NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on February 26, 2018 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
February 26, 2018
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 February 26, 2018 (1 minute) (Vote)

V. Consent Agenda (5 minutes) (Vote)
   A. Minutes of the regular meeting held on January 22, 2018. Pg.1-6
   B. Narrative Report for January 2018. (Info) Pg.7-11
   D. Budget Amendment $2,500 Gilmore Grant for 2018 CommuniTeen Read. (Info) Pg.15
   E. Budget Amendment $750 Kalamazoo Community Foundation Grant for 2018 CommuniTEEN Read. (Info) Pg.16
   F. Budget Amendment for Friends Donation to Fund “Wish List” Items. (Info) Pg.17
   G. Marketing Update for January 2018. (Info) Pg.18-20
   I. Legislative Update for January 2018. (Info) Pg.23
   J. Library Board Linkage (Info) Pg.24
   K. $500 Michigan Humanities Council Grant (Info) Pg.25

VI. Governance (60 minutes)
   A. Library Board Roster for 2018. (Info) Pg.26
   B. Review and Approval of Library Board Bylaws. (Vote) Pg.27-29
   C. Report from Board Liaison to the Friends of the Library. (Info) Pg.30
   D. Marketing Report by Marketing Manager Colin Whitehurst. (Info) Pg.31
   E. Library Director Succession and Replacement Plan (Info) Pg.32-34

VII. Ends Development (20 minutes total)
   A. Donations Report for Funds Received in 2017 and Budget Amendment. (Vote) Pg.35-36

VIII. Monitoring to Assure Compliance with Executive Limitations (10 minutes)
   B. Monitoring Report: Treatment of Consumers. (Info) Pg.40-43

IX. Library Director’s Reports (5 minutes total)
   A. Final remarks by Library Director for the February 26, 2018 Library Board Meeting.

X. Process Evaluation (5 minutes total)
   A. Suggestions for Agenda Items to be included on the March 26, 2018 Board Meeting
      1. Minutes of the Regular Meeting held on February 26, 2018.
   B. Assessment of this meeting
   C. Miscellaneous Items

XI. Adjournment
PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Board Meeting held on
January 22, 2018

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

I. Start of Meeting
- Board members and staff gathered at 5:30 PM for dinner catered by Monelli’s Italian Grill and the board meeting started at 6:00 PM

II. Roll Call

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

Board Members Absent: Cara Terry (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 wished everyone a Happy New Year and then opened the meeting for any comments from the public, board members, or library staff.

A. Comment from Pacheco – Trustee Pacheco commented that she recently ran into former Adult Services Librarian Marsha Meyer. Marsha is currently working part-time at the Parchment Community Library and volunteers at the Richland Community Library. She sends her greetings to everyone and is certainly keeping busy in ‘retirement’!

B. Comment from Vliek – Trustee Vliek expressed his pleasure in the news that the Portage Public School Board voted to reinstate the Middle School Media Specialists mid-year. Many people have voiced how glad they are that the board reversed their decision.

C. Comment from Siebers - Trustee Siebers said that she wanted to thank Youth Services for continuing to provide Teen Exam Care Packages. They were very appreciated by her son who is taking high school exams for the first time this year.

DISPOSITION: The Library Board acknowledged the comments made by Trustee Pacheco, Trustee Vliek, and Trustee Siebers.

IV. Adoption of the Agenda for the Regular Meeting of January 22, 2018

Library Board Chair Behr asked if there were any changes needed to the agenda for the January 22, 2018 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 VanderVries and supported by Trustee Siebers that the Library Board adopt the agenda for the regular meeting of January 22, 2018. 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 January 22, 2018 board meeting before its adoption. Trustee Vliek asked that in the future Closed Session Minutes be listed as a separate topic on the agenda and also asked that Library Staff check with the City regarding the way they handle Closed Session Minutes. Trustee VanderVries asked to remove Item N for some brief comments.

A. Minutes of the Regular Meeting and Personnel Closed Session held on December 18, 2017.
B. Review of Community Meeting Room Policy.
C. Review of Library Privacy & Search Warrant Policy.
D. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2018 Budget to Offset Unpaid Encumbrances.
E. Request to Approve 2018 Budget Amendment for Friends of the Library Donation.
F. Budget Amendment to Use Unassigned Funds for C2AE Contract.
G. Request to Approve 2018 Budget Amendment for Grandmother & CIG Donation to 2018 CommuniTEEN Read Event.
H. Grant Applications for CommuniTEEN Read Event.
J. Marketing Update for December 2017.
N. Legislative Update for December 2017.
O. Library Board Linkage.

MOTION: It was moved by Trustee Vliek and supported by Trustee VanderVries, to approve the consent agenda with Item N removed for discussion. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

Item N. – Trustee VanderVries spoke about the number of elections, as there is still some legislation on that pending that the library should continue to watch. She said she had been talking to Business Manager Foti about personal property overages as there is also legislation on this topic that the library should remain cognizant. This legislation discusses what they might be able to do with the overages instead of disbursing them to tax-funded organizations which would not be beneficial to the library.

MOTION: It was moved by Trustee Welsh and supported by Trustee Siebers, to approve the consent agenda with Item N following discussion. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

VI. Governance

A. Election of Library Board Officers for 2018 –
   Board Chair Behr asked Trustee Vliek what he had learned while surveying trustee’s interest in serving as a board officer, on the Personnel Committee, or as a Liaison to the Friends of the Library. Trustee Vliek said that Behr and Welsh were the two trustees who expressed a willingness to serve as chair or vice chair as determined by the board as a whole. Vliek, VanderVries, and Siebers were willing to serve on the Personnel Committee. Terry and Pacheco said that they were willing to serve as Liaisons to the Friends of the Library. After discussion, the consensus of the group was for Behr to serve another year as Board Chair and Welsh to serve as Vice Chair to “learn the ropes.”

MOTION: It was moved by Trustee Siebers and supported by Trustee Vliek, to nominate Michele Behr to serve as Board Chair and Tom Welsh to serve as Vice Chair in 2018. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

B. Appointment of Library Board Personnel Committee, Library Board Liaison to the Friends, and Library Board Secretary for 2018.
   - Taking into account those who expressed willingness to serve as well as those who have had the opportunity to serve in the past, Board Chair Behr made the following appointments for 2018:

   Personnel Committee - Donna VanderVries and Ted Vliek
   Co-Liaisons to the Friends of the Library - Martha Pacheco and Cara Terry
   Library Board Secretary - Quyen Edwards

DISPOSITION: The Library Board acknowledged the appointments for Personnel Committee, Liaisons to the Friends of the Library, and Library Board Secretary for 2018.

C. Annual Signing of “Conflict of Interest” Statements by Trustees – Trustees were provided with a blank Conflict of Interest form at the start of the meeting. All trustees present signed the form and returned it to
Library Board Secretary Edwards to file in the Library Office. Edwards has been in touch with Trustee Terry who will stop by the library to sign the Conflict of Interest form at her earliest availability.

**DISPOSITION:** Conflict of Interest statements for 2018 were issued and completed for all present Portage District Library Board members and will be kept on file in the Library Office.

D. **Consideration of Guests/Presenters to be invited to Board Meetings in 2018** -

Board Chair Behr said that trustees could begin offering their preferences and suggestions for two potential guests at 2018 board meetings. Many were interested in having the Portage Public Schools Superintendent Mark Bielang come to speak about millages and fundraising since he has recently and successfully held a campaign. Klien said this would be an interesting possibility, especially after the Master Planning Committee determines the size and scope of the library’s building project. She asked trustees to keep in mind that Mr. Bielang probably would not be available during a regular library board meeting as the school board often meets on the same evening. It was also suggested to invite someone from Traverse City or Kent District Libraries as they would have more insight on passing a library specific millage.

Other guest speaker suggestions included: the new Mayor of Portage Patricia Randall, the new Kalamazoo Public Library Director Ryan Wieber, an attorney to speak about current legal issues in libraries, the library’s liaison at the Kalamazoo Community Foundation Coby Chalmers, and the President of the Friends of the Portage District Library.

Library Director Klien said that this information gives her a good idea of where to start making requests and she will follow up with the board regarding updates to guest speakers at Library Board Meetings.

**DISPOSITION:** The Library Board concluded their discussion of Guests/Presenters to be invited to Board Meetings in 2018.

E. **Virtual Attendance Policy Memo and Draft** –

Board Chair Behr started this topic by saying that trustees have been in discussions regarding this topic for awhile now. The presented draft policy was created following those discussions and after looking at the virtual attendance policies of other institutions including Portage City Council and the Board of Education. Behr wanted it to be clear that in order for board meetings to take place, there still has to be a quorum (4 trustees) physically present, and that according to this policy everyone at the meeting must be able to clearly hear the trustee participating virtually and that those participating virtually would be counted in attendance and be able to vote. There was some brief discussion about removing a limitation on the number of times a trustee could participate virtually, as the draft of the policy allowed for three per year. Trustee VanderVries said that on some of the other boards she is on, there is no limitation on the number of times you can participate virtually. Trustee Behr said, though the number may seem arbitrary, the intention is that as a local library board member, the understanding is that trustees should participate in person as much as they possibly can. Trustees voiced some interest in participants also being available visually, though it was decided this would not be required in the policy.

Trustees concluded that they would not call it a pilot as policy could be revised or amended at any time if there were any changes that needed to occur. Library Director Klien said that if anyone was still uncomfortable with the Virtual Attendance Policy that she could have it reviewed by the Library’s attorney, though Klien said she was comfortable with the policy as it is written.

**MOTION:** It was moved by Trustee VanderVries and supported by Trustee Welsh, to approve the Library Board Virtual Attendance Policy as presented. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

F. **4th Quarter Financial Report for Fiscal Year 2017 & Variance Report** –

Business Manager Foti said that the year-end report included in the Board packet is not final yet as the library is still receiving some invoices dated 2017. He said that he wanted to address the balance remaining unspent. The balance includes the overage received in the 2017 Personal Property Tax disbursement, all monies received in donations, and a refund of premiums paid for building insurance. Foti continued that some lines such as Capitol Maintenance that were budgeted for furniture upholstery, lobby refurbishment, and small building related projects have remained unspent as the Library plans for a larger building project. The Salaries line was under-budget due to change in salaries following a staff retirement and the Health Insurance line was under-budget due to two full-time staff members electing to opt out of the library’s health insurance plan.
Foti said that there are positives and negatives to having this large of a remaining balance. Obviously, this sets the library up in a good position as we move forward on a large building project. The other side of that is to guard against budgeting so aggressively that we are tying up money that we could use to do something else.

Foti said that he also wanted to give the Library Board an update on the process that was determined to disburse staff bonuses. All staff received a bonus in addition to their bi-weekly paycheck on Thursday, December 21st. Full-time staff received a $1,100 bonus before taxes, part-time staff received $550, and the substitute staff received $150. Foti said that bonuses were also pro-rated for new-hires based on the amount of time they have been employed at PDL during 2017.

