NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on March 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
March 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 (10 minutes total)
IV. Adoption of the Agenda for the Regular Meeting of March 26, 2018 (1 minute) (Vote)

V. Consent Agenda (10 minutes) (Vote)
   A. Minutes of the regular meeting held on February 26, 2018. Pg. 1-5
   B. Narrative Report for February 2018. (Info) Pg. 6-11
   D. Marketing Update for February 2018. (Info) Pg. 15-16
   E. Statistical Report for February 2018. (Info) Pg. 17-18
   F. Legislative Update for February 2018. (Info) Pg. 19-20
   G. Library Board Linkage (Info) Pg.21

VI. Guests (15 minutes total)
   A. Memo Staff Guests (Info) Pg.22

VII. Ends Development (35 minutes total)
   A. Memo 2017 Annual Campaign Report (Info) Pg.23

VIII. Monitoring to Assure Compliance with Executive Limitations (15 minutes)
   A. Monitoring Report on Executive Limitation: Asset Protection. (Info) Pg.24-27

IX. Library Director’s Reports (15 minutes total)
   A. Final remarks by Library Director for the March 26, 2018 Library Board Meeting.

X. Process Evaluation (5 minutes total)
   A. Suggestions for Agenda Items to be included on the April 23, 2018 Board Meeting
      1. Minutes of the Regular Meeting held on March 26, 2018.
      2. Review of Art Exhibit Gift Policy.
      4. Report from Board Liaison to the Friends of the Library.
      5. Scheduling of mid-year meeting with the Library Director.
      9. Invitation to Library Board members to the Volunteer Recognition Luncheon on May 9, 2018.
   B. Assessment of this meeting
   C. Miscellaneous Items

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

February 26, 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 Michelle’s/EMA Catering 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
   Library Staff Absent: Laura Wright

III. Comments or Requests from the Public, Board Members, or Library Staff
   Board Chair Behr welcomed everyone and then opened the meeting for any comments from the public, board members, or library staff. No comments were made.

DISPOSITION: The Library Board acknowledged the opportunity for the public, staff, and trustees to make comments.

IV. Adoption of the Agenda for the Regular Meeting of February 26, 2018
   Library Board Chair Behr asked if there were any changes needed to the agenda for the February 26, 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 Welsh that the Library Board adopt the agenda for the regular meeting of February 26, 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 February 26, 2018 board meeting before its adoption. No changes were requested.

A. Minutes of the regular meeting held on January 22, 2018.
D. Budget Amendment $2,500 Gilmore Grant for 2018 CommuniTeen Read.
E. Budget Amendment $750 Kalamazoo Community Foundation Grant for 2018 CommuniTEEN Read.
F. Budget Amendment for Friends Donation to Fund “Wish List” Items.
I. Legislative Update for January 2018.
J. Library Board Linkage.
K. $500 Michigan Humanities Council Grant.

MOTION: It was moved by Trustee Vliek and supported by Trustee Pacheco, to approve the consent agenda as presented. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.
VI. Governance

A. Library Board Roster for 2018 -
Library Director Klien asked trustees to check the contact information on the 2018 Library Board Roster. Trustee Welsh had one correction to his information. Library Board Chair Behr asked that an electronic version of the updated roster be sent out via email to trustees. Library Board Secretary Edwards said she would send it out this week.

DISPOSITION: The Library Board acknowledged the 2018 Library Board Roster.

B. Review and Approval of Library Board Bylaws –
Library Director Klien said that the Library Board Bylaws are reviewed each year so that trustees are aware of and refreshed on the guidelines set forth for governance and that there is an opportunity to discuss questions or concerns. Library Board Chair Behr asked if there were any comments from trustees and there were none.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Welsh, to endorse the Library Board Bylaws in 2018. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

C. Report from Board Liaison to the Friends of the Library -
Trustee Pacheco said that Trustee Terry was able to attend the February Friends Board meeting, but that she would be giving the report. The Friends earned approximately $4,600 at February book sale. They mailed out their yearly newsletter which included new prices for books and membership, as well as the membership form. The Friends already have 150 dues paying members, which is already an increase from last year’s total membership. The Friends Board has a new trustee at large. Craigslist continues to be an excellent marketing tool for the book sales. The Friends wanted to remind everyone that they will always accept boxes for storage and carting out books.

Library Staff Liaison Jill Austin presented Library’s wish list items at the February meeting which included VR goggles, a 3D printer and material, youth items for the Discovery Table and preschool room, and funding for the World War 1 Trail Walk. Everything was fully funded with the exception of the WW1 Trail signs which were funded at 50%. The Friends also said that they would be purchasing logo aprons for members working at book sales and during sorting to help keep their clothing clean and identify them to patrons.

DISPOSITION: The Library Board acknowledged the report from Trustee Pacheco, Board Liaison to the Friends of the Library, and thanked the Friends for all the work they do.

D. Marketing Report by Marketing Manager Colin Whitehurst -
Marketing Manager Colin Whitehurst was invited to set up the projector for his 2018 Marketing Report. He began by saying that everything he does for marketing is guided by the library’s mission and ends statements. Whitehurst said that his job as Marketing Manager means that he manages and facilitates the marketing team; everyone on the staff helps inform the public and specific members of the staff participate in the social media team, updating digital signage, editing copy, and more. Whitehurst said that the Board has a role in the marketing of the library as representatives that inform the community of library programs and services.

