NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on

July 23, 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 MEETING  
July 23, 2018  
Regular Meeting Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

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

IV. Adoption of the Agenda for the Regular Meeting of July 23, 2018 (1 minute) (Vote)

V. Consent Agenda (5 minutes) (Vote)
   A. Minutes of the regular board meeting held on June 25, 2018. (Info) Pg.1-5
   B. Narrative Report for June 2018. (Info) Pg.6-12
   D. Marketing Report for June 2018. (Info) Pg.16-17
   E. Statistical Report for June 2018. (Info) Pg.18-19
   F. Legislative Update for June 2018. (Info) Pg.20-23
   G. Library Board Linkage for August 2018. (Info) Pg.24

VI. Governance (15 minutes)
   A. Western Michigan University “Common Read” Program (Vote) Pg.25

VII. Ends Development (45 minutes)
   A. Final Review and approval of the proposed FY 2019 Budget and Millage Rate for Public Inspection prior to Public Hearing at the August 27, 2018 (Vote) Pg.26
   B. 2nd Quarter Strategic Planning Statistics (Info) Pg.27-31
   C. Presentation of the library’s 3-Year Technology Plan (2019-2021) (Info) Pg.32-49

VIII. Monitoring to Assure Compliance with Executive Limitations (15 minutes)
   A. 2nd Quarter Financial Report for FY 2018 Budget (Info) Pg.50-52
   B. Monitoring Report on the Executive Limitation Policy for Minutes and Records Retention (Vote) Pg.53-55

IX. Library Director’s Reports (15 minutes)
   A. Final remarks by Library Director for the July 23, 2018 Library Board Meeting.

X. Process Evaluation (5 minutes)
   A. Suggestions for Agenda Items to be included on the August 27, 2018 board meeting
      1. Minutes of the Regular Meeting held on July 23, 2018
      2. Public Hearing on the Proposed FY 2019 Budget and Formal Resolution to Adopt the FY 2019 Budget and Set the Amount of Millage Rate to be Levied for the Library
      3. Report from Library Board Co-Liaisons to the Friends
      4. Monitoring Report for Executive Limitation on Compensation and Benefits for Library Employees
      5. Monitoring Report on Executive Limitation for Treatment of Staff
   B. Assessment of this meeting
   C. Miscellaneous Items

XI. Adjournment
PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Board Meeting held on
June 25, 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 Erbelli’s and the board meeting started at 6:00 PM.

II. Roll Call -

Board Members Present: Michele Behr, Martha Pacheco, Alisha Siebers, Cara Terry, Donna VanderVries (6:48 PM), Ted Vliek

Board Members Absent: Tom Welsh (excused)

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

Library Staff Absent: Rolfe Behrje

Guests Present: Antoinette Yannie, President of the Friends of the Portage District Library

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

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

A. Comment from Pacheco – Trustee Pacheco said that the new parking lot and fresh striping looks very nice!

B. Comment from Trustee Vliek – Trustee Vliek reminded the group that the Betty Lee Ongley Park Dedication is this Friday, June 29th at 4:30 PM.

C. Comment from Trustee Terry – If you haven’t walked the Celery Flats Trail to see the World War I signs, you should take advantage of that! The signs are very well done. The signs will be up through Veterans Day.

DISPOSITION: The Library Board acknowledged the comments made by Trustees Pacheco, Vliek, and Terry.

IV. Adoption of the Agenda for the Regular Meeting of June 25, 2018

Library Board Chair Behr asked if there were any changes needed to the agenda of the June 25, 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 Vliek and supported by Trustee Siebers that the Library Board adopt the agenda for the regular meeting of June 25, 2018. Vote: 5-Yes, 0-No, 2-Absent. Motion carried.

V. Audit Presentation

A. Presentation of Audit Report for Fiscal Year 2017 by Rehmann Robson staff -

Board Chair Behr welcomed Nathan Baldermann, the representative from Rehmann Robson, to give the yearly audit presentation. He distributed to trustees and staff the “Independent Auditor’s Communication With Those Charged With Governance” and a bound copy of the Library’s Financial Statements with the auditor’s report and management’s discussion and analysis. Mr. Baldermann said he would go over the highlights of the financial statements and then give the board a chance to ask questions at the end. Mr. Baldermann said that the audit for FY 2017 went smoothly and that at the conclusion of the audit, there
were no comments or issues found. It was a clean audit.