Foti reported on a conversation that is in process with the auditors that the Library Board should be aware of. For the first time in Foti’s 13 years at the library, the auditors are suggesting that the library should be using more pre-paids for items such as databases and service contracts that span over 2 budget years. They are suggesting a more complicated process to match expenses for the year that you incur the expense. He is in the process of analyzing library expenses relating to this topic and working with the auditor to determine a reasonable threshold that will work for both parties. Foti said that he is mentioning this now so that the Board is prepared for the future if things change. He stressed that the library is not doing anything wrong, but that the auditors want to change how some expenses are recorded. He said that he would keep the Library Board informed regarding any changes that occur.

Library Director Klien concluded this report by answering questions about donations and endowments. She reminded trustees that the Grandmother and CIG Endowment is only for Youth programs and material. Every year grants are given out from that endowment. The library also has another endowment at the Kalamazoo Community Foundation for general library purposes. That principle was funded by a donation from someone who recognized the library in their will.

Klien said that at an upcoming Admin Team meeting, staff will discuss “Wish List items” for projects, programs, or materials needed in each department. She is hoping to bring those requests to the February Board Meeting for recommendations on how to spend last year’s donation money.

**DISPOSITION:** The Library Board received the information about the 4th Quarter Financial Report for FY 2017 and Variance Report.

**VII. Ends Development**

**A. Endorsement of Library Director's Personal Goals for 2018**

Klien said that she tried to keep her goals simple this year. She has five goals this year listed in priority order, the largest of which will be the Master Plan. Her next goal is to continue staff training. She is putting together a Professional Development Committee with representatives from each department to work on the 2018 Staff Development Day as well as other trainings throughout the library. Goal three involves the Harwood Conversations along with the other trained staff (Colin Whitehurst, Andrea Smalley, and Steve Rossio), goal four involves community connections and goal five involves refining leadership skills and participation in professional organizations.

Klien asked if trustees had any concerns or suggestions. Trustee Siebers suggested a small change in wording on goal five and the trustees agreed that Klien’s goals for the year were realistic.

**MOTION:** It was moved by Trustee VanderVries and supported by Trustee Welsh, to endorse the Library Director’s Goals for 2018. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

**B. Strategic Plan and Ends Reporting**

Klien asked if trustees had questions or concerns regarding renewal of the Ends Statements for 2018. Trustees requested two small changes in the presented document. Trustee Siebers said she still feels strongly about the Ends Statements; they are the right focus in direction for the library and that they support initiatives that she values. Klien read the four Ends Statements for the group prior to the vote.
End Statement #1 for 2018: Optimize access to resources for information, education, and entertainment.
End Statement #2 for 2018: Be a safe, welcoming, inclusive destination for families and individuals.
End Statement #3 for 2018: Be a leader in strengthening our community.
End Statement #4 for 2018: Be a community center to experience and explore local arts and culture.

MOTION: It was moved by Trustee Siebers and supported by Trustee Pacheco, to approve the library’s Ends Statements in 2018. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

VIII. Monitoring to Assure Compliance with Executive Limitations

A. Monitoring Report on Executive Limitation: Global Executive Constraint. Library Director Klien said that the Library was in full compliance with the provisions of the Executive Limitation and that all federal, state, and district laws were being followed, as well as Library Board policies. She asked if there were any questions or comments from the Board on this topic, and there were none.

DISPOSITION: The Library Board received the Monitoring Report on Executive Limitation: Global Executive Constraint and found the Library to be in full compliance.

IX. Library Director’s Reports

A. Final remarks by Library Director for the December 18, 2018 Library Board Meeting -

Library Director Klien said she would like to receive the board’s opinion on blood drives at the library. In the past, the library has sponsored at least two blood drives each year – one from the American Red Cross and the other from Michigan Blood. She said that she had heard preferences from many for American Red Cross because they are non-profit and others in favor of Michigan Blood because the blood stays local. Trustees discussed whether hosting blood drives fits within the mission of the library and whether there were other things we could do to help advertise the blood drives at other community organizations instead of hosting them ourselves. In the end, the consensus was that the Library would continue to host one blood drive from each organization each year.

Klien said that the Master Planning Committee met with C2AE Architects at the end of December 2017 to work in groups on a charrette activity. Each group was given floor plans of the library and square/rectangle pieces that represented different needs/service areas of the library in scale square footage. Photographs were taken of the completed charrettes for reference by the architects. Klien said that the library is still waiting for concept drawings from the architects following that activity and will keep the Library Board up to date on the next step in the process.

Klien passed on thanks for the holiday bonus to the Library Board in the form of a card from a staff member.

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

X. Process Evaluation

A. Suggestions for Agenda Items to be included on the February 26, 2018 Board Meeting

1. Minutes of the Regular Meeting held on January 22, 2018.
2. Review of Library Board Bylaws.
3. Donations Report for Funds Received in 2017.
5. Finalization of Guests to be Invited to Board Meetings in 2018.
6. Presentation of 2018 Marketing Plan

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

Head of Youth Services Laura Wright said that her department is planning a “Meet Your Muslim Neighbor” event at PDL. This initiative has been done at other local locations, as well as other Michigan libraries, and has resulted in many positive interactions.

Portage Citizen and library user Bryan Staufer was in attendance at the meeting and was invited to make any closing comments. He said he was pleased to sit in at the Library Board meeting and hear about what is happening at the library. He said that he is very pleased with the library’s services. He said that it had recently come to his attention that participation in MelCat is not completely funded by the state and is an additional expense for the library. Mr. Staufer said that MeL interlibrary loans are a valuable service that he takes advantage of and he appreciates having access to it.

XI. Adjournment –
Library Board Chair Behr said if there was no further business to be considered, that she would adjourn the regular board meeting of January 22, 2018.

DISPOSITION: The regular board meeting of January 22, 2018 was adjourned at 7:26 pm.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary
Library Director’s Narrative Report for February 26, 2018
(Activities at the end of January and beginning of February 2018)

Administrative Activities:
During the months of January 2017 and the first part of February 2018, Library Director Christy Klien engaged in the following activities:

- Participated in weekly Administrative Team meetings on Thursday mornings.
- Participated in regular library-wide staff meetings on Tuesday mornings for all library employees.
- Participated in a meeting for full-time staff with ICMA-RC representative Kevin Kilpatrick on 1-23.
- Attended the PCC board meeting on 1-24.
- Attended Catalyst University presented by Southwest Michigan First on 1-25.
- Interviewed candidates for the Library Associate position on 1-29 and 2-1.
- Attended the Gilmore Foundation Gathering in downtown Kalamazoo on 2-1.
- Participated in a Harwood planning meeting with trained PDL staff on 2-5.
- Attended the PDL Tech Committee meeting on 2-6.
- Attended a PCC Fundraising Committee Meeting on 2-7.
- Planned and attended the first PDL Professional Development Committee meeting on 2-13.
- Participated in a phone call with the Library’s attorney and Business Manager Rob Foti to discuss employee handbook review on 2-13.
- Met with the Director of Portage Parks and Recreation on 2-20.
- Attended a Collection HQ informational meeting on 2-21.
- Attended the Rotary Community High Dinner on 2-21.
- Attended the Master Planning Core Committee Meeting with representatives from C2AE on 2-22.

Maintenance and Building Services
- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.
- The oak trees along the south side of the Library’s parking lot were trimmed.

Personnel Information:
The library undertook the following Human Resource activities since the January 22, 2018 Board Meeting:

- The Library conducted interviews for the Adult Services Library Associate position.
- An offer was made to, and accepted by, Katherine Brinker for the Library Associate position in Adult Services. Katherine will begin work on March 12, 2018.
- Conversations were held with the Library Human Resource attorney to begin a review of the Library Employee Handbook. Upon completion of the review by Luis Avila of Varnum LLP, the Library will consider suggested changes or updates to the handbook.
Reporting for Strategic Plan 2018-2020

Ends Statement #1
Optimize access to resources for information, education, and entertainment.

We will accomplish this by providing a collection of tools to facilitate creating and learning and by reaching the community at their diverse literacy needs.

Project Updates:

Adult Services Programming Highlights

- International Mystery Book Discussion: 1/11/18, 8 attendees. Patrons responded warmly to the addition of snacks from Portage’s ChocolaTea and discussion packets providing additional context to the mystery. Comments ranged from “Please keep doing this!” to “You’re going to spoil us!”
- Ten Easy and Delicious Ways to Add Vegetables to your Diet: 1/24/18, 46 attendees. Patrons were very excited about the event. Turnout was much higher than anticipated and many program surveys indicated that patrons would like to see more health and nutrition programs at the library.
- Adult Services had 14 appointments for their Book a Librarian program. This is the digital literacy initiative that has replaced what was formerly known as One-on-One’s. Patrons can reserve an hour of time to work with an Adult Services staff member to receive help with technology questions on any type of device.

Marketing Videos

- Marketing Manager Colin Whitehurst created a 12 month plan for videos to create in 2018.
- Whitehurst also worked with Youth Services Librarian Andrea Smalley to create a script for a video that will highlight the library’s world languages collection. That video is scheduled to be filmed on February 25th.

Youth Services Programming Highlights

- At the end of January, Youth Services Librarian Kristy Zeluff began offering an additional Family Storytime on Tuesdays at 11:00 AM due to the large turnout she has been receiving at the 10:00 AM program.
- Second Time Around, a storytime and play group for grandparent caregivers is off to a strong start. Youth Services is pleased to sponsor this group that is led by a retired public school teacher.
- Portage Page Turners, a book group for third through fifth grade students, meets monthly. It has a core group that provides excellent turnout and new attendees are joining each month.
- Teen Exam Care Packages and Teen Late Night were both successful initiative for the Teens in January. While they are under the stress of first semester exams, they appreciate what Teen Services offers!
- Another Teen Volunteer Training Meeting was offered on 1/31/18 to provide information to teens who are interested in volunteering at the library during second semester. Teens who attended a training meeting in September or October did not need to attend again. While the turnout was not as large as the Fall, there was still a significant number of teens that attended.

Provide Peripheral Technology that Extends Patron Services

- The Mobile HotSpot device checkout service was expanded from 8 devices to 18 devices.
- The devices continue to be in constant circulation.
• Management processes have been implemented for the ongoing maintenance of this new service.
• Mobile Beacon, the hotspot service provider, has improved the process suspending services due to late returns.
• Library Document Station service point has been quoted for upgrading.
• The Library Document Station service point will add the following services: (1) Color copying; (2) secondary service point for public access Color and Black & White printing; (3) Upgraded software for improved emailing, faxing and saving to cloud, USB and mobile device.
• Library Print Release Station (LPTOne) Color printer is being replaced to match the printer at the library document station. This standardization will provide patrons with consistency and quality in their printed material.
• Meeting Room Technology quotes have been received for the Portage District Library’s Lake Rooms. These quotes included alternate technology scenarios such as flat panels and mobile carts. These plans are currently suspended due to the master planning process.
• The Portage District Library also received meeting room collaborative technology quotes for its smaller meeting rooms which is also suspended due to the master planning process.
• The Portage District Library replaced its existing public access copier in January 2018.

