (65%-75%) of SirsiDynix new sales and migrating sales are moving to their SaaS (Software as a Service) solution. The library also contacted Kalamazoo Public Library (currently a Symphony Software as a Service customer) to inquire about their experiences. We received positive feedback regarding performance, uptime, and the migration process.

With the recent power outages that the library has experienced, we know how critical Symphony and its links are. Symphony subsystems like SIP (Self Checkout, Database Authentication, PC and Print Authentication), Web Services and Enterprise (Public Catalog) are critical to the success of library operations. We also know that the capital costs of building fully redundant power (UPS and Generators), Internet Connections and server hardware are prohibitive for the library to maintain the same level of availability.

In November 2017, the library signed a 5-year agreement to migrate to SirsiDynix Software as a Service and add BlueCloud Analytics for better database intelligence and reporting with the stipulation that this agreement meets board approval. We believe that moving Symphony to the Software as a Service model will increase the availability and reliability of this business/mission critical application.

REQUEST:

I am requesting that the Portage District Library Board endorse the SirsiDynix Software as a Service project and proposed agreement and allow the library to begin transition plans for this project.
**Library Director’s Opinion on Progress Achieved on End Statement #1:**

In 2017, the Portage District Library took time to plan for future improvements and we are excited about what is in store for the Portage District Library in 2018 and beyond. The library optimized access to its resources by streamlining procedures, used the most up-to-date technological tools to distribute information and to encourage reading, updated technological infrastructure library-wide, and developed relationships with community organizations. We also reviewed and revised current practices in areas such as staff training, weeding, marketing, and programming to ensure accuracy, efficiency, and to provide greater access to our patrons.

### Description of Activities & Projects to Accomplish End Statement #1

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>1. Update the Summer Reading Program in 2017.</strong></td>
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<tr>
<td>- Utilize the new reading program software (Beanstack) to revamp the Youth Summer Reading Program.</td>
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<td>- Train staff on the use of this new product.</td>
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<td>- Promote the program to the schools and the public, educating them about the new options available.</td>
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<td>UPDATE: The product was successfully launched and used in the summer of 2017. STATUS: COMPLETE</td>
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<td><strong>2. Adapt the early literacy program, 1,000 Books Before Kindergarten, to meet the needs of Portage users for launch in early 2018.</strong></td>
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<td>- Complete a study of existing programs at comparable libraries.</td>
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<tr>
<td>- Investigate using Beanstack as an online tracking component of the program.</td>
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<td></td>
<td>UPDATE: Staff received training on adding this program to Beanstack. Other programs were researched, and Portage’s program is slated to launch in early 2018. Beanstack will be used as an online option for recording progress. STATUS: IN PROGRESS</td>
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<tr>
<td><strong>3. Develop a “next steps” plan for the LLAMAS elementary makers table.</strong></td>
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<td>- Create a sustainable calendar plan for activities and a list of responsibilities to assign to staff.</td>
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<tr>
<td>- Develop a maintenance plan and a core list of non-consumable materials for use and/or purchase.</td>
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<td>UPDATE: All current LLAMAS materials have been sorted, cataloged, and labeled. The Youth Summer Assistant maintained the LLAMAS area through the summer, and stayed on as a contractor through the fall. In the spring, Youth Staff will resume maintaining this area, using the collected, sorted, and cataloged materials. STATUS: IN PROGRESS</td>
</tr>
<tr>
<td><strong>4. Refine the collection development plan for non-book items with a view towards incorporating a learning/creative component.</strong></td>
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End Statement #1 Activities & Projects for 2017

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: We have created eight videos this year to highlight programs and events, introduce our patrons to collections, and to highlight the Friends of the Portage District Library. A video plan for 2018 has been created that will include at minimum one video a month. STATUS: COMPLETE

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: We have created the new site hierarchy. Look and feel development will be completed in 2017. 3rd party applications will be determined in 2018. 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: Two half-sheet informational handouts about services and a registration brochure were created for outreach visits. The half-sheets are available on display at the Checkout Desk and at other locations in the library. Other similar sheets are in progress for policies, borrowing, and Friends of the Library. Those will be on display and provided to new members. STATUS: COMPLETE
   - 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: After discussions with Youth Services staff, Meet up and Eat up was removed as a reasonable location to offer offsite registration. We continued with our Kindergarten and High School library membership drives this Fall. Nearly 400 new cards were made for kindergarten students. Only 75 of the 177 forms from the High School were issued as new memberships. The remaining 162 forms belonged to students with active memberships who did not need to submit a form. Planning is in process for our 2018 summer outreach schedule. The Portage Farmer’s Market may be a better venue for membership registration opportunities outside of the library. STATUS: COMPLETE
   - Set specific cross selling goals for public service desks.
     - UPDATE: Overdrive, Hoopla, Zinio, Freegal, Lynda, Learning Express, Rosetta Stone, Novelist, and MelCat were selected as the services that could easily be promoted at the Checkout Desk. While discussing strategic plans, it became clear that it could be difficult to measure the effectiveness of cross selling, especially if there are other marketing efforts targeting the same services. Additionally, we have already found
that it is difficult to do the cross selling without a supporting handout to keep transactions moving quickly. A goal of 3,500 cross selling interactions will be set for the Checkout Desk staff to track and report on in 2018. STATUS: COMPLETE

- Plan for the creation and upkeep of ad rotations on the upgraded self-checkout machines.
  - UPDATE: The Library is utilizing the ad rotation on the new self-checkout machines. Currently, ads for new services, special events, and programs have been created and added to the basic rotation of ads regarding hours and closings. We will prioritize hours, closings, special events and services in the coming year and re-evaluate the inclusion of regular programs. STATUS: COMPLETE

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.
- Create a reporting mechanism and procedure for handling unfilled holds on items.
  - UPDATE: The Adult Department is currently reporting weeding on a monthly basis, and taking an inventory of shelf space yearly. As of the November 2016 inventory, 34.3% of the non-fiction collection has 6” or more on the shelf, up from 9.5% in early 2016, which inventory was taken to establish a baseline. STATUS: COMPLETE/ONGOING

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: Inactive borrower records are removed on a monthly basis and reported in the Monthly Statistical Report to the Library Board. Demographic information from the purged accounts has been kept to this point. We will review if the demographic data is useful and if it should be kept as we continue with the monthly purge process. As of May 1, 2017 borrowers are also 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. It has been very beneficial to receive the return of notices as a way of getting information regarding address changes for members who have moved. These processes will continue. STATUS: COMPLETE
- 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
End Statement #1 Activities & Projects for 2017