Trustee Siebers asked what the difference was between the original, final, and actual budget. Baldermann said that the first column is the original budget plan approved for FY 2017, the second column is the final budget that takes into account all of the budget amendments made over the course of the year, and the third column is the total amounts spent in each line by the end of the year.

Trustee Behr asked how the value of capital assets is determined. Baldermann said that all assets depreciate over time and there is a formula that estimates the change over time. Behr also had a question about the amount of money in the fund balance. Baldermann said that the amount of money an organization should have in the fund balance really depends on the priorities of the organization. Especially if there are plans for building and other large projects in the future, a large fund balance assists the organization’s ability to do those projects in addition to the 13% of the total operating budget in reserve.

Library Board Chair Behr said that she received a call from a member of the Rehmann Robson staff at the conclusion of the audit who commended Business Manager Rob Foti for being organized and prepared for the process.

**DISPOSITION:** Library Board members received the information about the Audit Report for FY2017.

VI. Consent Agenda

Library Board Chair Behr asked if there were any changes needed to the consent agenda for the June 25, 2018 board meeting before its adoption. One small edit was suggested to the memo in Item K to correct the name of the current Portage City Clerk. Library Board Secretary Edwards said she would make that correction.

A. Minutes of the regular board meeting held on May 21, 2018
B. Review of Heritage Room Policy
C. Request for approval of a Budget Amendment for Festival in the Flats
D. SMLC Grant Request Letter
E. Narrative Report for May 2018
F. Financial Report for May 2018
G. Marketing Report for May 2018
H. Statistical Report for May 2018
I. Legislative Update for May 2018
J. Library Board Linkage for July 2018
K. Memo: Open Board Positions

**MOTION:** It was moved by Trustee Terry and supported by Trustee Pacheco, that the Consent Agenda for the regular board meeting of June 25, 2018 be approved. Vote: 5-Yes, 0-No, 2-Absent. Motion carried.

VII. Governance

A. **Report from Library Board Liaisons to the Friends** – Trustee Pacheco said that the Friends made about $4,700 at their June sale. They are doing a great job and putting in a lot of work to make these sales successful. At the Friends June Board Meeting, there was some discussion about their new display case and its pros and cons. Some people like it because it makes that area look more open, some people are disappointed because it seems like there are fewer books available for sale on those shelves. One change has been made, and that is to discontinue displaying items on the locked side of the display case as many people commented that they would prefer having the opportunity to purchase those items at that time. The friends concluded that there will be more discussions in the future on this topic. The Friends are selling reusable book bags at their sales which is going well. Memberships are still being purchased at this time of the year even though they expire in December. The next sale will be the first weekend in August. Friends of the Library President Antoinette Yannie was asked how much time is spent preparing for each book sale and she replied that volunteers spend approximately 12-15 hours sorting each week. Ms. Yannie attributed some of the success of recent book sales to the fact that volunteers are sorting better which makes it easier to find things. She said that set up of the book sales is easier, while tear down is a little more difficult. Friends are constantly recruiting as they can always use more help! She said that at this most recent book sale, she received a
number of comments from people new to the library who had never been to a book sale before and were pleasantly surprised by how large it was.

**DISPOSITION:** Library Board members received the information about the Friends of the Library Board Meeting from Co-Liaisons Trustee Terry and Trustee Pacheco.

**B. Initial Discussion about Plans for the 2018 Library Board Retreat** – Library Director Klien asked the Board to start thinking about what they would like to do for the Board Retreat this year. Last year, the Board retreat focused on discussions with the architect. The Board Retreat topics included a new Strategic Plan in the two years prior to that. Klien said that major decisions about a future building project have been put on hold until the City makes some plans/final decisions regarding the Senior Center.

Trustee Behr suggested that the Board Retreat should focus on fundraising, bond issue, and the larger question of how the library can plan for that? Another topic suggested by Trustee Vliek involved more conversations about ongoing endowments for the library. He said that it might be useful to find speakers that have successful endowments come to speak about how they achieved it. Trustee Siebers suggested taking a field trip that covers projects we need to build up more on our Strategic Plan. She remembered from past years Board Retreats how invigorating it can be to visit other spaces. Trustee Siebers also wondered if there was any additional contribution the Board could make towards the success of the Harwood Conversations. Attendance at workshops sponsored by the Michigan Library Association during their October conference in Novi this year was also suggested.

Klien said that she would take this information and move forward with plans for the 2018 Library Board Retreat.

**DISPOSITION:** Library Board members will consider options for the 2018 Library Board Retreat in the Fall. Report back next month.