Whitehurst talked about a variety of Marketing Plan strategies and new initiatives; some were successful while others have been cancelled in favor of more effective outlets. Whitehurst said the library will not offer a seasonal booklet as the programs are too variable and subject to being modified or cancelled, especially when they must be scheduled so far in advance. Trustee Siebers commented that her husband who works at KPL has definitely found this to be true. Trustee Welsh suggested an additional email blast for special programs. Board Chair Behr wondered about customized email where patrons can get information on only the program categories they are interested in. Whitehurst said this was an excellent point to bring up and brought him to his next topic which was the results of the patron communication preferences survey. The results show patrons are looking for information about specific events in age groups and subjects that interest them. Our current Events Calendar does provide this option, but it is not intuitive and patrons do not seem to be aware of it. This is something we will be taking a look at in the future. Whitehurst said that since most of the responses
for the survey were provided via a link through Facebook, it was not surprising that many responses indicated an interest in receiving their information though Facebook as well. Whitehurst said this form of social media has gained over 1,000 more followers last year. We will continue to make effective use of it.

Whitehurst said that the large marketing initiative for this year will be the library’s website update. He said that he is currently working on website hierarchy and researching companies to build it. Whitehurst said he and Library Director Klien are also working on scheduling Harwood Community Conversations. In their inaugural year, they held five conversations with the Library Board, Friends Board, staff, community members, and the Administrative Team. They have six conversations planned this year. Whitehurst said that their initial findings have consistent themes – the perception that Portage is homogenous, that Portage isn’t just South Westnedge, and that citizens prioritize education. Trustee Siebers would be interested in listening in/taking notes at an upcoming community conversation and Whitehurst said he would contact her about that.

Whitehurst concluded his presentation by talking about some of the other marketing tools he plans to implement this year: more videos, the Happy or Not device, access to segmented community data, and highlighting a database each month.

Board Chair Behr asked if Whitehurst has any plans to market the Library using social media other than Facebook. Whitehurst said that the Library is on Snapchat, but that due to a recent update, it is not working well for us. He said considering any other kinds of social media will involve thought into the amount of time required vs. impact that can be made there. Trustee Siebers wanted to know what the library plans to do to market to non-users. Whitehurst said that outreach programs are going to continue to play an important role in educating non-users about what the library can provide. Siebers also suggested bus ads as a viable way to reach non-users.

DISPOSITION: The Library Board acknowledged the 2018 Marketing Report by Marketing Manager Colin Whitehurst.

E. Library Director Succession and Replacement Plan -
Library Director Klien said that this document was created in 2004 and talks about steps that the Board would need to take if the director left or needed to be removed. She said that because many trustees hadn’t seen this document before, she wanted it available for their review. Klien asked if trustees had comments or questions about the plan. Trustee Vliek offered some feedback that the document was common sense and quite complete. There was a question posed about how the board would deal with salary or fringe benefits for an Interim Director. In the most recent circumstance where this information was necessary, Business Manager Rob Foti would survey other libraries for comparable salary information. After discussion, the Library Board agreed not to make any changes to the document. Though some sections were considered vague, it would leave some flexibility to modify action depending on any specific situation that might arise.

DISPOSITION: The Library Board received the information regarding the Library Director Succession and Replacement Plan.

VII. Ends Development

A. Donations Report for Funds Received in 2017 and Budget Amendment -
Library Director Klien presented the Donations Report for Funds Received in 2017. Klien said that after some additional staff discussion, she would bring back a recommendation to the board for allocations of the donation money to specific projects. The budget amendment that was included in the board packet is for donations that were requested to be spent on specific lines by the donors. Trustee Vliek asked about implementing an additional endowment as a better investment for library donations. It was agreed that this would be an item for discussion at a future board meeting. Library Director Klien said that she would look into the possibility of a representative from the Kalamazoo Community Foundation to come to speak to the Board about endowments. Business Manager Rob Foti and Trustee Welsh suggested that there should be a balance between saving/investing donor funds and using them to encourage more donations. Marketing Manager Colin Whitehurst reminded trustees that the Spring Appeal is sent to targeted donors for specific projects. A thank you and update is sent to Spring Appeal donors before the Annual Campaign is launched. The Annual Campaign is a general ask. Whitehurst said he plans to work on flyers for giving opportunities as well as looking at providing information to financial
planners about giving opportunities at the library.

**MOTION**: It was moved by Trustee Vliek and supported by Trustee VanderVries, to approve the Budget Amendment regarding the 2017 Donations. Vote: 6-Yes, 0-No, 1-Absent. Motion carried.

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

**A. Monitoring Report: Emergency Library Director Succession**

Library Director Klien explained that according to the Library Board Annual Calendar, February is the month when the Emergency Library Director Succession is reviewed. She said that when she is out for vacation, she will notify the Library Board Chair. When this occurs, both Head of Adult Services Lawrence Kapture and Head of Youth Services Laura Wright are in charge of the building to share responsibility. If an emergency occurred, they would contact the board chair.

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

**B. Monitoring Report: Treatment of Consumers**

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 February 26, 2018 Library Board Meeting**

Library Director Klien started her Director’s Report by saying that she has five topics to cover.

She said that at the January Board Meeting, trustees had asked to have Mayor Randall at a Board Meeting this year. Klien was happy to report that Mayor Randall has agreed to attend the April Board Meeting and will join us for dinner.

Klien said that she also wanted to follow-up on the question posed by Trustee Vliek regarding Closed Session minutes. We talked to another governmental agency regarding their procedure. This agency doesn’t have the Board Closed Session notes distributed/approved. The Closed Session Minutes are sealed unless they ever need to be referred to. Vliek said he was glad to know that the Library is staying within the requirements of the Open Meetings Act.

Klien said that she wanted to personally invite trustees to the 2018 CommuniTEEN event on March 14th at 6:00 PM at the AirZoo. This event will feature author Elizabeth Wein and include discussions of her book *Code Name Verity*.

Klien took the opportunity to remind trustees that this is an election year. The Library received the 2018 Kalamazoo County Candidate Information Manual and August 14th is the filing deadline to run for one of the open trustee positions. The filing requirements are a $100 filing fee or 40-100 signatures. The questions was posed regarding whose terms were expiring and the response was Siebers, Pacheco, and VanderVries. Klien said that Library Staff cannot petition for members of the community to run, but that current trustees can. Klien said the library will take several steps to advertise the open board positions including Facebook posts, e-newsletter articles, announcements at Portage Rotary meetings, at the Volunteer Luncheon and the required legal notice in the newspaper.