• Establish a schedule for removal of item records from Symphony for items that are no longer available within the Library’s collections.
  o 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. We need to come to agreement on this procedure before an resizing of collections is done in conjunction with the Facilities Master Plan. 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.
  o UPDATE: The library has begun discussing physical processing changes, implemented adjustments to vendor profiles and begun discussing cataloging standards. These discussions were interrupted due to departmental staffing changes and were restarted after the library promoted an existing library clerk to the cataloging/acquisitions librarian job. From these discussions, the library staff began reviewing bibliographic record quality and established minimum standards for both the Portage District Library and MelCat. Due to the ongoing nature of this task/project, the library will now annually review its standards and processes for changes that increase workflow and comply with new standards. STATUS: IN PROGRESS

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.
  o UPDATE: Library Technical Services staff met to discuss workflow modifications and monitoring steps. During the transition to a new cataloger, much of our time was spent acclimating to current processes and understanding relationships between the library and its vendors. In 2018, the department will expand upon these basics, will continue to participate in the Master Planning Process, and will explore new options with Symphony Software as a Service and its BlueCloud offerings. STATUS: IN PROGRESS

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

• Replace existing library firewall with a hosted/managed firewall capable
  o 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. 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.
  o 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.
  o UPDATE: The library configured 2 new access switches providing POE+ (Power over Ethernet) to its new wireless LAN components. The library installed a new wireless LAN controller (Cisco 2504WLC) to centralize the management and monitoring of library wireless access services. The library installed 10 new wireless access points (Cisco 2802i) to replace its existing 4 wireless access points. These upgrades increased the available bandwidth of the library and added connection protocols and spatial streams. In the first month of operation the library observed more data transfer than had occurred in all of 2016. STATUS: COMPLETE

• Monitor internet bandwidth and wireless signal coverage for adjustments.
  o UPDATE: The library is regularly performing wireless coverage spectrum analysis and continues to monitor bandwidth. Minor adjustments have been made to wireless access point placement, a coverage hole detection and adjustment service has been enabled on the wireless LAN Controller and a wireless spectrum analysis was completed in August 2017. STATUS: COMPLETE/ONGOING

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: The library has received quotes for an upgrade of the physical and software components of C-Series automated book-drop. The library will be ordering and scheduling the installation of this upgrade in December 2017. This project was delayed due to unforeseen obstacles in the library self-checkout project. The library expects to have this service upgraded in the first quarter of 2018. STATUS: IN PROGRESS

• Upgrade or replace existing DLA scanners for collection and circulation management.
  o UPDATE: [RESCHEDULED] Bibliotheca informed the library that the DLA scanner that we use for shelf maintenance and weeding is being relaunched in 2018 and that only same units are available for sale. As such the library opted to continue its maintenance contracts on its existing units.

• Upgrade or add staff workstation RFID pads where applicable.
  o UPDATE: Software updates were applied to existing RFID pads. The library tested ILS integrated RFID pads but found some existing services were not available and opted to continue using the legacy software. The library will continue to monitor where RFID pad capability is needed and assess the cost-benefit relationship. STATUS: COMPLETE/ONGOING

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: The library met individually with SirsiDynix, Kalamazoo Public Library and Secant Technologies to discuss the possibility, pros/cons and cost/benefits of a Saas hybrid network versus our current local installation. Our findings showed that Saas models have become more robust, reliable and cost effective. Preliminary and formal quotes have been received in response to our findings. STATUS: COMPLETE

• Upgrade Symphony and related modules including Enterprise, e-Resource Central, BlueCloud Central and Circulation.
  o UPDATE: The library will upgrade Symphony and its related services in conjunction with its migration to its Symphony Saas installation. STATUS: IN PROGRESS

• Upgrade library bibliographic database to comply with RDA standards and change profiles with library vendors and copy cataloging sources.
  o UPDATE: In order to minimize downtime and optimize upgrades this project will be complete inline with our Symphony SaaS migration.
STATUS: IN PROGRESS

- Evaluate new BlueCloud products including BC Analytics, BC Circulation, BC Cataloging and BC Acquisitions.
  - UPDATE: The library met with SirsiDynix and after a thorough review of its options selected BlueCloud Analytics for reporting and business intelligence. The library also reviewed BlueCloud Mobile and will continue to monitor its integration as a mobile app choice for the Portage District Library. STATUS: COMPLETE/ONGOING

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.
- 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: The library staff met to discuss potential upgrades and changes to meeting room technology. From this meeting the library spoke with vendors to understand potential costs. From these quotes, and remaining aware of the Master Planning Process, the library is designing a Request for Proposal that will allow the library to choose from available options. The library expects updates to begin in March 2018. STATUS: IN PROGRESS

16. **Evaluate various network technologies and models for the library’s major software systems including the Integrated Library System, financial accounting and document management, donor management and website services.**

- 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: This project is a long term project. The library presented its 3 year Technology plan in July 2017 in which the library stated that the costs of private cloud and Saas computing is the next step in the ongoing evolution of library technology. The library also stated it would begin this transition with 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). STATUS: IN PROGRESS/ONGOING
- Evaluate Backup as a Service (BaaS), Disaster Recovery as a Service (DRaaS) solutions for library technology.
  - UPDATE: Backup as a Service and Disaster Recovery as a Service are features natively included in private cloud hosting from Secant Technologies and can be purchased as a service from AWS (Amazon Web Services and AZURE (Microsoft Cloud hosting)
  - STATUS: IN PROGRESS/ONGOING
- Evaluate Costs, Reliability and Points of Failure
  - UPDATE: The library evaluated the capital costs of n+1 redundancy for power, cooling, internet communication and hardware against hosted private cloud/Software as a Service hybrid networking. The hybrid model has rapidly become affordable to the library and midsized companies in general. Moving forward the library will begin its transition to the hybrid SaaS/hosted private cloud network and reinforce through redundancy its internet connections. The library already begun through standardization, support contracts and agreements enhanced the reliability and redundancy of its switching, wireless and routing. The library will continue to evaluate its networks adjust its services as networking evolves always pushing toward leading edge but staying clear of bleeding edge technology. STATUS: COMPLETE/ONGOING
- Evaluate additional fiber services for Ethernet and internet access for additional resiliency.
  - UPDATE: The library will better be able to assess the needs of its backup internet connection as it moves its core network services to a SaaS
model. Using this information, the library will begin to build MPLS (multiprotocol label switching – routing traffic over multiple internet circuits) T. The library is currently working toward plans for back connections to retain its core services during these outages. STATUS: IN PROGRESS/ONGOING