**VIII. Ends Development**

**A. Presentation of Preliminary FY 2019 Budget for Portage District Library.**

*(NOTE: The proposed FY 2018 Budget is separately numbered and included at the end of the packet.)*

Library Director Klien gave trustees an overview of the budget process that is followed at the library. She said that all requests for budget lines for 2019 had been received and included in the proposed FY 2019 budget. Estimated needs have been included for 2020. She reminded trustees that after this board meeting any adjustments or recommendations by the board would be made and it would be reviewed again in July. Following the July Board Meeting, a copy of the proposed budget will be made available for public review at both Information Desks. In August, a public hearing is held to formally adopt the FY 2019 Budget.

Library Director Klien went over the 2019 Budget highlights. She said that the library is anticipating some growth in revenue next year, including a 4% tax revenue increase. The 2019 Salaries line includes having two additional full time staff members. Library Director Klien and Business Manager Foti said that one of those positions would be a full time Facilities Manager – one person to be dedicated to managing the building. They are still in discussion about what the second position would include and whether the needs in various departments can be filled by one full time person or two part time people. The 2019 Budget also moves money away from a PT Custodian to an increase for the cleaning contract. The change was made to ensure that that cleaning is always covered every day the library is open. Vacations and sick time will be scheduled by the cleaning crew and will not have to be scheduled or managed by library staff. Increases in the salary line also include those step increases that were identified last year and are being completed this year.

In the FY 2019 Budget, there are adjustments in the Materials lines due to how collections are being used. This includes an increase for e-Materials. Some trustees voiced concerns about cuts in materials. Klien said that format preferences change and we will try to shift the money where the patrons are using materials. Discussions about decreasing databases as the cost per use is very high. This will be an ongoing conversation. Discussion about the popularity of the mobile hotspots combined with the liability issue as the library received a notice that it was possible that the batteries might start a fire.
Trustee Pacheco asked about the patio feasibility and lobby feasibility lines. Business Manager Foti said that when those lines were first created, the library had intentions to do some renovations on the lobby and patio which have now been put on hold due to a larger scope renovation plan. This is also true for the HVAC upgrade line. Most likely, after board action, those lines will move into the general building fund.

Trustee VanderVries asked about the estimated tax revenue increase. Foti said that the increase is based on numbers received from the county which will be levied in December 2018. Foti said that he also spoke with the Portage City Assessor and the IFT went up. Vander Vries said that she thought the word reduction vs elimination of personal property taxes was more accurate.

Klien said that the increase in the Administrative Services line is for a feasibility study to be conducted by a fundraising consultant prior to a capital campaign and bond issue moving forward. Other increases are for the Niche Academy online training product which will be used by both patrons and staff. CollectionHQ is another product being purchased which will be used for more accurate reporting on materials use will help staff fine tune their collection management procedures.

Both Adult and Youth Staff felt that their department’s programming lines were adequate. Friends President Yannie said that the Friends are also willing to look at additional programming grants if a new idea is presented. There was some discussion about Youth Programming and the issues that have occurred lately with large scale programs and the overwhelming number of participants wanting to attend. Head of Youth Services Laura Wright said that staff are taking this into account when planning programs.

Klien again reminded trustees of the budget process. She asked that they continue to think about the budget and suggest changes before the July meeting so that a proposed FY 2019 Budget can be presented at that time. At the August Library Board Meeting, there will be a Public Hearing to approve the 2019 Budget.

**DISPOSITION:** Library Board members received the first draft of the FY2019 Budget.

**IX. Library Director’s Comments**

A. **Final remarks by Library Director for the June 25, 2018 Library Board Meeting** –

Library Director Klien said that she didn’t have much to report. Once again we will be hosting the Lego City at the Library and the staff would love to have Board members help in monitoring the room. If you are available to take a one hour time spot that would be much appreciated. Please see the sign-up list being passed around.

Klien said that comments have already been made about the resurfacing of the parking lot. The process went smoothly on Sunday with no issues to report.

Klien said that she brought a copy of the Reciprocal Borrowing Agreement with Galesburg-Charleston Memorial District Library for Board Chair Behr to sign. The Galesburg Library Board is meeting tomorrow night and will sign it then.

Klien wanted trustees to be aware that she had received a few patrons commenting about an individual sleeping outside the library. That individual has been spoken to and Klien will continue to monitor the situation. Board Chair Behr asked about opioid use in the library as it has been a topic of conversation with MLA recently. Klien said that there have been no recorded incidents of opioid use in our library.