Klien distributed concept drawings presented by the C2AE architect at the Master Planning Committee meeting last Thursday afternoon (February 22nd). There are some logistical issues that must be considered, as well as price, but the rough concepts and suggestions to move certain services must be taken into consideration. The floor plans includes concepts such as filling in patio area, grouping staff areas, a
considerably larger meeting room, a new elevator for staff only, and a combined service desk upstairs. Some staff would also change floors; the Heritage Room would move upstairs while IT, facilities, and marketing would move downstairs. Over the next few weeks, staff will be providing feedback to me which I will take to the architects and we will take the next step from there. The Board agreed that it was very interesting and exciting to see draft plans. There were concerns about the fact that there will no longer be outdoor space, that the plans call for a food vending area, but not a staffed café, and, of course, what the ballpark cost would be for such a large renovation. One trustee voiced that they would like to see ideas for renovations that would keep the library within its current footprint for comparison and Library Director Klien said she would pass on that information.

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

X. Process Evaluation

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 – There was agreement among trustees that it was a good meeting.

C. Miscellaneous Items –

Business Manager Rob Foti said that the library received money from the State of Michigan for its portion of the Personal Property Taxes reimbursement at approximately 2.7 times the amount that was budgeted. Trustee VanderVries commented on SEV growth of around 2.2 percent due to new development. She said that the tax base is growing in Portage. Trustees asked what Foti would be recommending to do with the overage. He said that his initial reaction is to follow the actions taken in 2017 (when we also received significantly more than what was budgeted for) to create a budget amendment and put the overage in a reserve in case in future years, PPT reimbursements fall or are completely eliminated.

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 February 26, 2018.

DISPOSITION: The regular board meeting of February 26, 2018 was adjourned at 7:45 PM.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary
Library Director’s Narrative Report for March 26, 2018

Administrative Activities:
During the end of February 2018 and the first part of March 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 the Professional Development Committee Meeting on 2/27.
- Participated in a Harwood planning session with Marketing Manager Colin Whitehurst on 3/2.
- Had a meeting with Kathleen Hoyle, Portage Parks Director on 3/5.
- Met with representatives from CloudLibrary to discuss their product on 3/5.
- Participated in the Portage Rotary meetings on 3/7 and 3/14.
- Participated in PCC meetings on 3/7 and 3/8.
- Assisted in training new Adult Services Library Associate Katie Brinker on 3/12.
- Met with Youth Services staff to discuss their plans for the early childhood literacy event, Festival in the Flats on 3/12.
- Attended a dinner with CommuniTEEN author, Elizabeth Wein, Portage Public Schools Middle and High School media specialists, and Portage District Library librarians on 3/13.
- Met with staff to discuss the library’s collection management process on 3/14.
- Attended the CommuniTEEN community presentation at the Air Zoo on 3/14.
- Met with Youth Services staff to discuss 2018 Big Trucks program on 3/15.
- Met with Master Planning Committee to discuss rough architectural concepts on 3/15.
- Met and interviewed our new Project Search Intern Jacob on 3/16.

Maintenance and Building Services
- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.

Personnel Information:
The library undertook the following Human Resource activities since the February 26, 2018 Board Meeting:

- Katherine Brinker joined the Portage District Library staff on March 12, 2018. Katherine works 20 hours per week in the Adult Services Department as an Associate Librarian. She is progressing through her orientation on all of the Library’s many services, policies, and procedures.

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

- **#AdultingLifeSkills – Basic Home Care and Maintenance (2/26/18)** - 16 attendees. Jason Byler from Community Homeworks covered simple maintenance/repair tasks that homeowners can achieve with minimal tools and knowledge, incorporating hands-on activities. Included in his discussion were tips on saving energy through weatherization techniques like adding caulk or sealant. This event received an enthusiastic response from the public. Because of Community Homeworks fee structure, we capped the program at 20 registrants, and it was fully registered. However, we also had 86 people express interest through Facebook.

- The Adult Department submitted two grants to the Friends of the Library in order to fund tools for the creation station and materials for new programming this year. The first grant was $500 for a 3-D printer, so that the staff can investigate potential uses in library service, specifically with the creation station. The second was a $2,500 grant to purchase Oculus GO headsets, self-contained virtual reality headsets for use in a program line for Fall 2018.

- In accordance with the 2020 Strategic Plan Ends Statements #1, #2, and #4 (according to updated plan), Adult Services Librarian Katharyn Jones wrote, submitted, and was approved for a Quick Grant in the amount of $500 from the Michigan Humanities Council to host the Great Michigan Read at Portage District Library in April. This allowed us to create four new programs for adults in April 2018 that will educationally feature diverse perspectives and resources of local African American arts and culture.

Create programming that promotes interactive learning

- In February, the library launched an online scavenger hunt using Beanstack, the software that the library currently uses to run its Summer Reading Program. Patrons were given nine challenges to look at items from our online collections, including Hoopla, Overdrive, Zinio, and Lynda. Our primary goal was to introduce people to the online resources that we pay for, and the benefits that they can bring. Our secondary goal was to use the Beanstack tool outside its primary use, to explore engaging patrons with a fun game.

- The event will run through the end of March. Initial results were promising: Five days after launch, we had 27 users who had completed 49 badges, and at the end of February we had 45 users who had completed 67 badges.

Marketing Videos

- Marketing Manager Colin Whitehurst worked with Youth Services Librarian Andrea Smalley to create a script for a video that will highlight our world languages collection. The world languages video was filmed on February 25th.

- Created a 12 month plan for additional videos to create in 2018.