**Ends Statement #2**

Be a safe, welcoming, inclusive destination for families and individuals.

We will accomplish this by providing collections and content to meet the evolving needs of the community and by supporting diverse perspectives.

There are no project updates for End Statement #2 this month.

**Ends Statement #3**

Be a leader in strengthening our community.

We will accomplish this by providing a presence in the community where people are, when they need it, and how they want to use it.

Project Updates:

**Outreach**

• Adult Service staff attended meetings for KPL’s Reading Together Committee on 1/9/18 and GeekFest 2018 on 1/24/18.
• The Portage District Library Snapchat account is up and running. We are doing 3-4 posts a week with 85-90% completion rate for views. Total of 74 friends, more friends being added daily with the PR and marketing.
• This month Adult Services Librarian Katharyn Jones launched the Portage District Library’s 2018 Reading Challenge. An article highlighting the challenge was included in the monthly newsletter and was the most clicked on article of the month. Nearly 100 patrons downloaded the Challenge PDF online and many more engaged with the two displays featured this month: “A Book Made into a Movie You’ve Already Seen” and “A True Crime Book.” More than ten accompanying booklists are ready to be added to the website in connection with the challenge as soon as the booklist tool is fixed by our vendor.
• Portage District Library hosted the KAVA (Kalamazoo Area Volunteer Association) on January 24th. This included a business meeting and a tour of the library with an explanation of how we utilize our volunteer hours. They met Youth Services Librarian Kristy Zeluff, Adult Services Librarian Nicolette Sosulski, and PDL Volunteers Jan Wright, Doug and Sue Hoopingarner, and
Chuck Whitmore. Everyone seemed to have a wonderful time and a couple members even inquired about library cards.

Library Website
- Marketing Manager Colin Whitehurst has created a new website hierarchy and has begun research on a new look and feel for the website.

**Ends Statement #4**

**Be a community center to experience and explore local arts and culture.**

We will accomplish this by being a resource of Local Information, History, and Culture.

Project Updates:

**Displays**
- Adult Services Displays this month included: Fiction End Cap Display – I don’t know the title, but the cover is blue, Music End cap Display – 2018 Grammy Awards, Science Fiction End Cap Display – Time Travel, Display Cases – Staff Vintage Toys continuing from December, Solo Gallery (January 15-February 26) – Sudi Rouhi digital prints and traditional art, Booklist for Vegan program created and distributed.

**Heritage Room Projects**
- Local Historian Steve Rossio spent the month of January refreshing himself with CONTENTdm software in preparation for the continuation of the John Todd scanning project.
- Additional funding for the World War I Trail Walk was requested and approved by the Friends of the Portage District Library at their February Board Meeting.
- Sign companies have been contacted for estimates for the World War I Trail Walk signage, with one replying so far.
- Research regarding topics for the World War I Trail Walk signage has begun beginning with information on Joseph Westnedge.
- Dialogue regarding the World War I Trail Walk and ways we can collaborate continues with representatives from the City of Portage.

**Harwood Community Conversations**
- The Harwood Committee met on February 5 and has tentatively planned out six community conversations that will occur in March, April, and May of this year. We have started to discuss how we will communicate the common themes of the conversations and plan to have a reporting session in the fall of 2018.

**Operational**

The Library will also provide continued operational support for administrative, human resource, facility, technology, acquisition, and circulation services to maintain and improve public access to library resources.

Project Updates:

**Facilities Master Plan**
- The Master Planning Committee is scheduled to meet with C2AE architects to review draft concepts on February 22.
Professional Development

- The Professional Development Committee had their first meeting on February 13 and will be meeting twice a month to plan staff wide training opportunities. The 2018 Staff Development Day is scheduled for September 28th.
- Adult Services Staff attended the following webinars: Automated Device Check Out Program (1/20), Driving Digital Content (1/20), Booklist's "Presenting the 2018 Carnegie Shortlist"

Community Support Activities

- The Library is currently holding a Personal Care Item Drive for the Portage Community Center during the month of February.

IT Updates

- The Portage District Library has begun its transition to Saas with the SirsiDynix Symphony ILS.
- Systems Administrator and project coordinators, Brian Hutchings and Chad Stratton arranged a teleconference to outline the process for Symphony Saas migration and BlueCloud Analytics.
- BlueCloud Analytics pre-installation auditing was completed on February 2, 2018 and installation was scheduled for February 9, 2018.
- BlueCloud Analytics installation was completed on February 9, 2018 and data began moving to BlueCloud Analytics on February 12 and 13th.
- The Portage District Library is currently running test reports to complete the installation process.
- The next steps will involve select identified staff to attend recorded webinars BlueCloud Analytics.
- During the teleconference, our project coordinator identified 4 major steps that will have to be accomplished before our migration SirsiDynix Symphony Saas. These steps are as follows: (1) Upgrade from Symphony 3.4.1 sp5 to 3.5.3 (latest release); (2) Identify and document custom reports, SIP settings, command line batch processes, and any other local customized process for auditing and modification in the Saas environment; (3) Test these settings in a Saas sandbox environment; (4) Schedule the migration and establish a migration bridge.
- Once the library has identified dates for the Symphony migration, teleconferences for The Financial Edge/PaperSave and fundraising will begin. Budgetary quotes and high level project plans were already discussed in 2017.
- In addition to the library’s core services, The Portage District Library is currently transitioning the following infrastructure services to cloud (Saas): (1) Sophos Central – cloud managed Antivirus/AntiMalware; (2) Deepfreeze Cloud - cloud managed Public Access computer security, patching and security.
- The Portage District Library is currently preparing for the upgrade its OpenDNS Umbrella product. This upgrade will allow the library to be more flexible and granular filtering and malware control. This project will be completed in May 2018.

Tech Services Updates

- The technical services department met in January to outline a plan for library material acquisitions and processing. The technical services staff intends to use this outline to standardize library material ordering and processing.
PORTAGE DISTRICT LIBRARY
Library Director’s Report on the Financial Condition
for
January 2018

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>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 2,304,156</td>
<td>$ 634,414</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Fund</th>
<th>12/31/2017</th>
<th>Changes</th>
<th>1/31/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Reserve (13%)</td>
<td>$ 477,655</td>
<td>$ 15,035</td>
<td>$ 492,690</td>
<td></td>
</tr>
<tr>
<td>Building Reserve</td>
<td>50,000</td>
<td>-</td>
<td>50,000</td>
<td></td>
</tr>
<tr>
<td>Benefits Reserve</td>
<td>29,742</td>
<td>-</td>
<td>29,742</td>
<td></td>
</tr>
<tr>
<td>Technology Reserve</td>
<td>111,305</td>
<td>-</td>
<td>111,305</td>
<td></td>
</tr>
<tr>
<td>HVAC Reserve</td>
<td>15,000</td>
<td>-</td>
<td>15,000</td>
<td></td>
</tr>
<tr>
<td>Patio Feasibility Reserve</td>
<td>4,700</td>
<td>-</td>
<td>4,700</td>
<td></td>
</tr>
<tr>
<td>Lobby Reserve</td>
<td>7,500</td>
<td>-</td>
<td>7,500</td>
<td></td>
</tr>
<tr>
<td>Personal Property Tax Reserve</td>
<td>349,886</td>
<td>-</td>
<td>349,886</td>
<td></td>
</tr>
<tr>
<td>Reserve for Encumbrances</td>
<td>333,847</td>
<td>(333,847)</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Unassigned Fund Balance</td>
<td>3,784,935</td>
<td>318,812</td>
<td>4,103,747</td>
<td></td>
</tr>
</tbody>
</table>

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

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

POLICY: 3. Use any long-term reserves.

Director’s Response: No reserves have been used.
POLICY:  4. Conduct inter-category shifting in amounts greater than can be restored to a condition of discrete fund balances by certain, otherwise unencumbered revenues within 30 days.

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

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

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

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

Director’s Response: All reports and tax payments are filed according to policy.

POLICY:  7. Make a single purchase or commitment of greater than $10,000 not already found in the budget. Splitting orders to avoid this limit is not acceptable.

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

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

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

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

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

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

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

POLICY:  11. Fail to arrange for an external financial audit of the library services.
Director’s Response: An external audit of the library is conducted each year and results presented to the library board.

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

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

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

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

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

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

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

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

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

Director’s Response: A list of all cash disbursements has been provided to the Board Chair for review.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: February 16, 2018  
Subject: Budget Amendment and Notification of a $2,500 Grant for the CommuniTeen Read Event from the Irving S. Gilmore Foundation

**BACKGROUND:**
Portage District Library is participating in the CommuniTeen Event in Portage in 2018. This is a collaboration with the Portage Public Schools and BookBug. The committee for the 2018 CommuniTeen event has selected Elizabeth Wein, author of *Code Name Verity*, as the presenter for this event. Activities will include the reading of the selected book, followed by class discussions, classroom visits by the author, and an evening community event with the author at the Air Zoo on March 14, 2018.

**UPDATE:**
I am pleased to report that we have received notification from the Irving S. Gilmore Foundation that the CommuniTeen Read Event has been awarded a $2,500 grant.

**BUDGET AMENDMENT REQUEST:**
It is recommended that the Library Board approve a budget amendment to increase the FY 2018 Budget Irving S. Gilmore Grant Revenue line by $2,500 and increase the FY 2018 Restricted Youth Programming expense line by that same amount to allow for the CommuniTeen Read Author Visit and Speaking Engagement in 2018.
To: Portage District Library Board

From: Christy Klien, Library Director

Date: February 21, 2018

Subject: Budget Amendment and Notification of a $750 Grant for the CommuniTeen Read Event from the Kalamazoo Community Foundation

BACKGROUND:
Portage District Library is participating in the CommuniTeen Event in Portage in 2018. This is a collaboration with the Portage Public Schools and BookBug. The committee for the 2018 CommuniTeen event has selected Elizabeth Wein, author of *Code Name Verity*, as the presenter for this event. Activities will include the reading of the selected book, followed by class discussions, classroom visits by the author, and an evening community event with the author at the Air Zoo on March 14, 2018.

UPDATE:
I am pleased to report that we have received notification from the Kalamazoo Community Foundation that the CommuniTeen Read Event has been awarded a $750 grant.

BUDGET AMENDMENT REQUEST:
It is recommended that the Library Board approve a budget amendment to increase the FY 2018 Budget Kalamazoo Community Foundation Grant Revenue line by $750 and increase the FY 2018 Restricted Youth Programming expense line by that same amount to allow for the CommuniTeen Read Author Visit and Speaking Engagement in 2018.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: February 21, 2018  
Subject: Budget Amendment to adjust the FY 2018 Budget for the Friends Donation to Fund "Wish List" Items for the Library.

BACKGROUND:  
The Friends of the Portage District Library continue to hold extremely successful book sales, and are seeing greater numbers of donated books all the time, so their treasury has grown. For this reason, Friends board members decided that some of that revenue should be passed on to the library and asked library staff to submit a “Wish List” to the Friends Board for funding consideration.