Klien closed with an update that Active Shooter Training is coming up for library staff. We will be offering it twice to work around staff schedules beginning on July 25th. This is a 3-hour training led by the Portage Police Department.
X. Process Evaluation  
A. Suggestions for Agenda Items to be included on the July 23, 2018 board meeting  
2. Final Review and Approval of Proposed Fiscal Year 2019 Budget and Millage Rate for public inspection prior to Public Hearing at the August 27, 2018 board meeting
3. 2nd Quarter Report for Fiscal Year 2018
4. Presentation of the library’s 3-Year Technology Plan (FY 2019-2021)
5. Monitoring Report on Executive Limitation for Minutes/Records Retention
6. Plans for the library’s 2018 Staff Development Day

B. Assessment of this meeting – There was agreement among trustees that this had been a full and productive meeting. Trustee VanderVries, Vliek and Pacheco said that they would not be at the July meeting. Discussion continued to make sure that all other trustees are available for the July meeting so that there will be a quorum.

C. Miscellaneous Items – None.

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 June 25, 2018.

DISPOSITION: The regular board meeting of June 25, 2018 was adjourned at 7:49 PM.

Recorded and Transcribed by,

Quyen Edwards  
Library Board Secretary
Library Director’s Narrative Report for July 23, 2018

Administrative Activities:
During the months of June/July 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.
- Attended Rotary meetings on Wednesday afternoons.
- Held Mid-Year meetings with Administration staff and Department Heads, June 21-July 19.
- Attended Portage Community Center’s event at the Kalamazoo Growlers on the evening of June 21.
- Participated in the Professional Development Committee meetings on June 26, July 6, and July 10.
- Attended Portage Community Center’s Board Meeting on June 27.
- Attended the Betty Lee Ongley Nature Preserve Dedication on Friday, June 29.
- Monitored the Lego City room on July 2 and July 3.
- Met with a representative from the Bike Friendly Kalamazoo organization on July 3.
- Volunteered at the Portage Community Center’s Golf Outing on July 9.
- Worked on the PDL Emergency Procedures Manual during the months of June and July.

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 and Financial activities since the June 25, 2018 Board meeting:

- The Library has advertised the open Library Assistant position in the newsletter and on the Library website. Applications are being received and reviewed. A decision will be made in the near future as to conduct interviews or expand the search for candidates.
- The Professional Development team is meeting bi-weekly and putting plans together for this year’s Staff Development Day.

Professional Development:
- Collection Development Webinar: Assessing and Staying on top of adult leisure reading and collection development trends.
- Webjunction Webinars: Extreme customer service, every time; Dealing with angry patrons; Basic web-based reference.
- An Adult Services Staff member attended a webinar hosted by Harwood Institute called Creating More Effective Library Programs. Gleaned ideas about how we can turn our programming outward and make it more successful.
- Because of low attendance and lack of leadership, KAVA (Kalamazoo Association of Volunteer Administrators) held their last meeting June 27th. Matthew Lechel and Ragan Savara from OnePlace@kpl introduced themselves and offered opportunities for volunteer administrators through their organization. A Peer Learning Group for volunteer professionals has been organized by OnePlace. This group will be a replacement for KAVA. They will meet once a month, September through May.
**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 (1a) and by reaching the community at their diverse literacy needs. (1b)

Project Updates:

**Adult Services Programming Highlights**
- **Summer Reading Kickoff** - June 16th at 11:00 AM. Adult Services activities for the Summer Reading Kickoff were a complete success. The coffee bar/book sale brought in all ages, and the staff was constantly busy helping patrons remember their sign in from last year or signing up 71 brand new adult readers. It is always surprising how many adults do not know summer reading is for them too.

**Team Trivia--Battle of the Fandoms: Magical Mayhem** – June 12th at 6:30 PM - 12 attendees.
This program was successful and staff received a lot of positive feedback via program surveys. Some of the patrons were attending a library program at PDL for the first time. One team said that the event encouraged them to check out more materials and learn more about what the library has to offer. All program survey participants indicated they would be interested in more programs of a similar nature.

**Create programming that promotes interactive learning**
- **Over 400 people attended the Youth Services Kickoff** - June 16th at 11:00 AM. The event was an opportunity to register for reading as well as to enjoy a wide variety of activities for all family members. With the help of nearly every youth staff member and over a dozen teen volunteers, we were able to offer science activities such as a wind tunnel, ozobots, and an egg drop, communal art activities, bubble and dance fun for the youngest participants, and a face painting and (temporary) tattoo parlor to help readers prepare for their moment in the photo booth.