- Report findings at annual technology plan to the Portage District Library Board in July 2017.
  - UPDATE: The library presented its annual technology plan to the library board in July 2017. It was presented that the library would be moving to a Saas hosted private cloud network in place of hosted collocation of library hardware. The library further presented plans to start with core service review and recommendations followed by next tier applications and services. The library has begun to act on this plan and will be acting on this plan over the next 3 years. STATUS: COMPLETE

- Investigate and purchase new donor management software.
  - UPDATE: The library reviewed a number of fundraising Saas services and expects to transition to a new product in the first quarter of 2018. STATUS: IN PROGRESS

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: All information has been reviewed and a determination as to information and benefits to be offered has been completed. STATUS: COMPLETE

- Provide all necessary benefit and employee information to be included in the site.
  - UPDATE: All information has been forwarded and added to the Employee Portal. STATUS: COMPLETE

- Test site and train administrators on its use.
  - UPDATE: Training has been completed and administrators are familiar with the site and are using it on a day-to-day basis. STATUS: COMPLETE

- Roll out to employees and continue to train staff on it uses.
  - UPDATE: Site is operational and being utilized. It was used in the orientation process of three new hires in the fall of 2017 and was an integral part of the Library’s annual open enrollment for benefits in November. It will be used by employees throughout the year to check on their benefits and to submit forms, such the Employee Well-being reimbursement form. Forms in the portal are electronic and use electronic signatures, therefore continuing the Library’s quest to conduct more business electronically. STATUS: COMPLETE

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 was been identified to collate and track a list of highlighted library services. The procedure has been carried out weekly since May 2017. A spread sheet is used to keep track of topics covered, so that we can spread out coverage of internal services. STATUS: COMPLETE

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 was held on September 9, 2017. We held 16 total session, for all ages, and ranging in subject from Wholesome Whole Grains by the Bronson Diabetes and Endocrinology Center to How did this get here? Know where your food came from,
End Statement #1 Activities & Projects for 2017

by Russ Barrett, executive Chef at Latitude 42. Events were held in both the Library and Senior Center buildings with a total attendance of 227. STATUS: COMPLETE

- Plan and implement a series of how to events in the fall about basic life skills.
  - UPDATE: Our must be 21+: Adulting Life Skills series started in September, with monthly events in September through March of 2018, not including December of this year. The topics being 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: Adult Services executed 14 educational events in addition to our regularly hosted Business and Computer discussion groups. Approximately 9 Business groups meet each month and 48 computer discussion groups were held this year. STATUS: COMPLETE

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: COMPLETE

- Distribute and collect evaluations at every instructional event.
  - UPDATE: The evaluation form has been used 10 times, including at the What’s Cooking in Portage Sessions, for a total of 208 collected responses. STATUS: COMPLETE/ONGOING

- Evaluate data collected through evaluations and adjust Adult Programming accordingly.
  - UPDATE: Staff attended a training on 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. We are considering using this format for future event evaluations. We did not decide to use the Project Outcome Tool at 2017 events because we felt that the methodology would require us to change our current evaluation tool before we had time to evaluate whether or not it was useful. 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. The creation station is being considered in current discussions of the Architectural plans, and is budgeted for 2019. The planning phase is currently scheduled for 2018. 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: A list of 22 local organizations that collaborate with ESL and Adult literacy groups was compiled this year. One tour was given in September 2017 to ESL Southwest Michigan by Youth Services Librarian Andrea Smalley to 5 people. In October, Adult Services Associate Christina Doane presented to ESL Southwest Michigan on site for 22 people. STATUS: COMPLETE/ONGOING

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.
  - UPDATE: Although we identified several potential people for initial training, none of them stuck with our training long enough to become a student trainer. We applied for a grant with the Kalamazoo Community Foundation in March of 2017, which was denied. After being unsuccessful in finding even one person to commit to the program, we decided to repurpose our goal of increasing adult computer literacy by creating a new goal for 2018:
    - Investigate the feasibility of a Pay-It-Forward program by using a grant to purchase Chromebooks and training patrons on how to use the computers to that they can train other patrons on how to use them by 12/31/17. STATUS: COMPLETE
    - Create 11 time periods during the month for our 1 on 1 sessions, and increase accuracy of appointments by using an online scheduling program by 12/31/2017. STATUS: COMPLETE
    - Start Coffee and Computer walk in sessions where patrons can ask questions about their laptops and portable electronic devices to ascertain the usefulness of this format of computer education by 12/31/2018. STATUS: NOT STARTED

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. This goal has been completed with 183 images repairs and has exceeded the goal 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. This goal has been completed with 142 images added and has exceeded the goal 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.
PORTAGE DISTRICT LIBRARY
End Statement #1 Activities & Projects for 2017

- UPDATE: As of this date numerous items have been added to the Heritage Room book collection. Mr. Rossio is planning a December visit to John King Books in Detroit, Michigan where more rare and unusual material will be acquired. NOTE – This is not a last minute trip as Mr. Rossio in the past has always made a late fall trip to this particular bookstore. STATUS: IN PROGRESS.

Assessment of End Statement #1 Accomplishments

- A Progress Report was given to the Library Board in May 2017 with details about the degree of accomplishment of End Statement #1.
- This is the Final Report given to the Library Board in December 2017 with a summarization of all that was accomplished in 2017 to fulfill End Statement #1.
Library Director’s Opinion on Progress Achieved on End Statement #2:

In 2017, being a safe, welcoming and inclusive destination for families and individuals was forefront in our minds as we selected an architectural firm to partner with to design a space that will take us into the future. We have made it a priority to connect with families who are new to our area and to the United States and make them feel welcomed by having services and collections that meet their needs. We have adjusted our eBook purchasing to shorten wait times on holds to make sure we continue to be a destination of choice for our patrons. As we look to 2018, many of our projects will continue to help us be a safe, welcoming, inclusive destination for our community.