At the recent Friends’ Board meeting held on February 12, 2018, the library’s 2018 “Wish List”, developed by the Library Administrative Team and staff, was reviewed and voted on. Subsequently, the Friends presented the library with a check for $10,417.85 to cover the cost of the items shown on the list below. We are most grateful to the Friends for their generous gift that will enable the library to purchase important "Wish List" items that will benefit library users.

Since the 2018 Fiscal Year Budget is already in place, it is necessary to bring a budget amendment to the Library Board to adjust the budget for the Friends' $10,417.85 donation in order to use these funds for “Wish List” expenditures in this budget year.

RECOMMENDATION:
I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2018 Budget to increase designated expenditure lines by a total of $10,417.85 to fund "Wish List" items as shown below:

<table>
<thead>
<tr>
<th>“Wish List” Item Description</th>
<th>Amount</th>
<th>Expenditure Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Reality Units</td>
<td>$ 2,500.00</td>
<td>Non-Cap New Furnishings</td>
</tr>
<tr>
<td>3-D Printer</td>
<td>500.00</td>
<td>Non-Cap New Furnishings</td>
</tr>
<tr>
<td>Youth Services Furniture &amp; Outreach Supplies</td>
<td>2,417.85</td>
<td>Non-Cap New Furnishings</td>
</tr>
<tr>
<td>WWI Trail Walk Signage</td>
<td>5,000.00</td>
<td>Program-Heritage Room</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$ 10,417.85</td>
<td></td>
</tr>
</tbody>
</table>
Marketing Update

Recurring Monthly Projects:

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

· Our upcoming 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.

January Marketing Highlights:

· Designed and created marketing materials for special and new programs.

· Created 2018 master calendar for marketing and strategic planning projects.

· Conducted a communications preferences survey with our patrons to determine how best to inform them about library services and resources.

· Assisted our Friends of the Library group with graphics for their sign holders and created Facebook Events for their book sales.

· Finalized graphics for our upcoming CommuniTeen Event with the Portage Public Schools.

· Created graphics and marketing materials to support the launch of the “Winter Online Scavenger Hunt.”

· Marketed our Snapchat account by creating book marks and flyers to distribute in the library as well as cross promoting Snapchat on our other social media accounts.

January Social Media Highlights:

Facebook

26 New Page Likes | 89 Post Shares | 1,055 Post Likes | 211 Comments | 41,110 Total Reach

Twitter

2,360 Tweet Impressions | 123 Profile Visits | 2 Mentions | 6 New Followers
in 2003 and now holds both British and American citizenship. Elizabeth never got over this travel bug and her husband and two children. She earned a private pilot's license and has lived abroad for over 20 years, settling in Scotland in 2000 with England and Jamaica. Elizabeth Wein's childhood was shaped by five years spent in each other.

Meet the Author: Elizabeth Wein

by Elizabeth Wein

with the Author:

A Book Talk: Ready Player One

Learn How To Make: Paper Gift Bags

Love our Community

Personal Care Item Drive

Help us show love to our community by donating new and unopened personal care items! We will have a collection box in the lobby next to the checkout desk all throughout the month of February. Donations will be given to the Portage Community Center to be distributed within the Portage community.

Items Needed:

- Diapers (size 5, 6 and pull-ups), q-tips, body wash, hair conditioner, paper towel, incontinence supplies (adult briefs: all sizes but mostly medium and large), sanitary napkins, panty liners, laundry detergent, toothbrushes, toothpaste, floss, deodorant, shaving cream, and razors.

For more information visit the Portage Community Center Website at: http://www.portagecommunitycenter.org

Join Us For an Evening

A Book Talk: Ready Player One

With the Author:

A Book Talk: Ready Player One

Wednesday, March 28th | 6:30 PM

Weird Al Jank from the Glitch gaming lounge in Portage will talk about video games, from the 1980s and the Game of '86. He has traveled to Ready Player One reality! The panel discussion follows between an expert on Ready Player One and the audience. The first 50 people to attend the book discussion will become eligible to a signed drawing of the movie adaptation of the novel at Celebration Cinema Crossing on Saturday, March 31st at 4:00 PM.

Registration Required.

Learn How To Make: Paper Gift Bags

Thursday, April 19th | 4:00 PM

Tired of continually buying expensive gift bags? Come to this workshop to learn how to make your own. You will be able to personalize your own bag and take it home with you at the end of the program.

No registration required.

VOLUNT hva e 21+ ADULTING LIFE SKILLS SERIES

Must Be 21+ #Adulting Life Skills:

Basic Home Care and Maintenance

Must Be 21+ #Adulting Life Skills:

Basic Home Care and Maintenance

Monday, February 26th | 6:30 PM

Join Jean Burt from Portage Community Foundation as she shares how to care for your personal money and home maintenance needs with the expertise of a professional. Jean Burt will teach you how to repair and maintain tools using plumbing and household tools; safely work on a ladder, and fix minor leaky taps or sinks with simple tools to prevent wasting.

Registration Required.

Puzzle Palooza

Friday, January 26th | All Day Drop In Event

Drop in and celebrate International Puzzle Day (January 29th) with us! We'll have puzzles and games for the whole family to enjoy.

No registration required.

Agents of Kindness Launch Party

Friday, February 16th

Do you share the same vision, the heart, and the same agent skills to change the world? Come to the library on Friday, February 16th at 4:30 PM to talk to one woman. Bring an ice cream waffle and get your free mission as an agent of kindness. Open to children in kindergarten through 5th grade. Please register as we know how much ice cream to buy.

Registration Required.

WINTER ONLINE SCAVENGER HUNT

Join our Winter Online Scavenger Hunt!

February 1st - April 13th

This winter, we are running a scavenger hunt to help you get acquainted with our fantastic online resources and tools. Brighten up your gray days with books, movies, music, and more! You can do it from anywhere in the world.

Join our Winter Online Scavenger Hunt!

February 1st - April 13th

Registration Required.
Communication Preferences Survey Highlights

Which channels do you prefer to receive information about our programs, storytimes, services, and events? (Select all that apply)

Answered: 70  Skipped: 0

Comment highlights:

- Many patrons are happy with our current communication methods.
- A few patrons mentioned the desire for emails that are more targeted towards individual preferences in programming type.
- Many patrons suggested new events they would like to see offered at PDL.
- Patrons would like to know more about new books based on a preferred genre.
- Some patrons mentioned wanting to know more about the unique services we offer like the telescopes, discovery kits, hotspots, etc.
## Library Statistical Report - January 2018

### Circulation/Collections

<table>
<thead>
<tr>
<th></th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jan-18</td>
<td>Jan-17</td>
</tr>
<tr>
<td><strong>Total Library Circulation</strong></td>
<td>70,249</td>
<td>75,245</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>18,059</td>
<td>17,972</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>7,942</td>
<td>8,648</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>23,296</td>
<td>24,418</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,755</td>
<td>4,262</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>4,141</td>
<td>4,674</td>
</tr>
<tr>
<td>E-Material</td>
<td>10,571</td>
<td>12,439</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>1,217</td>
<td>1,309</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>1,268</td>
<td>1,523</td>
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</table>

### Self-Checkout Percentage

<table>
<thead>
<tr>
<th></th>
<th>Jan-18</th>
<th>Jan-17</th>
<th>CHANGE</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Library Collection</strong></td>
<td>199,431</td>
<td>206,312</td>
<td>-3.34%</td>
<td>199,431</td>
<td>206,312</td>
<td>-3.34%</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>92,729</td>
<td>96,305</td>
<td>-3.71%</td>
<td>92,729</td>
<td>96,305</td>
<td>-3.71%</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>17,701</td>
<td>18,042</td>
<td>-1.89%</td>
<td>17,701</td>
<td>18,042</td>
<td>-1.89%</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>73,425</td>
<td>74,463</td>
<td>-1.39%</td>
<td>73,425</td>
<td>74,463</td>
<td>-1.39%</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>11,023</td>
<td>12,874</td>
<td>-14.38%</td>
<td>11,023</td>
<td>12,874</td>
<td>-14.38%</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>4,553</td>
<td>4,628</td>
<td>-1.62%</td>
<td>4,553</td>
<td>4,628</td>
<td>-1.62%</td>
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</tbody>
</table>

### Net Acquisitions

<table>
<thead>
<tr>
<th></th>
<th>Jan-18</th>
<th>Jan-17</th>
<th>CHANGE</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total In-House Usage</strong></td>
<td>(987)</td>
<td>118</td>
<td>-936.44%</td>
<td>(987)</td>
<td>118</td>
<td>-936.44%</td>
</tr>
<tr>
<td>Purchased - Books</td>
<td>1,287</td>
<td>1,285</td>
<td>0.16%</td>
<td>1,287</td>
<td>1,285</td>
<td>0.16%</td>
</tr>
<tr>
<td>Purchased - A/V</td>
<td>332</td>
<td>501</td>
<td>-33.73%</td>
<td>332</td>
<td>501</td>
<td>-33.73%</td>
</tr>
<tr>
<td>Donated - Books</td>
<td>2</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>2</td>
<td>0.00%</td>
</tr>
<tr>
<td>Donated - A/V</td>
<td>3</td>
<td>3</td>
<td>0.00%</td>
<td>3</td>
<td>3</td>
<td>0.00%</td>
</tr>
<tr>
<td>Material Discarded</td>
<td>(2,611)</td>
<td>(1,673)</td>
<td>56.07%</td>
<td>(2,611)</td>
<td>(1,673)</td>
<td>56.07%</td>
</tr>
</tbody>
</table>

### Total Patrons

<table>
<thead>
<tr>
<th></th>
<th>Jan-18</th>
<th>Jan-17</th>
<th>CHANGE</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Patrons</strong></td>
<td>40,254</td>
<td>51,734</td>
<td>-22.19%</td>
<td>40,254</td>
<td>51,734</td>
<td>-22.19%</td>
</tr>
<tr>
<td>Adult</td>
<td>26,212</td>
<td>35,875</td>
<td>-26.94%</td>
<td>26,212</td>
<td>35,875</td>
<td>-26.94%</td>
</tr>
<tr>
<td>Youth</td>
<td>6,737</td>
<td>8,197</td>
<td>-17.81%</td>
<td>6,737</td>
<td>8,197</td>
<td>-17.81%</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>372</td>
<td>357</td>
<td>4.20%</td>
<td>372</td>
<td>357</td>
<td>4.20%</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>6,038</td>
<td>6,237</td>
<td>-3.19%</td>
<td>6,038</td>
<td>6,237</td>
<td>-3.19%</td>
</tr>
<tr>
<td>Internet User</td>
<td>828</td>
<td>987</td>
<td>-16.11%</td>
<td>828</td>
<td>987</td>
<td>-16.11%</td>
</tr>
<tr>
<td>Professional</td>
<td>67</td>
<td>81</td>
<td>-17.28%</td>
<td>67</td>
<td>81</td>
<td>-17.28%</td>
</tr>
</tbody>
</table>