**Actively highlight the library’s online resources and services on social media and other media outlets**
- Niche Academy has been setup so that key staff members can begin training and investigation of this new product. Currently, we are reviewing tutorials available for electronic resources we have and are preparing to unveil and use Niche Academy for training as part of Staff Development Day.

**Create videos to educate our patrons about our resources and how to use them**
- We have created two more videos, one to advertise our LEGO City event and one to be used for staff training around our Summer Reading program.

**Build programming and services that will reach groups at diverse levels**
- **Preschool Programming** –
  Although we want to seize the opportunity to serve the school-age population during the summer, we still offer programming for our youngest visitors through weekly storytimes and Summer Family Fun programs. Due to the high attendance for storytime, staff added a second Baby/Toddler session. 78 people attended our first Summer FamilyFun, where they could enjoy games (with no screen) and preschool-friendly manipulatives. The 65 attendees at the second event enjoyed high-energy movement and stories with Heather from Just Move.

- **Elementary Programming** –
  At the June Agents of Kindness Project Party, attendees painted kindness rocks, which bear messages or pictures and are placed around town to brighten the finders’ day. This is part of the national Kindness Rock movement, whose mission aligns with ours: “One message at just the right moment can change
someone’s entire day, outlook, life.” We also created encouraging and entertaining bookmarks and post-it notes. The agents really enjoyed hiding these around the library for others to find and enjoy.

As part of the 3rd – 5th Grade Fun series, Youth Aides led a workshop in Dynamic Painting, helping a group of attendees learn how to experiment with different materials and express themselves in creative and unique ways.

The library held a program with Read and Write Kalamazoo called “Building Worlds.” The program, designed for students entering Kindergarten through 2nd grade and their accompanying adult, brought an experienced adult storyteller and educator in from RAWK to work with families to create their own books.

Teen Programming –
The library hosted its first session of Agents of Kindness: 6th-12th Grade. The teens in attendance watched and discussed the TED Talk that inspired the program and had many thoughtful things to say about it afterwards. They also chose secret agent names and brainstormed ideas for kind acts to commit before the July meeting. The group hopes to be a force of good around the library and in the Portage community at large.

The library hosted a session of its monthly Teen Art Space. Many of the teens who attended had also attended Agents of Kindness: 6th-12th Grade the previous evening. Many of the teens brought along their personal sketch books and shared their work with the group.

The library hosted its first ever Teen LGBTQ+ Meet-Up. Attendees made jewelry, decorated cookies, created art, and browsed books. When Teen Staff mentioned that the library was considering holding another meet-up in October, group consensus was that that was too long to wait. One teen said, “We need this space.” Going forward, Teen LGBTQ+ Meet-Up will be a monthly event that provides Portage teens who are sometimes overlooked with a space where they feel seen, safe, and able to access stories that speak to them.

The library hosted its annual Teen Cake Decorating Competition. Teens decorated cakes and voted for their favorites in three categories: Most Beautiful, Most Original, and Best Overall. The winners took home prizes.

**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:

Improve the accessibility and visibility of existing physical and electronic collections
- CollectionHQ custom reports will be installed on July 13, 2018. After installation, a data transfer will be designed. Additionally, historical data will be transferred to enhance the immediate usability of this collection management tool.

Create tools to measure the needs of the community
- We have conducted a survey to determine which devices patrons use when accessing eBooks.
**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.

Projects:

We will build outreach services that will meet the needs of people outside the building and outside of our traditional hours.

- Elementary School Visits: Youth Staff visited the four remaining schools in Portage Public Schools, reaching an estimated 2,200 students.
- Middle School Visits: The Teen Librarian wrapped up her Summer Reading presentations at the Portage middle schools. She performed a total of 42 presentations between May 22nd and June 11th to get students in 6th-8th grade excited about the library's Teen Summer Reading Program and June-August events. She spoke to 346 teens at North Middle, 497 teens at West Middle, and 535 teens at Central Middle. Several teens who were in attendance at a Summer Reading presentation have since visited the library to attend a program or check out books mentioned during the presentation.

**Update the Library Website**

- We have gone through the process of determining 3rd party applications.