Description of Activities & Projects to Accomplish End Statement #2

1. Develop a Facilities Master Plan that will encompass a 10 year course for Library projects, including facility improvements, repairs, and redesigns of physical spaces.

   - Conduct meetings with staff and architectural firm to discuss potential changes in future years.
     - UPDATE: Architectural firms were interviewed and a selection was made. Meetings are currently taking place between the architect, Master Planning Committee, and other key individuals to develop a needs assessment and continue the process of developing a Master Plan. The Library will begin design charrettes in late December to assist in the layout of the Library. STATUS: IN PROGRESS
   - Tour other Library’s if needed to see potential ideas already in place.
     - UPDATE: Toured four Michigan libraries for ideas and for architectural firm due diligence. STATUS: COMPLETE
   - Obtain cost estimates of potential changes and estimate future revenues for funding projects.
     - UPDATE: Will be completed in early 2018 as part of project timeline laid out by the architect. It is expected that by the end of the 1st quarter of 2018 concepts, with cost estimates, will have been presented to the Library and a decision has been made on improvements. STATUS: IN PROGRESS
   - Complete schedule of changes and plan to fund all changes. A contingency plan will be prepared in the event of funding changes in the future.
     - UPDATE: Will completed in early 2018 as part of project timeline. A full funding plan will be developed once further information is obtained on possible projects and their costs. STATUS: IN PROGRESS
   - Collect and present data (age, current mechanical/physical condition, typical lifecycle span) of major facility systems/components.
   - Within a forthcoming master plan, prioritize/rank/categorize these systems.
   - Within a forthcoming master plan, develop a 10-20 year facility high level facility upgrade/replacement plan.
     - UPDATE: The architectural firm has conducted a building audit on the condition of the Library’s infrastructure (HVAC, roofing, lighting) as part of their evaluation process. STATUS: IN PROGRESS
2. Explore potential Library programming, collection development, and service options for families new to the United States.
   - Form connections with area agencies that provide services to these families to determine best practices.
     UPDATE: The Youth Outreach Librarian met with the Title 3 English Learner Coach and Teacher. They have plans for a library card drive for middle school/high school ESL students. After consulting with ESL of Southwest Michigan and the Adult Literacy Council, the Outreach Librarian hosted weekly conversation circles. STATUS: COMPLETE
   - Build the World Languages collection through new vendor options and assistance from other libraries.
     UPDATE: Youth Staff placed their first orders through SAWA Books, a world language book vendor, and plans to order through MCBV, another vendor of world language books. The Youth Outreach Librarian received assistance from a community member to select books in Chinese. In addition, she joined the International Collections Librarian’s Roundtable (ICLR) to receive peer support. STATUS: COMPLETE

3. Create surveys to measure the needs of the community.
   - Determine how inclusive our collections and offerings are to the community
   - Determine if there are areas of service that can be improved to make the user experience better
     UPDATE: We have surveyed the community about periodicals. Additional surveys about the collections and communication preferences have been created. A survey schedule has been made for 2018 that will include the surveys created in 2017 as well as additional surveys that correlate to the Strategic Plan. STATUS: IN PROGRESS

4. Modernize the existing small elevator at the Portage District Library.
   - Develop a Request for Proposal for the modernization of the small elevator at the Portage District Library.
     UPDATE: Quotes were received and reviewed to outline the process of modernizing an elevator. Sample bid documents were also received and reviewed as examples of elevator modernization RFP language. Unforeseen circumstances regarding the multiple levels of modernization, elevator code and laws and new required services for modernized elevators added unexpected complexity to this project and subsequently delayed its execution. The library will work to complete this project in 2018. STATUS: IN PROGRESS
   - Execute the Request for Proposal for the modernization of the small elevator.
   - Select and oversee the completion of the small elevator modernization project.

5. Conduct employee training for staff education throughout the year in topics of need, including employee benefits, emergency procedures, safety and first aid, equipment use, technology tips and operational improvements.
   - Determine the best format to deliver each training to staff.
   - Contact vendors to get pricing for trainer that are non-staff instructors.
   - Schedule remaining training sessions throughout the year to have the least conflict with other Library events.
   - Conduct training sessions with staff and request feedback.
   - Analyze feedback and make plans for 2018 training with any needed changes.
     UPDATE: A staff survey has been completed and sent to staff asking for areas in which they need and desire more training. Once the survey results are final, a review will be done to determine the best method to delivery each training. Necessary training will be prioritized to determine an order of need which will be implemented in 2018. STATUS: IN PROGRESS
6. Refine the configuration in the Checkout Area to be more welcoming and better serve the needs of people in that service area.

- Reassess types and amounts of collections located in the Checkout Area.
  - UPDATE: Weeding of games and movies was completed in the Hot Pick area to reduce overcrowding. Hot Pick music will not be coming back into the checkout area so that there is more room for people who are browsing, checking out items, looking at the Friends of the Library sale shelf, or waiting for a ride. Discussions have taken place regarding the needs of the checkout area as part of the Facilities Master Plan. STATUS: IN PROGRESS
- Reposition shelving and existing furnishings to find a better layout.
  - UPDATE: Repositioning of the current amount of Hot Pick shelving is not workable without creating crowding near the self-checkout stations. We are not ready to consider removing enough console games from the collection to reduce the number of shelving units needed. Checkout Desk. STATUS: COMPLETE
- Select and budget for any additional types of furnishings that would be useful in the Checkout Area.
  - UPDATE: We have repurposed a bench and stools from the Atrium to provide for some seating for visitors who may be waiting or needing to organize their library materials. Until we are further along in our Facilities Master Plan, we will not be purchasing any additional furnishings for the checkout area. STATUS: COMPLETE
- Provide more information about library services, collections and programs to people in the Checkout Area.
  - UPDATE: Work was completed on two half-sheet service brochures to use for outreach and in public service areas. Those brochures are available at the Checkout Desk. We prioritized info sheets regarding membership and registration for use outside the building. Now, we are continuing work on in-house brochures related to membership, fines/fees and usage policies, and Friends of the Library. Those brochures will be available to anyone, but will be targeted for use with new members. STATUS: IN PROGRESS