### Net Patrons

<table>
<thead>
<tr>
<th></th>
<th>Jan-18</th>
<th>Jan-17</th>
<th>CHANGE</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Patrons</strong></td>
<td>42</td>
<td>199</td>
<td>-78.89%</td>
<td>42</td>
<td>199</td>
<td>-78.89%</td>
</tr>
<tr>
<td>Adult</td>
<td>164</td>
<td>138</td>
<td>18.84%</td>
<td>164</td>
<td>138</td>
<td>18.84%</td>
</tr>
<tr>
<td>Youth</td>
<td>57</td>
<td>70</td>
<td>-18.57%</td>
<td>57</td>
<td>70</td>
<td>-18.57%</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>2</td>
<td>3</td>
<td>-33.33%</td>
<td>2</td>
<td>3</td>
<td>-33.33%</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>48</td>
<td>46</td>
<td>4.35%</td>
<td>48</td>
<td>46</td>
<td>4.35%</td>
</tr>
<tr>
<td>Internet User</td>
<td>64</td>
<td>79</td>
<td>-18.99%</td>
<td>64</td>
<td>79</td>
<td>-18.99%</td>
</tr>
<tr>
<td>Professional</td>
<td>1</td>
<td>1</td>
<td>100.00%</td>
<td>1</td>
<td>1</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

### Patrons Removed

<table>
<thead>
<tr>
<th></th>
<th>Jan-18</th>
<th>Jan-17</th>
<th>CHANGE</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patrons Removed</strong></td>
<td>(294)</td>
<td>(138)</td>
<td>100.00%</td>
<td>(294)</td>
<td>(138)</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
TO: Portage District Library Board  
FROM: Christy Klien, Library Director  
DATE: February 20, 2018  
SUBJECT: Library Statistical Report - January 2018

<table>
<thead>
<tr>
<th>Library Building Usage</th>
<th>Jan-18</th>
<th>Jan-17</th>
<th>CHANGE</th>
<th>YTD Statistics</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Meeting Room Usage</td>
<td>156</td>
<td>160</td>
<td>-2.50%</td>
<td>156</td>
<td>160</td>
<td>-2.50%</td>
<td></td>
</tr>
<tr>
<td>Internal/Collaboration</td>
<td>85</td>
<td>88</td>
<td>-3.41%</td>
<td>85</td>
<td>88</td>
<td>-3.41%</td>
<td></td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>71</td>
<td>72</td>
<td>-1.39%</td>
<td>71</td>
<td>72</td>
<td>-1.39%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Program Audience</strong></td>
<td>1,405</td>
<td>1,950</td>
<td>-27.95%</td>
<td>1,405</td>
<td>1,950</td>
<td>-27.95%</td>
<td></td>
</tr>
<tr>
<td>Adult</td>
<td>208</td>
<td>253</td>
<td>-17.79%</td>
<td>208</td>
<td>253</td>
<td>-17.79%</td>
<td></td>
</tr>
<tr>
<td>Youth</td>
<td>989</td>
<td>1,610</td>
<td>-38.57%</td>
<td>989</td>
<td>1,610</td>
<td>-38.57%</td>
<td></td>
</tr>
<tr>
<td>Heritage Room</td>
<td>208</td>
<td>87</td>
<td>139.08%</td>
<td>208</td>
<td>87</td>
<td>139.08%</td>
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<tr>
<td><strong>Total Number of Programs</strong></td>
<td>47</td>
<td>45</td>
<td>4.44%</td>
<td>47</td>
<td>45</td>
<td>4.44%</td>
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<tr>
<td>Adult</td>
<td>15</td>
<td>13</td>
<td>15.38%</td>
<td>15</td>
<td>13</td>
<td>15.38%</td>
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<tr>
<td>Youth</td>
<td>29</td>
<td>31</td>
<td>-6.45%</td>
<td>29</td>
<td>31</td>
<td>-6.45%</td>
<td></td>
</tr>
<tr>
<td>Heritage Room</td>
<td>3</td>
<td>1</td>
<td>200.00%</td>
<td>3</td>
<td>1</td>
<td>200.00%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Volunteer Hours</strong></td>
<td>398</td>
<td>445</td>
<td>-10.56%</td>
<td>398</td>
<td>445</td>
<td>-10.56%</td>
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<tr>
<td>Adult</td>
<td>137</td>
<td>99</td>
<td>38.38%</td>
<td>137</td>
<td>99</td>
<td>38.38%</td>
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<tr>
<td>Youth</td>
<td>54</td>
<td>100</td>
<td>-46.00%</td>
<td>54</td>
<td>100</td>
<td>-46.00%</td>
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</tr>
<tr>
<td>Technical</td>
<td>66</td>
<td>86</td>
<td>-23.26%</td>
<td>66</td>
<td>86</td>
<td>-23.26%</td>
<td></td>
</tr>
<tr>
<td>Circulation</td>
<td>109</td>
<td>130</td>
<td>-16.15%</td>
<td>109</td>
<td>130</td>
<td>-16.15%</td>
<td></td>
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<tr>
<td>Administration</td>
<td>19</td>
<td>25</td>
<td>-24.00%</td>
<td>19</td>
<td>25</td>
<td>-24.00%</td>
<td></td>
</tr>
<tr>
<td>Community Service</td>
<td>13</td>
<td>5</td>
<td>100.00%</td>
<td>13</td>
<td>5</td>
<td>100.00%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Front Door Traffic</strong></td>
<td>54,324</td>
<td>57,912</td>
<td>-6.20%</td>
<td>54,324</td>
<td>57,912</td>
<td>-6.20%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Youth Services Traffic</strong></td>
<td>32,787</td>
<td>34,656</td>
<td>-5.39%</td>
<td>32,787</td>
<td>34,656</td>
<td>-5.39%</td>
<td></td>
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<tr>
<td><strong>Total Business Center Traffic</strong></td>
<td>3,109</td>
<td>3,220</td>
<td>-3.45%</td>
<td>3,109</td>
<td>3,220</td>
<td>-3.45%</td>
<td></td>
</tr>
</tbody>
</table>

**Information Access/Reference/Research**

| Total Reference Transactions | 9,312 | 10,099 | -7.79% | 9,312 | 10,099 | -7.79% |
| Adult Phone | 448 | 478 | -6.28% | 448 | 478 | -6.28% |
| Adult Ready Reference | 2,781 | 2,978 | -6.62% | 2,781 | 2,978 | -6.62% |
| Adult Reference | 261 | 231 | 12.99% | 261 | 231 | 12.99% |
| Youth Phone | 118 | 141 | -16.31% | 118 | 141 | -16.31% |
| Youth Ready Reference | 3,195 | 3,667 | -12.87% | 3,195 | 3,667 | -12.87% |
| Youth Reference | 513 | 469 | 9.38% | 513 | 469 | 9.38% |
| HR Phone | 20 | 19 | 5.26% | 20 | 19 | 5.26% |
| HR Ready Reference | 351 | 342 | 2.63% | 351 | 342 | 2.63% |
| HR Reference | 25 | 17 | 47.06% | 25 | 17 | 47.06% |
| Circ Phone | 649 | 702 | -7.55% | 649 | 702 | -7.55% |
| Circ Ready Reference | 593 | 765 | -22.48% | 593 | 765 | -22.48% |
| Circ Reference | 358 | 290 | 23.45% | 358 | 290 | 23.45% |
| **Total Edutainment LAN Use** | 466 | 470 | -0.85% | 466 | 470 | -0.85% |
| **Total Internet Computer Use** | 2,752 | 2,939 | -6.36% | 2,752 | 2,939 | -6.36% |
| Youth Computers | 158 | 231 | -31.60% | 158 | 231 | -31.60% |
| Adult Computers | 2,510 | 2,581 | -2.75% | 2,510 | 2,581 | -2.75% |
| Laptop Computer Circulated | 84 | 127 | -33.86% | 84 | 127 | -33.86% |
| **Total Electronic Transactions** | 48,094 | 49,203 | -2.25% | 48,094 | 49,203 | -2.25% |
| WebSite Hits | 33,536 | 35,762 | -6.22% | 33,536 | 35,762 | -6.22% |
| WebCatalog Sessions | 10,656 | 9,285 | 14.77% | 10,656 | 9,285 | 14.77% |
| Licensed Database Hits | 3,902 | 4,156 | -6.11% | 3,902 | 4,156 | -6.11% |

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

Christy Klien, Library Director
Net Neutrality Fight is Far From Over

The FCC voted to gut the net neutrality protections that limit the power of Internet Service Providers - like Verizon and Comcast - to slow websites, block mobile apps, or in any way control the information we access. This 3-2 vote to roll back strong, enforceable net neutrality protections was made amid widespread protests, millions of public comments and overwhelming opposition from across the political spectrum.

Modern libraries rely on the internet to collect, create and disseminate essential online information and services to the public. Strong, enforceable net neutrality rules, like the ones Chairman Pai just rushed to dismantle, are critical to keeping the internet working the way it does now.

The Congressional Review Act gives Congress the ability and authority to nullify the FCC's actions. Congress can and should vote to restore net neutrality and protect the free and open internet. Contact your members of Congress today and ask them to use a Resolution of Disapproval under the Congressional Review Act (CRA) to overturn the FCC's disturbing rulemaking.

Go to the page now and tell Congress to Restore Net Neutrality

Library Protection for Narcan Use

MLA is working with the Library of Michigan and Michigan Department of Education to help craft legislation that would give libraries protection in the event of Narcan distribution. The proposed language would 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.

Candidate Questionnaires

In the upcoming months MLA will be providing questionnaires to candidates for state office. We will be looking for their views on libraries, education and other important topics. Consider holding a candidate forum in your library. Be sure to invite everyone running for the office to ensure impartiality. Watch for more information on this topic in future updates.
Monthly library board linkage has been included in the past as a list of upcoming events. This linkage information is provided to highlight a few programs that will occur before the next month’s board meeting. We welcome you to attend any library event as a trustee and representative of the library as it is an excellent opportunity to observe what is happening on a daily basis and to speak to patrons about their experiences. If you choose to attend a program as a trustee, we ask that you let Quyen or myself know in advance so that we can make the staff presenter aware and that you wear your Portage District Library Trustee name badge. Thank you.