Youth Services Programming Highlights

- In an effort to encourage elementary children “to change the world” through kind acts, Youth staff hosted an Agents of Kindness Launch. Attendees brainstormed about ways they could work individually and in groups to perform specific “secret missions” of kindness. They will report back in a month’s time about how well these missions went.

- Teen Cupcake Wars continues to be a great creative outlet for our teens. It was well attended again this year.

- The Big Box Build event encourages families and cross-generational groups to work together to build with nothing more than boxes and upcycled materials. The results were everything from a Star Wars AT-AT to (almost) full-sized castles and tunnels.
• NOTE: Due to inclement weather, the Kalamazoo Symphony’s event on Scott Joplin on February 9th was postponed and rescheduled for March 9th.

Provide peripheral technology that extends patron services
• The Mobile HotSpot device checkout service continues to be in constant circulation.
• The Library Document Station and Print Release Station Upgrade project has been scheduled for May 10, 2018.
• A project plan was established with Envisionware staff to upgrade Library Document Station, decommission the old station, and replace printers at both the Library Document Station and the Print Release Station.
• The upgrade will add color copying and print release functionality to the services provided by this device.
• On the same date the current Library Print Release Station (LPTOne) Color printer will be replaced to match the printer at the library document station. This standardization will provide patrons with consistency and quality in their printed material.
• Beginning to budget and plan for Creation Station(s) at the Portage District Library. Adult Services team is currently discussing services and resources needed.

**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.

Project Updates:

Create tools to measure the needs of the community
• Representatives from each department reviewed the functionality of Collection HQ as a potential tool for better collection management, identifying trends in collection usage, and reporting areas where more materials are needed.
• A meeting with staff from Kalamazoo Public Library was held at their main branch on March 8 to discuss their experience using Collection HQ.

Improve the accessibility and visibility of existing physical and electronic collections
• In an effort to increase the visibility of our Classics and Award Winners collection, and our collection of “One Sit Reads” collection, Youth Staff has moved these to a more prominent place. Classics and Award Winners are frequently requested, and the “One Sit Reads” are high-quality, sometimes overlooked illustrated books for advanced readers and thinkers. It is hoped that moving these near the self-checkout machines on the lower level will make them more accessible.

**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:
Build outreach services that will meet the needs of people outside the building and outside of our traditional hours

- After many months of work to connect with staff at Portage Community High, Youth Services Librarian Kristy Zeluff has begun weekly storytimes there as part of the Parenting class offered to new high school-aged parents. A staff member instructs students on the many ways they can connect with their child through reading, and the value reading to a child has for brain development for their infant/toddler.
- Youth staff rode the Book Bike to Woodland Elementary for the One Book One School kickoff there. They participated in the assembly and then delivered the books provided by the school to each classroom.
- A staff member met with RAWK (Read and Write Kalamazoo) to discuss summer programming options for collaboration.
- The Head of Youth Services began training at the MLA Leadership Academy.
- Youth staff will visit the high schools for Lunchtime Lego Builds and will be adding Origami to activities offered. This provides a much-appreciated haven for students who may not want to brave the cafeteria, but would still like something to do during lunch.
- The Middle School Media Specialists have been reinstated in the libraries, and they have begun to seek out opportunities for collaborations with our Teen Librarian. Youth staff will be hosting activities at the middle school after-school makerspaces. In addition, the Teen Librarian will be participating in and hosting the Middle School Battle of the Books this spring.

Improve service access to Portage Public School Students though a collaborative student registration process

- Library staff has been in contact with the Media Specialist from Portage North Middle School to discuss a 6th grade library card registration drive for this spring. Currently, we are discussing potential processes for getting parental permission and accurate documentation of the necessary information required to process membership forms.

**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 and use of space used to showcase local arts and organizations**

- The 2018 Reading Challenge continued this month. The beginning of February highlighted a display of the reading prompt: “books involving a heist.” Following the heist display, the bulk of the month featured a “Celebrating Black History Month” display with books that fulfilled different prompts from the Reading Challenge. Three social media posts were submitted to Colin to promote the Reading Challenge and Black History throughout the month.
- In addition, we had displays on the Fiction End Caps: “Love Between the Pages”, the Music End Caps for "Jazz," and the SF/GN End Caps for “Black Panther” and “Ready Player One” to coincide with the movie releases.
- In the display cases we had Norsemen of Michigan Living History Society displaying crafts using the methods of the middle ages, in preparation for a March program.
- On the Gallery walls, we brought in Community Art from the Region 5 Students, which included an art Reception on February 11th at 2:00 PM that 80 people attended.
Provide information and services for users new to the area or new to the U.S.

- As a continuation of the Conversation Circle, Youth Services staff began to work with a new resident who is also new to the United States.

Heritage Room Projects

- Scanning and repairing items in the John Todd Photographic Collection is right on schedule. During the month of February fifty-two items were corrected and fifty-two items were added to the database.
- Two book shows were attended by Local Historian Steve Rossio with several new items being added to the Heritage Room collection. One of the books added was “Red Arrow Men” detailing the exploits of the 32nd Division (Red Arrow) in WWII.
- The World War I project continues to move forward. A rough draft of all the sign descriptions has been completed. The City is in the final approval stage. All sign companies have been contacted with estimates expected any day. A small display was created in the Heritage Room about Kalamazoo in World War I. World War I documentaries have been featured on the Heritage Room’s monitor for the past three weeks.

Harwood Community Conversations

- The Harwood Committee met to discuss invitation lists to the community conversations. We have identified individuals and groups who we will send personal invitations to participate in conversations as well as sending an invitation to our users on Facebook and through our e-newsletter.

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 met with C2AE architects to review draft concepts on February 22 and the committee met again on March 15 to discuss the concepts and areas of priorities.

Professional Development

- The Professional Development Committee has met several times to discuss monthly staff training offerings as well as to begin to plan the annual Staff Development Day. During March and April, the training will focus on our Strategic Plan, in May we will hold training on the Bookbike and Mobile Circulation, and in June we will focus on the Summer Reading Program, so that all staff remains informed.