7. Implement new functionality offered by the two new and three upgraded Self-Checkout machines.

- Set up new payment systems for more secure debit/credit transactions.
  - UPDATE: The brackets for the new payment devices finally arrived from the vendor in late spring. Final implementation with Bibliotheca was completed by the end of July. Debit/credit transactions have been working well. Users appreciate having more flexibility in payment amounts. STATUS: COMPLETE
- Set up cash management system and procedures for the two new Self-Checkout machines.
  - UPDATE: Appropriate accounting practices for staff were developed for these additional cash handling locations. Staff were provided with information regarding loading the machines with cash and use of reports for monitoring and resetting cash balances as needed. Cash payment functionality has been available since the beginning of November and we have only encountered one payment anomaly. STATUS: COMPLETE
- Test new functionality available at Self-Checkout, especially scanning a barcode from a mobile device, multi-checkout, system messaging, and customizable screen graphics.
  - UPDATE: After tracking and troubleshooting some intermittent issues with a couple of the new touchscreens, it seems like those issues have been resolved. Also, there was a problem with barcode scanning that has reduced the number of misreads. Scanning barcodes from a device is tricky depending on your device and the app you use. We now have a barcode wallet in PDL2Go, our mobile app of choice. We are planning promotions for payment options and the barcode wallet. Multi-checkout does not work as well as we would like, especially for youth books and AV items. We will continue testing to see if we can get to a recommendation for users that works well. We have successfully been using the ad functionality and have had feedback that user are taking notice. We will be continue to use ads for closing dates, services, and special events. The ads were not as effective for most regular programs. STATUS: COMPLETE
End Statement #2 Activities & Projects for 2017

• Train staff and public on any new functionality that is implemented that impacts usability of Self-Checkout.
  o UPDATE: Staff and public training is continuing for new payment systems and use of PDL2Go barcode wallet.
    STATUS: IN PROCESS
• Maintain usage of Self-Checkout.
  o UPDATE: The percentage of self-checkout is holding steady around 60%, although we did see some small drops in usage during the first part of the year. After monitoring the two new machines, as their percentage of refused users was higher than expected, the problem was pinpointed and corrected. This may help users feel more confident about using those machines. We did see our usual increase in self-checkout during June and July. STATUS: COMPLETE
• Plan for possible appearance customization of the user interface on each type of Self-Checkout machine.
  o UPDATE: Now that all of the payment devices and options are available, we are looking at some customized wraps for the two new style of self-checkout. Those two machines are often confused with catalog stations or purely information kiosks, so we need to be sure they are recognizable as self-checkout stations and more prominently feature the new cash payment option that is only available on those machines. Addition on screen appearance customization will be done as part of the website redesign project. STATUS: IN PROGRESS

8. Evaluate electronic and print reference in Adult Services by reviewing use statistics and conducting a print study.

• Collect and review use statistics for all Library purchased databases.
  o UPDATE: The collection of data from the library databases was completed in April 2017. Status: COMPLETE
• Gather and review statistics about PDL patron use of State purchased databases.
  o UPDATE: It has been more difficult to collect data on the State purchased databases, as we must go through MCLS to obtain that information. STATUS: IN PROGRESS
• Perform an in-house use study of print reference.
  o UPDATE: The in-house use study of reference has been designed and communicated to staff. Information is currently being gathered and will be continued through the end of the year. Conclusions from these three data points will be used to shift e-resource spending in the 2019 budget process. STATUS: IN PROGRESS

9. Reallocate funds from other materials lines in Adult Services to boost the Overdrive budget for filling holds.

• Review comparative circulation and turnover statistics to determine if there is a decrease in use of non-print collections and relative use of print collections.
• Redistribute collection budgets to reduce hold fulfillment length.
• Request appropriate budget levels in FY 2018 Budget Plans to increase hold fulfillment rate by 10% in 2018.
  o UPDATE: Beginning in 2016, the library began to receive comments on the long wait times for OverDrive eBook holds. During this time, the library also saw the OverDrive eMaterials hold list grow from 1,300 to 1,700 items per month. This increase can largely be attributed to changes in how the Midwest Consortium for Library Services (MCLS) developed the shared OverDrive collections. PDL began tracking data in August 2016 in order to identify a solution for filling holds more quickly. Because holds are a rolling number, and most are filled by the Consortium, it was difficult to see how many PDL needed to fill. However, looking at the first active holds date for individual titles each month, we found that about a third of current holds originated in the current month, about a third in the previous month. For instance, for March OverDrive cart, 45% of holds were from January or earlier, 27% from December or earlier. Our conclusion was that we fill about half of our holds within two months, 75% within three. We have been buying about 30 titles a month to fill holds. So, even at that small rate of purchase, PDL manages to fill about a third of our holds a month. Because we would like to do better, we have moved $3,300 from Audio
Books to eBooks in order to boost the number of holds we fill by ten percent. In 2018 and beyond, we are planning to budget to fulfill the co-op’s hosting needs and our patron's eBook holds. Before 2017, there was less than a 20% increase in co-op hosting fees year over year. In 2017 there was a 25% jump, so we believe we should plan on a 25% increase for 2018. We will budget to fill all the holds for a given month with an Advance Hold Ratio of greater than one. STATUS: IN PROGRESS

10. **Create an organizational liaison who will contact local groups and work to plan events with each.**

- Organizations will be identified with a capability to reach specific cultural groups with ties to Portage, including but not limited to Society for History and Racial Equality (SHARE), Kalamazoo Gay Lesbian Resource Center (KGLRC), and the Chinese Association of Greater Kalamazoo (CAGK).
- Establish liaisons with these groups to determine possible collaborations and contacts.
- Conduct two library events will occur as a result of these connections in 2017.
  - UPDATE: Liaisons were assigned in July 2017. Staff is in contact with OutFront (formerly the Kalamazoo Gay and Lesbian Resource Center) and talking to CAGK about an art exhibit in 2018. STATUS: IN PROGRESS

**Assessment of End Statement #2 Accomplishments**

- A Progress Report was given to the Library Board in June 2017 with details about the degree of accomplishment of End Statement #2.
- This is the Final Report given to the Library Board in December 2017 with a summarization of all that was accomplished in 2017 to fulfill End Statement #2.
PORTAGE DISTRICT LIBRARY

End Statement #3 for 2017

Interpretation & List of Activities & Projects

Be a leader in strengthening our community.