**LINKAGE OPPORTUNITIES for January & February 2017:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/2</td>
<td>10:00 AM</td>
<td>Seussabrate Seuss – Family Program</td>
</tr>
<tr>
<td>3/9</td>
<td>1:00 PM</td>
<td>Family Fun: Just Move</td>
</tr>
<tr>
<td>3/11</td>
<td>2:00 PM</td>
<td>Portage Public Schools Art Receptions</td>
</tr>
<tr>
<td>3/14</td>
<td>6:00 PM</td>
<td>CommuniTEEN Read: An evening with the Author Elizabeth Wein at the Air Zoo</td>
</tr>
<tr>
<td>3/16</td>
<td>9:30 AM</td>
<td>Singalong Storytime from Crescendo Music</td>
</tr>
<tr>
<td>3/19</td>
<td>6:15 PM</td>
<td>Kalamazoo Valley Genealogical Society</td>
</tr>
<tr>
<td>3/20</td>
<td>10:30 AM</td>
<td>Open for Discussion (Evicted by Matthew Desmond, Kalamazoo Community Read)</td>
</tr>
<tr>
<td>3/22</td>
<td>7:00 PM</td>
<td>A Book Talk: Ready Player One</td>
</tr>
</tbody>
</table>
Portage District Library is seeking a grant to fund discovery, experience, and interpretation-encouraging events in April of 2018 in conjunction with the Great Michigan Read program. The Library hopes to host Dr. Michelle Johnson, a noted historian, community figure, and author of this year’s Great Michigan Read X: a Novel. Other events have been planned around this initiative including related movie screenings, book discussions, displays, collaborations with other organizations, and a community art piece.

Adult Services Librarian Katharyn Jones has completed the application for a grant to the Michigan Humanities Council in the amount of $500 for funding for these initiatives. An update will be provided when a decision is made by the granting agency.

This will be a topic on the Consent Agenda for the February 26, 2018 board meeting.
# LIBRARY BOARD 2018 ROSTER
Revised: February 26, 2018

<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
<th>CONTACT NUMBER</th>
<th>TERM EXPIRES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michele Behr</td>
<td>6526 Robinswood Street Portage, MI 49024</td>
<td>(269) 365-0094 (Home #)</td>
<td>December 31, 2020</td>
</tr>
<tr>
<td>Library Board Chair &amp;</td>
<td></td>
<td>(269) 365-5387 (Cell #)</td>
<td></td>
</tr>
<tr>
<td>Personnel Committee Member</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:mdbehr@yahoo.com">mdbehr@yahoo.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Martha Pacheco</td>
<td>8086 South 10th Street Kalamazoo, MI 49009</td>
<td>(269) 352-8003 (Cell #)</td>
<td>December 31, 2018</td>
</tr>
<tr>
<td>Co-Liaison to Friends</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:pachmeb@hotmail.com">pachmeb@hotmail.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alisha Siebers</td>
<td>656 Aldersgate Drive Portage, Michigan 49024</td>
<td>(269) 329-2848 (Home #)</td>
<td>December 31, 2018</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(269) 370-5006 (Cell #)</td>
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<tr>
<td>Cara Terry</td>
<td>9895 Fort Myers Parkway Portage, MI 49002</td>
<td>(269) 598-8878 (Home #)</td>
<td>December 31, 2020</td>
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<tr>
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<td></td>
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<tr>
<td>E-mail: <a href="mailto:cara730@charter.net">cara730@charter.net</a></td>
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</tr>
<tr>
<td>Donna Vander Vries</td>
<td>7160 Venice Drive Portage, MI 49024</td>
<td>(616) 802-0044 (Cell #1)</td>
<td>December 31, 2018</td>
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<tr>
<td>Personnel Committee Member</td>
<td></td>
<td>(231) 750-6750 (Cell #2)</td>
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<tr>
<td>E-mail: <a href="mailto:osulawyer@hotmail.com">osulawyer@hotmail.com</a></td>
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</tr>
<tr>
<td>Ted Vliek</td>
<td>1551 Palmetto Dr. Apt 6 Portage, MI 49002</td>
<td>(269) 324-0031 (Home #)</td>
<td>December 31, 2020</td>
</tr>
<tr>
<td>Personnel Committee Member</td>
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<tr>
<td>E-mail: <a href="mailto:tvliek@gmail.com">tvliek@gmail.com</a></td>
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<tr>
<td>Tom Welsh</td>
<td>2380 Tangle Oak Court Portage, MI 49024</td>
<td>(269) 365-0726 (Home #)</td>
<td>December 31, 2020</td>
</tr>
<tr>
<td>Library Board Vice Chair</td>
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<td>(269) 491-0768 (Cell #)</td>
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<tr>
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<tr>
<td>Christy Klien</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>(Library Director)</td>
<td></td>
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<tr>
<td>(269) 585-8721 (Office #)</td>
<td></td>
<td></td>
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<tr>
<td>(269) 216-1953 (Cell #)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(269) 324-9222 (Fax #)</td>
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<tr>
<td>E-mail: <a href="mailto:cklein@portagelibrary.info">cklein@portagelibrary.info</a></td>
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<tr>
<td>Quyen Edwards</td>
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<tr>
<td>(Assistant to the Director &amp; Library Board Secretary)</td>
<td></td>
<td></td>
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<tr>
<td>(269) 585-8701 (Office #)</td>
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<td>(269) 455-9004 (Cell #)</td>
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</tr>
</tbody>
</table>
Article I  **Incorporation and Name:**
The Portage District Library was formed under the Michigan District Library Establishment Act, May 22, 1989 PA 24 (MCL 397.171, et seq.) (the “Act”), through an agreement entered into on January 27, 1998, by and between the School District of the City of Portage, the County of Kalamazoo Michigan, and the City of Portage to provide library services to their combined populations. The Library of Michigan formally approved the agreement to form the Portage District Library and officially recognized the Portage District Library as a legally established district library on March 22, 1998 and approved an amendment to the agreement on June 1, 1998. The address of the main office is as follows:

Portage District Library  
300 Library Lane  
Portage, Michigan  49002

Article II  **Membership:**
In accordance with the provisions of the Portage District Library agreement, the Portage District Library shall consist of seven members who shall be elected by the electors of the District Library at the regularly scheduled school elections in the month of November in even-numbered years. Terms are for four years and commence on the January 1st following the November election. Members are elected on a rotating basis with four members elected to four year terms at one school election and three members elected to four year terms at the succeeding school election.

Before assuming the office of Library Board Member, each person elected shall take the oath of office prescribed for public officers by the Constitution and shall file the oath with the staff Board Secretary.

The expectation is that no elected board member shall be unexcused for more than (1) meeting per fiscal year.

The office of a Library Board member becomes vacant when the incumbent dies, resigns, is convicted of a felony, is removed from office by the governor pursuant to Section 10, Article V of the State Constitution of 1963, or ceases to be a resident of the district. In the event that a Library Board member cannot fulfill the length of his term, the Portage District Library Board shall appoint a replacement who will be a qualified elector of a participating municipality. The appointed Library Board member’s term will come up for election at the next Portage District Library Board election and shall be for the length of the remaining term.

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, for a term of one year commencing at the first board meeting in January.
The Library Board Chairperson may appoint a board member as official Secretary when needed, such as to take minutes for a closed session. The staff Library Board Secretary shall record minutes at meetings, maintain official Library Board files and records and produce Library Board correspondence as required. The staff Library Board Secretary shall, in collaboration with the Chairperson and Library Director, prepare the agenda. The agenda-planning meeting shall be two weeks prior to the Library Board meeting. It is the responsibility of the staff Board Secretary to provide the Library Board with the agenda and supporting materials 96 hours (4 days) prior to the Library Board meeting.

In the event an office becomes vacant, the office shall be filled by a Library Board election at the next regular meeting. However, in the case of the Chairperson the current Vice-Chairperson shall fill the vacancy and a new Vice-Chairperson shall be elected.

Article IV  
Meetings
The Library Board shall meet at times and dates approved by the Library Board at the December Library Board meeting. Special meetings may be called by the Chairperson, or upon written request of two members, for the transaction of business as stated in the call. Written notice stating the time and the place of any special meeting and the purpose for which it is called shall be given each member of the Library Board 18 hours in advance, and posted for the public in accordance with the Michigan Open Meetings Act.

The meeting will commence as soon after the hour of the meeting as there shall be a quorum present. In the absence of the Chairperson, the Vice-Chairperson shall call the meeting to order. If neither the Chairperson nor the Vice-Chairperson is present, then board members may elect a temporary Chair for the limited purpose of moderating the meeting.

A quorum for the transaction of business shall consist of a simple majority. Members of the Library Board who are unable to attend a meeting will notify the staff Board Secretary (24) hours prior to the meeting. In the absence of a quorum the Library Board shall meet as a committee of the whole, however no binding decisions may be made.

Roberts Rules of Order, the latest revised edition, shall govern the parliamentary procedure of the Library Board.

Sufficient time will be provided at the beginning of the meeting for any person, not a member of the Library Board, to address the Library Board on any matter within the scope of the provision of District Library Law.
Article V  Committees  
The Chairperson of the Library Board may nominate members to special committees, with Library Board approval, as the need arises.

The Personnel Committee will consist of the Chairperson of the Library Board and two members of the Library Board nominated by the Chairperson and elected by the full Library Board at the next regular board meeting. The purpose of the Personnel Committee is to conduct the annual evaluation of the Library Director.

Article VI  Powers and Duties of the Library Board  
The powers and duties of the Portage District Library Board are set forth in the District Library Law, PA 24 (MCL 397.171, et seq.) (the “Act”), and include the following:

Section 1: The Library Board may exercise any and all of the powers granted to it in the Act. The Library Board may delegate such powers to the Officers of the Library Board and/or the Library Director, as it deems necessary.

Section 2: The fiscal year of the Portage District Library shall be the annual period commencing January 1st and ending December 31st.

Section 3: The Library Board shall adopt and publish an annual operating budget in accordance with the Uniform Budgeting and Accounting Act, being Act No. 2 of the Public Laws of Michigan of 1968, as amended (“UBAA”).

Section 4: The Library Board shall have exclusive control of the budget of the Portage District Library except as provided by delegation to the Library Director in accordance with the Uniform Budgeting and Accounting Act.

Section 5: The Library Board shall adopt Policies, Rules and Regulations for the operations of the library, not inconsistent with law or with these by-laws.

Article VII  Conflict of Interest  
Members of the Library Board shall disclose any conflict of interest in accordance with legal requirements. (Current conflict of interest statute, MCLA 15.323, states that 7 days is required.) Conflict of Interest statements will be completed and signed annually by Library Board members at January board meeting.

Article VIII  Amendments  
These bylaws may be amended at any regular meeting of the Library Board with a quorum present by a majority vote of the members present providing the amendment was stated in the call for the meeting and that it is done in accordance with legal requirements.

NOTE: These by-laws were adopted by the Portage District Library Board at its regular meeting on December 14, 2000, and last revised and reviewed and approved on February 27, 2017. All prior bylaws are hereby repealed.
Portage District Library Board Members Martha Pacheco and Cara Terry are the Board Co-Liaisons to the Friends of the Library in 2018, and as such, one of them will attend Friends’ board meetings and share information about Friends’ activities.

There will be an item on the agenda for any Library Board meeting that immediately follows a Friends book sale or board meeting. Since the Friends had a book sale on February 2-3, 2018 and their February board meeting on February 12th, there will be an item on the agenda for the February 26, 2018 Library Board meeting so that one of them can give a report.
At the February 2018 Board Meeting, Marketing Manager Colin Whitehurst will give a presentation on the Library's 2018 Marketing Plan. His presentation will outline the many activities and projects that will be undertaken at the Portage District Library in 2018 to fulfill the Library's four end statements, and to achieve the goals of the strategic plan.
If the Library Director resigns or is terminated, the Portage District Library has a *Library Director Succession/Replacement Plan* that was established in 2004. It differs from the *Emergency Library Director Succession Plan* because it pertains to the permanent replacement of the Library Director. In actuality, it would be the process that the Library Board would need to follow in the event the Library Director had to be replaced, and it would require board member involvement and decision-making to a much greater extent than the emergency succession plan.