Symphony Database

- Performed an audit of location codes used by staff to identify to users where items are located in the library. This audit was used to determine if collections are properly labeled as they are presented to the public and if they are being properly reported to MeLCat.
Self-Checkout

- A plan was made to perform data collection and a survey of self-checkout users to determine the types of roadblocks they experience at self-checkout and how we can provide meaningful improvements in the process. The survey is part of an independent study project for Kruti Patel, a member of the Circulation Department staff.

Community Support Activities

- The Library held a Personal Care Item Drive for the Portage Community Center during the month of February. This year we collected 189 items. While that count is down from last year, most of the items provided this year were more costly, such as laundry detergent, incontinence supplies, paper towels, and toilet paper.

IT Updates

- The Portage District Library has begun its transition to SaaS with the SirsiDynix Symphony ILS.
- The transition to BlueCloud Analytics is in progress. The library is currently scheduling key staff for basic application training in March and April.
- Live production usage is expected to occur in March.
- The library is beginning to identify dates for the Symphony upgrade and SaaS migration. These dates are expected to be in late spring and early fall.
- The library made initial contacts with Blackbaud (The Financial Edge/PaperSave) to schedule an overview and receive a firm quote for the conversion. Fundraising will begin after the library has established its schedule for accounting and document management.
- The Portage District Library has transitioned to Sophos Central for its staff PCs. Moving to this Security as a Service follows other already hosted services: (1) EmailDefender (Email malware and SPAM), (2) OpenDNS Umbrella (DNS, Malware, Phishing, and Command & Control)
- Deepfreeze Cloud - cloud managed Public Access computer security, patching and security. A trial has been arranged and subject to a successful experience the library will move public access computing to this service.

Tech Services Updates

- The technical services department began researching potential upgrades to its physical processing profiles to continue to expedite material received from its vendors.
PORTAGE DISTRICT LIBRARY
Library Director’s Report on the Financial Condition
for
February 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:

   Revenue                             $3,543,224
   Expenditures                        $810,243

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<td>-</td>
<td>29,742</td>
</tr>
<tr>
<td>Technology Reserve</td>
<td>111,305</td>
<td>-</td>
<td>111,305</td>
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<tr>
<td>HVAC Reserve</td>
<td>15,000</td>
<td>-</td>
<td>15,000</td>
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<tr>
<td>Patio Feasibility Reserve</td>
<td>4,700</td>
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<tr>
<td>Lobby Reserve</td>
<td>7,500</td>
<td>-</td>
<td>7,500</td>
</tr>
<tr>
<td>Personal Property Tax</td>
<td>349,886</td>
<td>-</td>
<td>349,886</td>
</tr>
<tr>
<td>Reserve for Encumbrances</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Unassigned Fund Balance</td>
<td>3,547,004</td>
<td>-</td>
<td>3,547,004</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.
Marketing Update

Recurring Monthly Projects:

· The February 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.

February Marketing Highlights:

· Created materials to highlight our Gale Small Business database and featured it on Facebook.
· Set up photo-booth for our Dr. Seuss Celebration program.
· Designed materials to advertise our Reading Together book talk.
· Assisted Head of Youth Services, Laura Wright, in the preliminary efforts needed to set up the updated version of our website calendar software.
· Designed and created marketing materials for one-off programs.
· Created graphics for our new circulating hotspots.
· Participated in our new Training / Staff Development Day Committee.
· Met with Harwood Planning Committee and created open call invitations for our next conversation.
· Created a condensed version of the Strategic Plan.

February Social Media Highlights:

Facebook
77 New Page Likes | 61 Post Shares | 673 Post Likes | 137 Comments | 28,169 Total Reach

Twitter
4916 Tweet Impressions | 139 Profile Visits | 0 Mentions | 4 New Followers
PHOTO-BOOTH PHOTOS FROM THE SEUSSABRATE SEUSS PROGRAM

MATERIALS CREATED TO HIGHLIGHT OUR STRATEGIC PLAN, PROGRAMS, AND SERVICES
## Library Statistical Report - February 2018

### Circulation/Collections

<table>
<thead>
<tr>
<th></th>
<th>Feb-18</th>
<th>Feb-17</th>
<th>CHANGE</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Library Circulation</strong></td>
<td>63,090</td>
<td>68,208</td>
<td>-7.50%</td>
<td>133,339</td>
<td>143,453</td>
<td>-7.05%</td>
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<tr>
<td>Adult - Books</td>
<td>16,286</td>
<td>16,851</td>
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<td>34,345</td>
<td>34,823</td>
<td>-1.37%</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>6,455</td>
<td>7,616</td>
<td>-15.24%</td>
<td>14,397</td>
<td>16,264</td>
<td>-11.48%</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>22,771</td>
<td>21,935</td>
<td>3.81%</td>
<td>46,067</td>
<td>46,353</td>
<td>-0.62%</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,100</td>
<td>3,960</td>
<td>-21.72%</td>
<td>6,855</td>
<td>8,222</td>
<td>-16.63%</td>
</tr>
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<td>Hot Picks</td>
<td>3,601</td>
<td>4,323</td>
<td>-16.70%</td>
<td>7,742</td>
<td>8,997</td>
<td>-13.95%</td>
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<tr>
<td>E-Material</td>
<td>8,428</td>
<td>11,290</td>
<td>-25.35%</td>
<td>18,999</td>
<td>23,729</td>
<td>-19.93%</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>1,020</td>
<td>1,094</td>
<td>-6.76%</td>
<td>2,237</td>
<td>2,403</td>
<td>-6.91%</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>1,429</td>
<td>1,139</td>
<td>25.46%</td>
<td>2,697</td>
<td>2,662</td>
<td>1.31%</td>
</tr>
</tbody>
</table>