Library Director’s Opinion on Progress Achieved on End Statement #3:

In an effort to be a leader in strengthening our community, the library has pursued opportunities to engage and connect us with the citizens we serve. Through various collaborations, sponsorships, and participation in community activities and events, we have shown our support for and commitment to Portage and the surrounding region. We have taken our services outside of the library building and have developed kits to support staff in this endeavor. Librarians visited area shopping centers and housing complexes to conduct off-site reference assistance and engage our community members. We have participated with local organizations and partnered with area agencies, such as the Portage Community Center, the Portage Senior Center, the Salvation Army, and others for mutual benefit. Our commitment to expanding our outreach to target groups not previously reached by our programs has led to some enlightening conversations and practical solutions. By engaging in cooperative ventures and interacting with other local service agencies, we continue to strive to make the Portage District Library a true leader and key player in our community.

<table>
<thead>
<tr>
<th>Description of Activities &amp; Projects to Accomplish End Statement #3</th>
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<tbody>
<tr>
<td><strong>1. Initiate Harwood Community Conversations in 2017.</strong></td>
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<tr>
<td>• Identify and train additional staff to help facilitate community conversations.</td>
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<tr>
<td>• Conduct community conversations quarterly to gauge the perspectives of the community and what it wants.</td>
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<tr>
<td>• Provide annual summary report of community conversations.</td>
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<td>• UPDATE: We have completed the four Community Conversations we slated to do in 2017. This final conversation for 2017 included several people who work with underserved populations in Portage. We selected Steve Rossio and Andrea Smalley to participate in the initiative. They applied for and received a grant to attend a training session that took place in November. We have compiled our notes for an annual report of the themes from the conversations. STATUS: COMPLETE</td>
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<td><strong>2. Expand programming to include a local expert component.</strong></td>
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<td>• Plan interactive workshops run by a variety of local experts and staff, with the goal being to learn where patrons’ interests lie. This will be the first step in exploring the viability of some form of a “Human Library” project.</td>
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</table>
|   • UPDATE: Youth Services collaborated with six organizations and three individuals to host events this year. All but one of the events were new endeavors. These collaborations will help inform future decisions about time of day/day of week, number of attendees, and
types of events that might be popular. STATUS: COMPLETE for 2017. This will continue in future years.

3. **Define our role as a source of community information for youth and families.**
   - Install two bulletin boards on the lower level, one in the teen room, one near the meeting rooms.
     - UPDATE: Wall space was used for Summer Reading display. The Bulletin Boards are being selected with the marketing person. STATUS: IN PROGRESS
   - Develop a list of community questions frequently asked at the Youth Information Desk. Build connections with community sources who could answer these types of questions.
     - UPDATE: Youth staff discussed and compiled a list of questions. Community contacts were selected that could address these questions. STATUS: COMPLETE
   - Compile a list of resources for patrons.
     - UPDATE: A preliminary list was compiled, and will be revised and added to as other questions arise. As the Youth Staff discussed these questions, it became apparent that the best course was to focus on questions having to do with library-related issues, and those that were asked by patrons who were new to the area or new to the United States. Staff will continue to revise this list of questions and be aware of any new trends. STATUS: COMPLETE/ONGOING

4. **Sponsor four community support initiatives in 2017.**
   - Organize humanitarian relief in our community with a personal care item collection to support the Portage Community Center.
     - UPDATE: Our third annual collection of personal care items for Portage Community Center took place in February 2017. We collected and delivered 636 items, a 65% increase over the 2016 collection. STATUS: COMPLETE
   - Organize the Annual Food for Fines Campaign to collect food items to help fill the Thanksgiving baskets at Portage Community Center.
     - UPDATE: We coordinated with Portage Community Center to collect food items for the Thanksgiving food baskets they provide to families in our community. Our 17th Annual Food for Fines campaign was held October 16-22, 2017. We collected and delivered 4,811 items, comparable to the 2016 collection. STATUS: COMPLETE
   - Host a Salvation Army Angel Tree for the collection of gifts during the holiday season.
     - UPDATE: Collection for the 2017 Salvation Army Angel Tree started on November 11 and will end on December 17. We have already given out 220 gift tags. Delivery counts will be available for the December Library Board meeting. STATUS: COMPLETE
   - Coordinate with Portage Community Center to provide a new collection project to target the needs of students.
     - UPDATE: This will be continued as a project in 2018. The target area may change depending on the needs of the Portage Community Center. STATUS: NOT STARTED

5. **Create an outreach kit to support staff while they are working out in the community.**
   - Write, design, and print advertising materials that showcase the library’s services at outreach events.
   - Train staff on how to use the outreach kit, including a procedure for checking it out.
     - UPDATE: We have purchased wagons, first aid kit, a debrief survey and other various items that will be helpful for outreach. Outreach staff has been trained on how to check out these items. STATUS: COMPLETE
6. **Support the BookBike outreach opportunities.**
   - Create training materials for staff on how to operate / set-up the BookBike.
   - Schedule and lead staff training exercises on the proper way to operate the BookBike.
   - Facilitate BookBike programming and event schedule.
   - Advertise BookBike Events though marketing channels.
     - UPDATE: Outreach staff has been trained on the BookBike, we’ve advertised BookBike events on social media and digital signage. Further BookBike programming to come in 2018. STATUS: COMPLETE

7. **Conduct off-site librarian initiative.**
   - Pilot a minimum of 4 off-site "desk shifts" in the community where staff provide readers advisory, reference services, and staff expertise to demonstrate and share library services in a real-world, everyday context.
     - UPDATE: Four sites and potential places were identified. We were able to contact and set up tables at three sites. We set up at Milham Meadows near the rental office on June 5th and spoke to 23 residents. We set up at Ramona Park July 15th and spoke to 22 people. We set up a table at Crossroads Malls on November 20th and spoke to 37 people. Because of a shortage of adult staff Andrea Smalley from youth attended. Other sites that were considered were Meijers, Walmart and Storypoint, but logistics failed to come through in any of those cases. STATUS: COMPLETE

8. **Promote library services, collections, and other useful information via social media app Snapchat.**
   - Establish a Library Snapchat account.
   - Promote Summer Reading 2017 to younger adult users via Snapchat.
   - Develop a procedure to post content on Snapchat.
     - UPDATE: A library Snapchat account was created in April, and several trial posts have been created but not tracked. A procedure was developed for tracking viewers of Snapchat posts in April as well, using Google pages. Starting January 2018, regular posts will be made and tracked to see how this channel of social media performs for the library. STATUS: IN PROGRESS