The Library Director Succession/Replacement Plan is multi-layered and entails several progressive steps that would need to be taken to replace the Library Director permanently. It would, of course, be subject to any changes and modifications that the Library Board might wish to make, depending on the circumstances of the Library Director’s departure. Specifically, the Library Board may or may not choose to have the incumbent Library Director involved directly in the search and replacement process, and the choice of Interim Library Director would be entirely up to the Library Board.

The plan has not been officially updated since 2004, and in preparing for this year’s Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession I updated the document to be current with our staffing structure. I am providing this document for the Board’s review and to make board members aware of the succession plan.
If the Library Director departs from his/her position through resignation, retirement or removal, or is deemed incapable of carrying out his/her responsibilities for any reason - other than an emergency situation - the following Succession/Replacement Plan would be implemented immediately by the Library Board:

1. The normal operations of the library would continue under the guidance of the Library Board and with the leadership of the Library Administrative Team in their respective areas of responsibility, as outlined on the attached organizational chart and as shown below.

   a. Assistant to the Director
   b. Business Manager
   c. Circulation Supervisor
   d. Head of Adult Services
   e. Head of Youth Services
   f. Marketing Manager
   g. Systems Administrator

2. The library would continue to operate under the provisions of the District Library Law, any mandates from the Library of Michigan, and would stay in compliance with all Michigan laws and City of Portage ordinances.

3. The Library Board would meet with the departing Library Director (if appropriate) and Business Manager to discuss procedures to be followed for the public announcement of the Library Director’s departure and the appointment of an Interim Library Director from the Administrative Team (either the Head of Adult Services or Head of Youth Services). The Library Board Chair would contact the library’s attorney about a contract for the Interim Library Director that would define the duration of the temporary appointment and appropriate compensation.

4. The Library Board, the departing Library Director (if appropriate) and the Administrative Team would meet in special session to discuss the process to be followed by the Library Director’s succession/replacement. A timeframe would be developed, and specific responsibilities during the interim administration would be identified. A schedule for regular progress meetings with the Library Board Chair would also be established.

5. The Library Board and the departing Library Director (if appropriate) and the Library Marketing Manager would put together and issue a news release to the media about the impending departure of the Library Director and would contact the following individuals and institutions to inform them of the administrative change taking place at the library:

   a. Library Attorney
   b. City of Portage (Manager)
   c. Kalamazoo County Clerk
   d. Library of Michigan (State Librarian)
   e. Media
   f. Michigan Library Association
   g. Portage Public Schools (Superintendent)
   h. SMLC Members (Directors)

6. The Library Board and departing Library Director (if appropriate) and the Interim Library Director would work together to identify a list of “priority action items” that would need to be
addressed at the library during the interim administration and would determine how to allocate resources best to preserve the library’s culture and maintain momentum.

7. The departing Library Director (if appropriate), the Interim Library Director and the Administrative Team would develop a “transfer of knowledge” plan. The plan would include accounting information, administrative procedures, bank information, Board policies, budget documents, circulation procedures, current contracts, emergency procedures, facilities checklists, institutional benchmarks and standards, legal requirements, security codes and any other important information. This information would later be conveyed to a replacement Library Director.

8. The Library Board Personnel Committee would work with the departing Library Director (if appropriate) and the Business Manager to review and update the Library Director’s job description and prepare a job posting advertisement.

9. The Library Board Personnel Committee or an appointed Search Committee would investigate and then recommend a search process to be followed to replace the Library Director, and the Library Board would vote to accept it. The following decisions would need to be made by the Library Board:

   a. Selection criteria to be used in the search process (requirements for Library Director position)
   b. The scope of the search (national search?)
   c. Method of searching (engage an outside search firm?)
   d. External involvement (community input in the selection process?)
   e. Internal involvement (staff and peer input into selection process?)
   f. Budgetary implications (acceptable cost for search process?)
   g. The timetable for replacing Library Director (6 to 9 months?)
   h. Who will evaluate the first-round candidates? (Search firm and Library Board?)
   i. Who will interview final candidates? (Search firm, Library Board, Community in Meet the Candidates open session?)
   j. Compensation package to be offered to the successful candidate? (Library Board Personnel Committee and labor attorney)

10. Once interviews have taken place and a final decision has been made by the Library Board a formal job offer with a compensation package is extended to the candidate.

11. After the offer has been accepted, a public announcement of the selection of the new Library Director will be made by the Library Board with the assistance of the Library’s Marketing Manager and the Assistant to the Director.

12. The Library Board and the Administrative Team would jointly plan a community event to welcome the newly hired Library Director.

13. The Library Board and new Library Director would meet to decide on initial first steps to be taken and future direction for the library.

14. The new Library Director would begin administration of the library.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 19, 2018
Subject: Allocation of FY 2017 Gifts and Donations Revenue

BACKGROUND:
It has been our usual practice to ask the Library Board to consider endorsing the expenditure of a certain amount of gifts and donations revenue that had been received in the previous fiscal year. These monies come to the library as unsolicited and unrestricted donations for discretionary use for library purposes.

In the past, gifts and donation funds have been used to bolster purchases of library materials or to acquire needed equipment or furnishings, or to supplement adult and youth programming budgets. Year by year, we have identified targeted needs and allocated gifts and donations revenue accordingly.

A review of donations received by the library in FY 2017 has determined that there is $79,367.45 in gifts and donation funds available for allocation in FY 2018.

RECOMMENDATION for USE of FY 2017 GIFTS & DONATIONS REVENUE:
We recommend that a portion of the $79,367.45 received in 2017 be allocated (per donor request) as follows: $250.00 to Adult Services; $350.00 to the Heritage Room; $100.00 to the Business collection for business library subscriptions; and $350.00 to Youth Services for programming and collections. The balance of $78,317.45 that was not restricted by donor request will be evaluated by staff and a recommendation for its use will be brought to the Library Board at a future time.
Portage District Library

Donations Report for Funds Received in Fiscal Year 2017
February 2018

### DONATIONS RECEIVED in 2017

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>9,810.00</td>
</tr>
<tr>
<td>Support for Programming</td>
<td>15,080.72</td>
</tr>
<tr>
<td>Restricted Materials</td>
<td>800.00</td>
</tr>
<tr>
<td>Memorials</td>
<td>1,100.00</td>
</tr>
<tr>
<td>Unrestricted</td>
<td>77,217.45</td>
</tr>
<tr>
<td><strong>TOTAL: (without in-kind donations included)</strong></td>
<td><strong>$104,008.17</strong></td>
</tr>
</tbody>
</table>

In Kind Gifts: *(estimated value of donated items - not money)*

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind Gifts</td>
<td>5,926.86</td>
</tr>
<tr>
<td><strong>TOTAL: (with &quot;In Kind&quot; Donations Included @ Estimated Value)</strong></td>
<td><strong>$109,935.03</strong></td>
</tr>
</tbody>
</table>

### DONATIONS RECEIVED in 2017 – (Previously Allocated)

*Note: The following designated donations were previously allocated through Budget Amendments approved by the Library Board during 2017.*

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friends’ Donation for 2017 Summer Reading</td>
<td>11,500.00</td>
</tr>
<tr>
<td>Grants &amp; Donations for Adult Programming in 2017</td>
<td>2,930.72</td>
</tr>
<tr>
<td>Grants &amp; Donations for Youth Programming in 2017</td>
<td>5,900.00</td>
</tr>
<tr>
<td>Friend’s Donation for Youth Programming</td>
<td>2,000.00</td>
</tr>
<tr>
<td>Donation for Harwood Training</td>
<td>1,110.00</td>
</tr>
<tr>
<td>Grants &amp; Donations for Youth Programming in 2018</td>
<td>1,200.00</td>
</tr>
<tr>
<td><strong>TOTAL: (donations designated for specific purposes)</strong></td>
<td><strong>$24,640.72</strong></td>
</tr>
</tbody>
</table>

### TOTAL DONATIONS to be ALLOCATED in FISCAL YEAR 2018

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Donations <em>(without &quot;In-Kind&quot; donations)</em></td>
<td>$104,008.17</td>
</tr>
<tr>
<td>Less Donations <em>(previously allocated in 2017 &amp; 2018)</em></td>
<td><strong>$24,640.72</strong></td>
</tr>
<tr>
<td>Donations from 2017 to be Allocated: <em>(Per Donors’ Request):</em></td>
<td><strong>$79,367.45</strong></td>
</tr>
<tr>
<td>Adult Services</td>
<td>250.00</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>350.00</td>
</tr>
<tr>
<td>Business Services</td>
<td>100.00</td>
</tr>
<tr>
<td>Youth</td>
<td>350.00</td>
</tr>
<tr>
<td>Unrestricted</td>
<td>78,317.45</td>
</tr>
<tr>
<td><strong>TOTAL Donations from 2017 to be Allocated:</strong></td>
<td><strong>$79,367.45</strong></td>
</tr>
</tbody>
</table>
In order to protect the Library Board from sudden loss of the Library Director’s services, the Library Director will identify two other public service professionals familiar with Library Board and Library Director issues and processes who would be able to successfully substitute during the Library Director’s absence on an emergency temporary or long-term basis. Accordingly, the Library Director shall not:

**POLICY ITEM #1:** Fail to have a plan in place for emergency Library Director succession, (temporary) which would utilize internal library public service professionals.