### Self-Checkout Percentage

- February 2018: 56.50%
- February 2017: 57.32%
- YTD 2018: 57.86%
- YTD 2017: 57.77%

### Total Library Collection

<table>
<thead>
<tr>
<th></th>
<th>Feb-18</th>
<th>Feb-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>198,864</td>
<td>207,445</td>
<td>-4.14%</td>
<td>(1,448)</td>
<td>(268)</td>
<td>-640.30%</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>91,858</td>
<td>96,618</td>
<td>-4.93%</td>
<td>2,815</td>
<td>2,658</td>
<td>5.91%</td>
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<tr>
<td>Adult - A/V</td>
<td>17,664</td>
<td>18,109</td>
<td>-2.46%</td>
<td>661</td>
<td>621</td>
<td>6.44%</td>
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<tr>
<td>Youth - Books</td>
<td>73,632</td>
<td>75,308</td>
<td>-2.23%</td>
<td>5</td>
<td>6</td>
<td>16.67%</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>10,880</td>
<td>12,687</td>
<td>-14.24%</td>
<td>7</td>
<td>7</td>
<td>28.57%</td>
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<tr>
<td>Hot Picks</td>
<td>4,830</td>
<td>4,723</td>
<td>2.27%</td>
<td>2</td>
<td>2</td>
<td>0.00%</td>
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</table>

### Net Acquisitions

<table>
<thead>
<tr>
<th></th>
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<th>Feb-17</th>
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<td>2.27%</td>
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</table>

### Total In-House Usage*

<table>
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<tr>
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<th>Feb-17</th>
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### Patrons

<table>
<thead>
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<th>Feb-17</th>
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### Patrons

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</table>

### Net Patrons

<table>
<thead>
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<td>12,687</td>
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<tr>
<td>Hot Picks</td>
<td>4,830</td>
<td>4,723</td>
<td>2.27%</td>
</tr>
</tbody>
</table>
**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** March 20, 2018  
**SUBJECT:** Library Statistical Report - February 2018

<table>
<thead>
<tr>
<th>Library Building Usage</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Meeting Room Usage</strong></td>
<td>Feb-18</td>
<td>Feb-17</td>
<td>CHANGE</td>
</tr>
<tr>
<td>Internal/Collaboration</td>
<td>96</td>
<td>98</td>
<td>-2.04%</td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>90</td>
<td>89</td>
<td>1.12%</td>
</tr>
<tr>
<td><strong>Total Program Audience</strong></td>
<td>1,625</td>
<td>1,821</td>
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</tr>
<tr>
<td>Adult</td>
<td>177</td>
<td>437</td>
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<tr>
<td>Youth</td>
<td>1,316</td>
<td>1,297</td>
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</tr>
<tr>
<td>Heritage Room</td>
<td>132</td>
<td>87</td>
<td>51.72%</td>
</tr>
<tr>
<td><strong>Total Number of Programs</strong></td>
<td>56</td>
<td>57</td>
<td>-1.75%</td>
</tr>
<tr>
<td>Adult</td>
<td>19</td>
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<tr>
<td>Youth</td>
<td>36</td>
<td>36</td>
<td>0.00%</td>
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<tr>
<td>Heritage Room</td>
<td>1</td>
<td>2</td>
<td>-50.00%</td>
</tr>
<tr>
<td><strong>Total Volunteer Hours</strong></td>
<td>384</td>
<td>498</td>
<td>-22.89%</td>
</tr>
<tr>
<td>Adult</td>
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<td>141</td>
<td>-39.01%</td>
</tr>
<tr>
<td>Youth</td>
<td>76</td>
<td>107</td>
<td>-28.97%</td>
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<td>91</td>
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<td>114</td>
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<td>Administration</td>
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<td>32</td>
<td>-21.88%</td>
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<tr>
<td>Community Service</td>
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<td>-100.00%</td>
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<tr>
<td><strong>Total Front Door Traffic</strong></td>
<td>49,987</td>
<td>50,887</td>
<td>-1.77%</td>
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<tr>
<td><strong>Total Youth Services Traffic</strong></td>
<td>34,002</td>
<td>34,326</td>
<td>-0.94%</td>
</tr>
<tr>
<td><strong>Total Business Center Traffic</strong></td>
<td>3,014</td>
<td>3,100</td>
<td>-2.77%</td>
</tr>
<tr>
<td><strong>Information Access/Reference/Research</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Reference Transactions</td>
<td>8,406</td>
<td>7,987</td>
<td>5.25%</td>
</tr>
<tr>
<td>Adult Phone</td>
<td>401</td>
<td>398</td>
<td>0.75%</td>
</tr>
<tr>
<td>Adult Ready Reference</td>
<td>2,397</td>
<td>2,159</td>
<td>11.02%</td>
</tr>
<tr>
<td>Adult Reference</td>
<td>224</td>
<td>155</td>
<td>44.52%</td>
</tr>
<tr>
<td>Youth Phone</td>
<td>133</td>
<td>137</td>
<td>-2.92%</td>
</tr>
<tr>
<td>Youth Ready Reference</td>
<td>3,086</td>
<td>2,889</td>
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<tr>
<td>Youth Reference</td>
<td>494</td>
<td>359</td>
<td>37.60%</td>
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<td>HR Phone</td>
<td>23</td>
<td>9</td>
<td>155.56%</td>
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<tr>
<td>HR Ready Reference</td>
<td>330</td>
<td>345</td>
<td>-4.35%</td>
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<tr>
<td>HR Reference</td>
<td>18</td>
<td>16</td>
<td>12.50%</td>
</tr>
<tr>
<td>Circ Phone</td>
<td>591</td>
<td>610</td>
<td>-3.11%</td>
</tr>
<tr>
<td>Circ Ready Reference</td>
<td>475</td>
<td>620</td>
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</tr>
<tr>
<td>Circ Reference</td>
<td>234</td>
<td>290</td>
<td>-19.31%</td>
</tr>
<tr>
<td><strong>Total Edutainment LAN Use</strong></td>
<td>435</td>
<td>417</td>
<td>4.32%</td>
</tr>
<tr>
<td><strong>Total Internet Computer Use</strong></td>
<td>2,462</td>
<td>2,732</td>
<td>-9.88%</td>
</tr>
<tr>
<td>Youth Computers</td>
<td>279</td>
<td>345</td>
<td>-19.13%</td>
</tr>
<tr>
<td>Adult Computers</td>
<td>2,100</td>
<td>2,295</td>
<td>-8.50%</td>
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<tr>
<td>Laptop Computer Circulated</td>
<td>83</td>
<td>92</td>
<td>-9.78%</td>
</tr>
<tr>
<td><strong>Total Electronic Transactions</strong></td>
<td>44,239</td>
<td>43,444</td>
<td>1.83%</td>
</tr>
<tr>
<td>WebSite Hits</td>
<td>30,707</td>
<td>30,984</td>
<td>-0.89%</td>
</tr>
<tr>
<td>WebCatalog Sessions</td>
<td>9,420</td>
<td>8,359</td>
<td>12.69%</td>
</tr>
<tr>
<td>Licensed Database Hits</td>
<td>4,112</td>
<td>4,101</td>
<td>0.27%</td>
</tr>
</tbody>
</table>