9. **Utilize Beanstack to enhance adult incentive programs.**
   - Enhance the summer reading program for adult patrons by using the interactive Beanstack platform.
   - Create a “badge” based incentive program to be implemented in the Fall to showcase the library’s electronic resources.
     - UPDATE: Adult Services Librarian Ruth Cowles served on the committee to get Beanstack operational. She has come up with badges for the Adult Summer Reading Program and set the parameters for badges, which awarded an entry into the end of summer drawing of our two prize bags. After monitoring the progress of the adult summer reading program, Adult Staff met to talk about a Fall reading program. We settled on a technology scavenger hunt, in which patrons report on the reading/borrowing that they do through Overdrive, Hoopla and other online content providers that the library purchases for our end users. The goal is to make the public more aware of these services. The scope of the project is larger than we had anticipated especially regarding incentives and the structure of reporting use of third party services. Because of this, planning will continue through December 2017, with the Adult Winter Reading Program debuting in January. STATUS: IN PROGRESS
10. Create an outdoor space to engage patrons and the Portage community that utilize the bike paths.

- Determine what items will be best used in the green space to the north of the Library building next to the bike path.
- Schedule work to be done leveling the ground where the large pine trees were removed.
- Apply for the Library to become a Master Gardener project in 2017.
- Schedule water fountain installation.
  - UPDATE: The Portage District Library has been approved to become a Master Gardener Project which is being sponsored by Master Gardener Cara Terry. Site visits have been made by MSU Extension Master Gardener Coordinator Linda Whitlock who provided valuable feedback regarding suggested partners and plans, as well as soil testing. An outside landscape firm was hired to complete leveling, root removal, and topsoil additions to the area where the large pine trees were removed. A firm was hired to remove six bushes, trim the remaining bushes, prune, weed, and power wash the tiered area on the north side of the building. Steel edging for the area to be planted adjacent to the bike path was also installed. Planting will begin in the spring when the weather conditions are favorable. In order to schedule the water fountain installation, additional discussions must take place with the City of Portage and a concrete pad must be installed. STATUS: IN PROGRESS

Assessment of End Statement #3 Accomplishments

- A Progress Report was given to the Library Board in August 2017 with details about the degree of accomplishment of End Statement #3.
- This is the Final Report given to the Library Board in December 2017 with a summarization of all that was accomplished in 2017 to fulfill End Statement #3.
Library Director’s Opinion on Progress Achieved on End Statement #4:

The library is at the center of the Portage community because of its location, but has also established its identity as the “community center” in various ways such as: providing gallery space to showcase local talent; bringing in musicians and performers; hosting arts & crafts and science demos; creating beautiful displays; offering technology instruction; and conducting literary events and programs with visiting authors and poets. Work has begun on two new and exciting local history documentation projects that will collect data for future researchers and genealogists. The Library has continued to work with area organizations and residents to showcase local art and cultural information. We are looking forward to the 2018 World War I event and know that the planning that occurred this year will make the event a success in 2018. Everything we undertake in 2017 in the local history, arts, and culture arena met the goal of strengthening our community and enriching the lives of our residents, both current patrons and non-users.

Description of Activities & Projects to Accomplish End Statement #4

<table>
<thead>
<tr>
<th>1. <strong>Create a page on our website to house information about local culture and events.</strong></th>
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<tbody>
<tr>
<td>• Work with staff to determine what content is most needed.</td>
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<tr>
<td>• Work with staff to gather content and post it to the website.</td>
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<tr>
<td>• Advertise local information on our website through our marketing channels.</td>
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<tr>
<td>o <strong>UPDATE:</strong> We have included this page in the hierarchy plans for the website update. Creating pages for the website will take place in 2018. <strong>STATUS:</strong> IN PROGRESS</td>
</tr>
</tbody>
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<tr>
<th>2. <strong>In an effort to reach groups who do not frequent the Library, we will pursue new outreach opportunities.</strong></th>
</tr>
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<tbody>
<tr>
<td>• We will seek new venues such as high-density housing, busses, and retail.</td>
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<tr>
<td>o <strong>UPDATE:</strong> Youth Staff collaborated on events (both on-site and in-house) with several new organizations: Girl Scouts, Portage City Rangers, Head Start (resumed this year), local daycares, and the mall (with Adult Staff). In addition, several local organizations were contacted/are in process including: Portage Community High School, Curious Kids, and Michigan Parents of Blind Children. <strong>STATUS:</strong> COMPLETE</td>
</tr>
<tr>
<td>• We will utilize the Book Bike to raise our visibility in outdoor spaces such as parks.</td>
</tr>
<tr>
<td>o <strong>UPDATE:</strong> Youth Staff brought the Book Bike to several venues in 2017, including the Portage Fishing Fair, Farmer’s Market, Woodland Elementary (Book tie-in), Celery Flats (Kindergarten teacher events), and Meet Up and Eat Ups. <strong>STATUS:</strong> COMPLETE</td>
</tr>
</tbody>
</table>
3. **Survey patrons to determine how they like to use our periodical collection, and how open they are to reading on devices in the library.**

   - Distribute a survey near our periodicals area to determine how patrons like to use our periodicals, which they value most, and if they would be willing to use a tablet to read them in the library.
   - Conduct an in-house use survey with the circulation department.
   - Examine circulation statistics for individual issues to add to determine popularity.
     - **UPDATE:** This is a long-term project that is still in progress. The survey tool was completed with input from the Administrative Team and then administered with the assistance of Marketing Manager Colin Whitehurst in May. We received 370 responses, only 6 of them on paper. The results were reviewed for trends before the 2018 periodicals order. The use study is currently ongoing. Periodical circulation statistics will be pulled and examined along with the survey results, and a complete report will be written by the end of January 2018.
   - **STATUS:** IN PROGRESS

4. **Track the use of space used to showcase local arts and information resources.**

   - Confirm that 90% of display space is used for local arts and information.
   - Bring in three displays from area museums – Kalamazoo Air Zoo, Kalamazoo Valley Museum, Kalamazoo Nature Center, or Gilmore Car Museum.
     - **UPDATE:** We have had 24 displays using our walls or display furniture, and 100% of them were either local artists or library created, many of the library created displays using materials from the library staff. Highlights: Steve Ellis of Spark Notes, who provided vintage baseball memorabilia with timing coincided with the opening of baseball season, and Aerick Burton who displayed his talent by creating a scene out of origami with elephants around a tree. We contacted the Kalamazoo Valley Museum (KVM) and the Air Zoo in February and April, but are still working on opening a channel of communication. The Miniatures Museum has been confirmed for a display in 2018.
   - **STATUS:** IN PROGRESS