<table>
<thead>
<tr>
<th>Director’s Response to Item #1:</th>
<th>EMERGENCY (TEMPORARY) SUCCESSION (Short-Term absence up to 6 weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the event that the Library Director must be absent from the Portage District Library on an emergency (temporary) basis for a period of more than (3) days and not exceeding (6) weeks, then the succession plan is as follows:</td>
<td></td>
</tr>
<tr>
<td>A. Either the Head of Adult Services or the Head of Youth Services will be designated as a substitute for the Library Director during his/her emergency (temporary) absence from the library, with the support of the Library Administrative Team.</td>
<td></td>
</tr>
<tr>
<td>B. The Library Director will notify the Library Board Chair in advance (if possible) about the need for an emergency (temporary) absence and the expected duration of the short-term leave.</td>
<td></td>
</tr>
<tr>
<td>C. While substituting for the Library Director during his/her short-term absence, the Emergency (Temporary) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or any board action needed.</td>
<td></td>
</tr>
<tr>
<td>D. The Library Business Manager will oversee all financial transactions, during the Library Director’s short-term absence.</td>
<td></td>
</tr>
<tr>
<td>E. During the Library Director’s short-term absence, the Emergency (Temporary) Successor will act on behalf of the Library Director in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings.</td>
<td></td>
</tr>
<tr>
<td>F. During the Library Director’s short-term absence, any personnel issues that may arise will be handled jointly by the Emergency (Temporary) Successor and the Library Business Manager.</td>
<td></td>
</tr>
<tr>
<td>G. During the Library Director’s short-term absence, the Emergency (Temporary) Successor will comply with all Executive Limitations Policies and will consult with the Library Board Chair as necessary.</td>
<td></td>
</tr>
<tr>
<td>H. The Emergency (Temporary) Successor’s substitution assignment will end when the Library Director returns from his/her short-term absence, or by a Library Board directive.</td>
<td></td>
</tr>
</tbody>
</table>

**POLICY ITEM #2:** Cause a “conflict of interest” by designating the Library Business Manager as an emergency successor.

| Director’s Response to Item #2 | The Library Business Manager has not been designated as the Library Director’s Emergency (Temporary) Successor during any short-term absence. To avoid any conflict of interest, the roles and duties of the Library Business Manager and the |
| Library Director are clearly defined and separated. For example, the Business Manager generates purchase orders and expends funds, and the Library Director monitors expenditures and signs checks to pay invoices, so there is always a check and balance system in operation. |

| POLICY ITEM #3: | Fail to have a plan in place for Library Director succession/ replacement that would utilize either an internal public service professional or an outside professional designated by the Library Director and approved by the Library Board. |

| Director’s Response to Item #3: | EMERGENCY (LONG-TERM) SUCCESSION (Long-Term Absence 6 wks. to 1 Year) |

In the event that the Library Director must be absent on an emergency (long-term) basis from the Portage District Library for a period of more than (6) weeks and up to (1) year, then the succession plan is as follows:

A. The Library Director (if possible), in consultation with the Library Board, will identify a professional either inside or outside of the library who will substitute for the Library Director during his/her long-term absence from the library.

B. The Library Director will notify the Library Board Chair in advance (if possible) about the expected length of his/her absence and make a recommendation for the person to serve as Emergency (Long-Term) Successor.

C. The Library Board will hold a special meeting to consider appointment of an individual as the Library Director’s Emergency (Long-Term) Successor, and will also identify the terms and conditions of the assignment as well as the probable duration. If the professional is from inside the library, an adjustment will be made to the individual’s compensation according to the length of substitution time for the Library Director. If the person is from outside the library, compensation for the substitution period covering the Library Director’s long-term absence will be negotiated with the Library Board.

D. During the Library Director’s long-term absence, the Emergency (Long-Term) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or board action needed.

E. All financial transactions, during the Library Director’s long-term absence, will be reviewed by the Emergency (Long-Term) Successor in consultation with the Library Business Manager.

F. During the Library Director’s absence, the Emergency (Long-Term) Successor will act on behalf of the Library Director, with the support of the Library Administrative Team, in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings.

G. During the Library Director’s long-term absence, any personnel issues will be handled by the Emergency (Long-Term) Successor in consultation with the Library Business Manager.

H. During the Library Director’s absence, the Emergency (Long-Term) Successor will comply with all Executive Limitations and Policies of the
<table>
<thead>
<tr>
<th>POLICY ITEM #4:</th>
<th>Fail to produce a monitoring report about emergency Library Director succession to the Library Board on an annual basis.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director’s Response:</td>
<td>The Library Board’s annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director. The Monitoring Report for the Executive Limitation on Emergency Library Director Succession appears on the board’s annual calendar in the month of February. In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 26, 2018.</td>
</tr>
</tbody>
</table>
PORTAGE DISTRICT LIBRARY
Monitoring Report
for
Executive Limitation Policy: Treatment of Consumers
February 26, 2018

With respect to interactions with consumers or those applying to be consumers, the Library Director shall not cause or allow conditions, procedures, or decisions, which are unsafe, undignified, which invade privacy, or are unnecessarily intrusive, and shall not:

POLICY ITEM #1: Use application forms that elicit information for which there is no clear necessity.

Director’s Response to Item #1: The application form used by the Portage District Library contains standardized language that is appropriate for a non-profit, tax-supported institution, and that has been examined by legal counsel for compliance with federal and state laws. In addition, there are no questions on the form that attempt to elicit information for which there is no clear necessity. The library has been using this application form since 1998 when it became a district library, and there have been no challenges by applicants or others to its content. To further ensure that all library forms and activities are in compliance with this Executive Limitation Policy, the Library Employee Handbook reinforces these requirements as follows:

“Portage District Library will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct.”

POLICY ITEM #2: Use methods of collecting, reviewing, transmitting, or storing client information that fails to protect against improper access to the material elicited.

Director’s Response to Item #2: Currently, the library has the following procedures in place to protect the privacy of patron information.

PROTECTION of PRIVACY:

• Symphony (library automation system) updates with password protections.
• Measures have been taken to ensure the security of online e-mailing of overdue and reserve notices to patrons.
• Procedures are in place at all desks to guard against revealing private information.
• Patron data base is reviewed on a schedule to update old information.
• There is a regular schedule in place (quarterly) for deletion of unused patron accounts going forward. The purging process assures that we do not keep any unnecessary personal information in our patron database.
• Self-serve computer print stations with vending capability are available to patrons to print and retrieve their own personal print jobs without the assistance of library staff for more convenience and to ensure their privacy.
• Fax service (outgoing only) is also available to patrons to enable unassisted personal fax transmissions.
• The Library Privacy and Search Warrant Policy was last reviewed by the Library Board and Administration and approved at the January 22, 2018 board meeting. All employees are informed about the policy and trained to follow the specific
process for safe-guarding patron privacy.

- The library updated their FOIA Policy to comply with changes effective July 1, 2015 and approved the FIOA Policy and accompanying forms again on December 18, 2017 as required on the Library Board’s Annual Calendar.

**POLICY ITEM #3:** Fail to provide appropriate accessibility and privacy in facilities.

**Director’s Response to Item #3**

- The Portage District Library is ADA compliant with a wheelchair accessible entrance, elevators, computer stations and restroom facilities. There is also a wheelchair available for use on the premises, and an entrance ramp and elevators that provide barrier-free entrance & transport.
- More seating has been provided in areas near the entrance to afford those with special needs a place to sit upon arrival, in preparation for leaving, or while waiting for assistance.
- The upper level Atrium and Adult Services areas have improved accessibility and privacy with advantageous placement of furnishings, wider aisles and pathways, lower, easier-to-reach shelving with wide open sight lines and unobstructed seating space.
- The library offer’s circulating laptops with wireless access so that patrons can use them anywhere in the library and connect to the Internet - which provides a higher degree of privacy than the stationary computers in the Adult Reference Room.
- Privacy is also ensured for our patrons' information by having an employee code of conduct at the library that requires staff to maintain confidentiality of all patron information.
- In the physical realm, privacy is offered to patrons by offering a Quiet Room, and by providing patrons access to an Adult Study Room, a Youth Study Room, a Youth Group Study Room and (5) other meeting rooms that are available for public use at a rental fee. There are numerous, individual study table & chair groupings throughout the library that provide places for people to read, study and work in an uninterrupted manner.
- Meeting room rentals are handled confidentially and are listed on the calendar only according to information that the renter provides to the library.
- More casual seating has been provided throughout the Atrium to present a friendlier more comfortable atmosphere for all visitors.
- The Teen Room has been furnished in an appealing way to make it more accessible and comfortable to that age group.
- Youth Room is arranged to make children’s browsing areas more accessible and to create less obstructed sight lines for staff to monitor activities in that area.
- The Preschool Room has age appropriate learning toys and the floor plan is safe for small children and enables parents and caregivers to easily observe them.
- There is a Staff Lounge on the first floor, away from the public area, for employees to take break periods so as not to interfere with patron activities and to provide privacy for staff.

**POLICY ITEM #4:** Fail to establish with consumers a clear understanding of what may be expected and what may not be expected from the service offered.

**Director’s Response**

The library continues to handle its communications with library patrons in an
to Item #4: Excellent manner, using clear cut and easy-to-understand signage, flyers, posters, brochures, e-newsletters, and website information. All promotional materials are carefully developed to convey important messages to library users that will specifically describe new services (i.e., Hoopla, Lynda.com, new databases etc.) or changes in services (i.e., Changes in Non-Resident Fee; Library Closings, Friends’ Book Sale dates, etc.) Any enhancements to library services are conveyed to library users via the library’s monthly e-newsletter, inserts in The Portager, large posters placed throughout the library and with banner advertisements on the library’s website. The library also uses digital signage to advertise upcoming programs to patrons.

The library's e-newsletter transmits useful library related information to patrons. In addition, other methods are used to communicate, such as:

- The library's website content was updated recently so that content in several areas of the site is current and dynamic and visually pleasing when viewed on a mobile device.
- The library has a Social Media Committee that is focused on developing meaningful, engaging, and newsworthy content for the library’s Facebook, Twitter, and SnapChat accounts.
- An annual report for the library is made available that conveys all that the public is getting from its library.
- Newsletters are sent via e-mail and are used to highlight library resources, programs, and services.
- Special phone and e-mail communications are directed to homebound patrons to make sure they are up-to-date on library events, resources and services.
- Recorded message on the library's phone system are used to direct callers to the appropriate service points in the library and advertises any new services.
- Special promotional campaigns are conducted to "get the word out" about any new services available at the library.
- Any time that library resources and services are changed in any way, there is a publicity initiative undertaken to get the message out, through news releases, radio announcements, newspaper articles, website alerts and flyers placed in materials being checked out.
- Public surveys (both online and paper) are conducted regularly to gather information and feedback from patrons and then responses are used to assess library operations and services and to make any necessary changes.

POLICY ITEM #5: Fail to inform consumers of this policy, or to provide a way for persons to be heard who believe they have not been accorded a reasonable interpretation of their protections under this policy.

Director’s Response to Item #5: Currently, the library has the following procedures in place to ensure that patrons are heard:

- All public service staff is trained to ask library patrons, during interactions with them, if they found what they were looking for at the library.
- An Annual Report is distributed widely throughout the community and includes
contact information for Library Board Members and the Library Director.

- Electronic comment cards are available on the Library’s website for users to submit online comments.
- Evaluation forms are regularly handed out to patrons after library programs to get input on current and future program offerings.
- Patron surveys are conducted at regular intervals, both paper & electronic.
- All Library Board meeting notices are posted in high traffic locations and on the library's website and Library Board meetings are held onsite and open to the public at any time.
- Comments from library patrons are prompted by postings on the library’s Facebook page and on Twitter.

POLICY ITEM #6: **Fail to provide a written monitoring report to the Library Board once a year.**

Director’s Response to Item #6:

The Library Board’s annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director. The Monitoring Report for the Executive Limitation on Treatment of Consumers appears on the board’s annual calendar in the month of February.

In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 26, 2018. In addition to the Library Board's annual calendar we have now also developed an annual calendar for the Library Administrative team to keep all work on track and ensure that marketing initiatives, special Ends projects and public service events are conducted in a timely manner.