* In-house Use Statistics will be done for one week each quarter.
The Budget Process Begins

Governor Rick Snyder proposed his 2019 budget. Library funding remains pretty much unchanged from 2018. This is step one in the budget process. Both the House and Senate will make their own recommendations. Any differences between the chambers are decided in conference committee. The proposed budget then heads back to the governor for his signature.

The budget process gives us an opportunity to educate our representatives about how libraries are funded. In the next few weeks MLA and GCSI will begin a series of meetings with legislators. Recall that last year, we saw a $1.2 million boost in state aid to libraries. We hope to try to increase state aid again this year. Presentations to the House and Senate subcommittees overseeing our budgets will be scheduled soon. We will explain libraries' value to their communities, Michigan residents and their positive economic impact throughout the state.

It’s important lawmakers learn about their local libraries from you now. Contact your representatives, invite them to the library for a tour, offer a space for their coffee hour. Explain to them how you help their constituency on a daily basis. There will be many organizations clambering for their time and attention. The sooner you can educate your representative about your library, the more likely they will support funding and other library specific initiatives. If you need contact information visit MLA's advocacy page.

Library Protection for Narcan Use

Senate Bills 828 and 829 introduced by Sens. Rick Jones (R-Grand Ledge) and Margaret O'Brien (R-Portage) would allow libraries and library employees or agents to purchase, possess, distribute or administer in good faith an opioid antagonist without being subject to criminal prosecution. The law would provide immunity to libraries similar to that provided to public schools.

MLA worked with the Library of Michigan and Michigan Department of Education to help craft this 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
In the United States, it is reported that a person dies of an opioid overdose every twenty-four minutes. While they happen everywhere, it's been impossible to miss the stories of overdoses happening in the restrooms and parking lots of public libraries.

In Michigan a number of deaths have been avoided when a trained librarian administered Narcan to an overdosing patron. Public libraries have become a magnet of sorts for people with drug problems, often for the same reasons anyone visits libraries - because they're free and open to the public.

While no one wants to be in a position to have to administer this life saving drug, the fact is our librarians are facing that decision on a regular basis. Providing libraries with protection from civil and criminal liability similar to that afforded to schools would assist in making sure libraries are able to more easily access and administer to opioid overdoses in and around the library.

**HB 5618 Ensures State Aid Remains in Michigan**

House Bill 5618 of 2018 introduced by Rep. Pamela Hornberger (R-Chesterfield Twp.) is in response to the recent Interstate Compact Bill PA 173 of 2017. The interstate library compact governs agreements for the co-operative or joint conduct of library services for any state bordering on Michigan should libraries chose to engage in those cooperative arrangements. The new legislation ensures that all Michigan library funding remains within the state even under the compact agreements.

**ALA Advocacy Bootcamp**

MLA and the Michigan Cooperative Directors Association are joining forces to present ALA Advocacy Bootcamp, this April 20, 2018 at the Library of Michigan in Lansing. Advocacy Bootcamp urges attendees to re-think advocacy: to re-define the library community and expand the way we advocate for libraries. The program will cover advocacy basics such as messaging, networking and community engagement as well as highlighting Intellectual Freedom history and principles. Attendees will focus on creating an advocacy plan they can implement in their library. Everyone is welcome to attend. The cost is $20 and there are no membership requirements of any kind, only that you care about advocating for your library in your community. [Registration is open.](#)
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>3/29</td>
<td>1:00 PM</td>
<td>Bats in the Library – Family Program</td>
</tr>
<tr>
<td>4/3</td>
<td>1:00 PM</td>
<td>Mark’s Ark: Live Animal Afternoon Show</td>
</tr>
<tr>
<td>4/6</td>
<td>5:00 PM</td>
<td>X’s Harlem Now: Harlem, USA, and Harlem Redux Art Tour by Dawoud Bey at the Kalamazoo Institute of Arts *Registration Required.</td>
</tr>
<tr>
<td>4/7</td>
<td>9:00 AM</td>
<td>Friends of the Library Book Sale</td>
</tr>
<tr>
<td>4/11</td>
<td>12:00 PM</td>
<td>Lunch and Learn: Brown Bag Book Discussion of “X: a novel”</td>
</tr>
<tr>
<td>4/14</td>
<td>2:00 PM</td>
<td>Classic Movie: Darker than Amber</td>
</tr>
<tr>
<td>4/16</td>
<td>6:15 PM</td>
<td>Kalamazoo Valley Genealogical Society</td>
</tr>
<tr>
<td>4/18</td>
<td>4:30 PM</td>
<td>Agents of Kindness Debriefing</td>
</tr>
<tr>
<td>4/18</td>
<td>6:00 PM</td>
<td>Malcolm X Lit: a Book Discussion about &quot;X: A Novel&quot; at This is a Bookstore</td>
</tr>
<tr>
<td>4/19</td>
<td>4:00 PM</td>
<td>Learn to Make Paper Gift Bags *Registration Required.</td>
</tr>
<tr>
<td>4/20</td>
<td>6:00 PM</td>
<td>After Hours Family Scavenger Challenge</td>
</tr>
<tr>
<td>4/21</td>
<td>2:00 PM</td>
<td>Placing &quot;X: A Novel&quot; in Michigan Cultural History: A Presentation by Dr. Johnson</td>
</tr>
</tbody>
</table>
The two new Adult Services staff members will attend the March Board Meeting on Monday, March 26, 2018 to be introduced.