5. **Begin the “Future History Project: Westnedge Avenue Documentation”.**

   - Phase one of this project will document every business between Milham Avenue, on the north end and Mall Drive on the south.
   - Data collected will include:
     a) Photographs of existing businesses (both interior and exterior)
     b) Any ephemera available from the business at the time of documentation such as business cards, advertisements, etc.
   - Create a template including a place for business name, address, contact person, and the like.
   - Create a file system to organize collected material.
   - Contact the managers/owners of the various locations to obtain permission to photograph the interior and exterior, collect ephemera, etc. If no permission is granted then only exterior images will be taken.
   - Place collected material onto the CONTENTdm database.
     - **UPDATE:** Businesses have been documented on the east side of South Westnedge from Milham to Mall Drive only. During this first phase each business has been documented from the outside with the documentation including verification of address, business name, building description, neighboring businesses and the like. The lack of completion of this goal is due simply to Mr. Rossio overestimating
both the work involved and out of the building time commitment required to document the businesses. This coupled with two unexpected City projects has caused this goal to remain incomplete. It has been determined by Mr. Rossio that the solution to achieving this goal is to divide the documentation project into half, with more time being allotted to completing each phase of the project. STATUS: IN PROGRESS

6. **Begin the first stage of the Portage Cemetery Documentation Project.**
   - Photograph and document every grave in the Dry Prairie Cemetery (located on Milham Avenue).
   - Create a template for documenting the headstones.
   - Create a file system to organize collected material.
   - Document the following information from each stone:
     a) Photograph of the tombstone (all sides)
     b) Precise location measured from road, fence, etc. (GPS will be explored as one possibility)
     c) All information on the stone (a rubbing of said stone will be created if necessary)
   - Place collected material onto the CONTENTdm database.

   **UPDATE:** As of November 2017, half of Dry Prairie Cemetery has been documented. Due to the change in the weather the remainder of the cemetery will not be documented until the spring. The template has been created and implemented. A file system has been implemented. For the east half the cemetery each tombstone has been photographed; precise location determined and all information gathered off of the stone. Placement into CONTENTdm has yet to begin. It has been determined by Mr. Rossio that the solution to achieving this goal is to divide the documentation project into half, with more time being allotted to completing each phase of the project. STATUS: IN PROGRESS

7. **Begin groundwork for World War I 110th Anniversary Commemoration in 2018.**
   - Investigate the possibility of partnering with the City of Portage to create a walking exhibit along the Celery Flats trail commemorating this 100th anniversary and honoring individuals who served from this area.
   - Meet with City officials to establish collaboration and permission for trail use.
   - Research costs of banners for the trail and other sundry expenditures.
   - Meet with state representatives and garner their opinions and willingness to participate in the endeavor.
   - Determine funding sources.
   - Gather information for banners, order banners, finalize dedication.

   **UPDATE:** As of October 2017, permission has been granted from the City to proceed with this project. Cursory meetings have been held with State Reps regarding this project. Cursory meetings have been held with the Western Michigan Regional Archives, Kalamazoo Valley Museum, and Kalamazoo Public Library. Vendor (the Sign Center) has been secured and the design phase has begun. Virtually 100 percent of the funding for the project has been obtained. STATUS: COMPLETE/ONGOING
8. Continue the tradition of an annual Veterans Exhibit including new items and additional loaned material. (SR)

- Dialogue with the Kalamazoo Air Zoo to have additional material loaned for the exhibit.
- Gather exhibit material and create appropriate descriptions.
  - UPDATE: The annual Veterans Day exhibit was on display from October 31st through the first week of December. This year’s exhibit included seven never before seen collections and included numerous items from the Vietnam era. Mr. Rossio has received numerous compliments about the exhibit and many thanks from Vietnam Veterans. STATUS: COMPLETE

**Assessment of End Statement #4 Accomplishments**

- A Progress Report was given to the Library Board in October 2017 with details about the degree of accomplishment of End Statement #4.
- This is the Final Report given to the Library Board in December 2017 with a summarization of all that was accomplished in 2017 to fulfill End Statement #4.
For the past two years, Portage District Library board and staff have been working through the Strategic Planning process with assistance from facilitator Gary Kushner of Kushner and Co. The culmination of this effort is in the attached document (separate from the board packet on legal sized paper) for the Library Board’s final review.

At the board meeting on December 18, 2017, trustees will be asked to give their final approval of the library’s newly developed 3-Year Strategic Plan. In consideration of this action to be taken, there are three specific aspects to the Strategic Plan that should be particularly addressed:

1. Final review and endorsement of the Portage District Library’s Goals 1 – 5 and Operational Initiatives.

2. Final review and endorsement of the objectives and actions outlined by library staff.

3. Final review and endorsement of the metrics and targets identified as a way to measure whether objectives have been met.

Please review the 3-Year Strategic Plan for Portage District Library 2018-2020 with these specific aspects in mind, in preparation for discussion and final approval of the Strategic Plan at the board meeting on December 18, 2017.
At the December 18, 2017 board meeting, I have requested that an item be placed on the agenda under Governance pertaining to year-end recognition of library staff efforts in 2017. In years past, the Library Board had instructed the Library Director and Business Manager to do some calculations and develop a plan and implement it to distribute a portion of unspent funds as recognition payments to library employees who were employed during that calendar year.

I would appreciate having a discussion at our December board meeting to get opinions of trustees, the Library Director, and the Business Manager about the possibility of implementing year-end recognition of staff efforts in 2017.
To: Portage District Library Board
From: Michele Behr, Library Board Chair
Date: December 6, 2017
Subject: Evaluation of Library Director and Official Action to Set Compensation for 2018

The evaluation process for Library Director Christy Klien has now been completed. All trustees provided input on performance evaluation forms that were compiled by the Library Board’s Personnel Committee. Subsequently, on December 5th, I met with Christy to go over the compiled results and outcome of this evaluation process.

At the December 18, 2017 board meeting, there will be a recommendation presented by the Library Board Personnel Committee for Library Director Christy Klien’s compensation for 2018, as well as her contract renewal.