Katharyn Jones joined the PDL Staff in November as a full time Adult Services Librarian.

Katherine (Katie) Brinker joined the PDL Staff on March 12th. She works 20 hours per week in the Adult Services Department as an Associate Librarian.
The 2017 Annual Campaign was distributed the first week in December to approximately 13,700 households. The distribution list was pulled directly from our patron data and went to households with library card activity within the past 2 years. The Annual Campaign ran until February 2018.

The library has received a total of 175 donations during the 2017 Annual Campaign in the amount of $16,389.59. This number of donors was a little lower than last year’s 182 donations; however the amount received was higher than last year’s amount of $14,147. We are very pleased with the response to the Annual Campaign and will continue to work to make this an effective fundraiser for the library.
The Library Director shall not allow library assets to be unprotected, inadequately maintained or unnecessarily risked. Accordingly, the Library Director may not:

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

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

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

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

**Director’s Response:** The library facility and all building equipment within the library facility are safeguarded against improper wear and tear by enforcement of rules of operation; by daily, weekly, monthly and annual inspections; by installation of monitoring devices, switches and alarms; and by regularly scheduled preventive maintenance. The library also has several contracts with outside vendors to keep large equipment running correctly (i.e., HVAC, electrical & fire alarm systems); as well as numerous agreements with service providers to do regular cleaning, inspection and repairs in and around the building and on various pieces of equipment. Contracts are reviewed and approved by the Library Director or the Business Manager, with the assistance of the legal firm of Foster Swift Collins & Smith P.C., depending on the complexity of the contract. The library uses its System Administrator monitor its HVAC equipment and schedule repairs and service as needed. Additionally, the System Administrator is trained in the proper maintenance and protection of sensitive servers and computer equipment. Regular inspections are conducted to ensure proper operation of equipment.

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

Finally, the Employee Handbook covers employee conduct and work rules on pg. 36 and indicates that: “Negligence or improper conduct [by an employee] leading to damage of employer-owned or customer-owned property, may result in disciplinary action, up to and including termination of employment.”
Policy: Unnecessarily expose the organization, its board or staff to claims of liability.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Director’s Response:** Procedures are always followed as stated. An Asset Protection Monitoring Report is scheduled on the Library Board’s annual calendar for presentation in the month of March, and then it may also be provided at any other time during the year at the Library Board’s request. The Monitoring Report on Asset Protection will be presented at the March 26, 2018 board meeting.
Executive Limitation Policy on Financial Planning and Budgeting: Financial planning/budgeting for any fiscal year or the remaining part of any fiscal year shall not deviate materially from the Library Board’s Ends priorities, risk fiscal jeopardy, or fail to be derived from a multi-year plan. Accordingly, the Library Director shall not allow budgeting which:

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

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

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

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

In 2018, the library will continue to closely monitoring the elimination of personal property tax and more importantly, the reimbursement of it from the State of Michigan. Reimbursement in 2018 was higher than expected, but with additional property to be eliminated, will the State of Michigan be able to maintain reimbursing at 100%. Additionally, the Library will be working with an architect to create a long term plan to maintain and remodel areas of the Library in need of upgrade. This will require a long range funding plan that must coexist with the Library’s need to maintain a sufficient staffing structure to maintain the building in its current state, as well as in any expanded capacity.

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

**Director’s Response:** A balanced budget is prepared which equates expenditures and any additional reserves with projected income. There will never be a time when the library’s planned expenditures will exceed revenue in hand.
POLICY:  3. Reduces the current assets at any time to less than twice current liabilities, allows cash to drop below a safety reserve of less than $492,690 at any time; reduces the reserve fund to a level less than 13%; or fails to provide for adequate reserves for building needs and technology.

Director’s Response: Current budgeting processes reflect this policy. ($492,690 in General Reserve, $50,000 in Building Reserve, $29,742, in Benefits Reserve, $111,305 in Technology Reserve, $15,000 in HVAC Control Reserve, $4,700 in Patio Feasibility Reserve, $7,500 in Lobby Feasibility Reserve, $349,886 in PPT Reserve and $3,547,004 in Unassigned Fund Balance).

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

Director’s Response: As described above, the Library Board reviews and makes any changes to the proposed budget before it is presented in a public hearing, voted on by board members and officially adopted. Adequate funds are allocated for board prerogatives.
PORTAGE DISTRICT LIBRARY
Monitoring Report
on
Executive Limitation Policy on Financial Condition and Activities
March 26, 2018

Executive Limitation Policy on Financial Condition & Activities: With respect to the actual, ongoing financial condition and activities, the Library Director shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from board priorities established in Ends policies.

Accordingly, the Library Director shall not:

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

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

<table>
<thead>
<tr>
<th>Revenue</th>
<th>$3,543,224</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditures</td>
<td>$  810,243</td>
</tr>
</tbody>
</table>

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

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

POLICY: 3. Use any long-term reserves.

Director’s Response: No reserves have been used.


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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Director’s Response: A list of all cash disbursements has been provided to the Board Chair for review.