**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.

Projects:

Displays and use of space to showcase local arts and organization

- Fiction End Caps: Summer Reads; SF/GN End Cap – Sports in Manga; Octagon case - titles by LGBTQ authors (At least 8 titles checked out from display).
- The mystery display changed to Murder in the Sun to highlight mysteries set in sunny locals for summer.
- Adult Staff changed the 2018 Reading Challenge Display to books with a LGBTQ+ Protagonist for Pride Month.
- The rotating booklist on our “Books and More” tab was changed to feature titles we have from the Great American Read to promote reading and the continuation of PBS’s literary series which ends in October.
- Midwest Miniatures Museum June 4th to July 27th. This is our first museum partnership for 2018, and it is using three large display cases in the upper level near the information desk. The Midwest Miniatures Museum is a local non-profit organization based in Hickory Corners, MI, that began operation in 2006, under the umbrella of the National Miniatures Trust. This display focuses on garden miniatures. Anecdotal enjoyment runs high, with many patrons charmed by the display, as is often the case with realia.

Provide information and services for users new to the area or new to the U.S.

- This summer, the youth services department is looking at creative ways to use our space to best fit community needs. We’ve been in contact with several of our important partner institutions, specifically KRESA, the Portage Public School Elementary English Language Learner program, and the Portage...
Northern High School English Language Learner program. We’ve explored our space options and found ways to collaborate with our partners at KRESA and the Portage Public Schools to provide space for group and individual meetings that focus on topics such as speech therapy and English Language Learning that fit with our mission as an institution.

Heritage Room Book Expansion Project
- Several new books have been added to the Heritage Room. All of these cover elements of the South Pacific during World War II and were donated by a local military historian. They have been added to the Richard Goss collection.

“Future History Project: South Westnedge Avenue Documentation”
- The Document Westnedge project has begun again in earnest with the focus on the east side of South Westnedge between Milham Avenue and Mall Drive. Steve has also worked out an arrangement with the City to receive emails when demolition requests are filed for commercial structures within the city. This will allow Steve to photograph and document said structures before their demise.

Portage Cemetery Documentation Project
- The Portage Cemetery Documentation Project is once again in full swing at the Dry Prairie Cemetery.

World War 1 100th Anniversary Commenorative Walking Trail 2018
- Favorable comments continue to come in to Steve on a daily basis in regards to the trail walk. Recently Steve met with descendants of Davis Sutfin, one of the featured soldiers on the walk. These individuals had only scant information about their Great Uncle and were delighted to not only see him recognized in a public way but to also be able to fill in the gaps in their genealogy.

Initiate Harwood Community Conversations
- We have conducted three of the six Harwood Community Conversations. We are planning to conduct more conversations in the early fall.

**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.

Projects:
Facilities Master Plan
- We are currently awaiting the results of the Senior Center’s feasibility study and the City of Portage’s decision on where the future Senior Center will be located to make a better determination as to the direction the Library should pursue with its building project.

Professional Development (Develop a schedule, conduct employee training and certification in topics such as employee benefits, emergency procedures, safety/first aid, equipment use)
- We have arranged an active shooter training for staff on July 25, 2018 with the Portage Police Department. The Professional Development Committee is also continuing to meet at least twice a month to plan the 2018 Staff Development Day and additional trainings throughout the year. Our Staff Development Day is scheduled for Friday, September 28, 2018 and we will be closed so all staff can attend the training together.
Maintain Symphony database of item and user records
- Circulation Supervisor Jill Austin is working with Youth Services staff to create a process for batch converting items that are no longer available to another status as part of their collection management and weeding process. Also, we have been investigating the inventory process that is available within Symphony.

Deploy server and virtualization technology, storage consolidation, Software as a Service (SaaS) and will eliminate single points of failure to provide patron and staff access to computing resources, and to ensure that these resources are available to the maximum extent possible while addressing new technology needs as they may arise.

- The Portage District Library is continuing its movement to Software as a Service model. Moving to Software as a Service model will help maintain public service continuity and expand public services beyond the walls of the library. Currently, the library is scheduling its transition to hosted SirsiDynix Symphony (ILS) for this fall after Summer Reading program is completed. The library is continuing to validate the necessary steps to ensure a smooth transition. The current step is documenting SIP connected devices and services and custom reports to ensure minimal interruption. The library recently completed in migration to BlueCloud analytics and is now working toward developing ongoing reports.

- The library completed its review of contracts for Blackbaud FinancialEdge (Accounting) and PaperSave (Document Management). The library has remitted its signed contracts and is waiting for implementation team assignments and plans. The library expects to have migrated these services by September 2018.

- The library has selected completed its review of SaaS fundraising products and will be changing to Little Green Light from DonorPerfect. The library has begun mapping data transfer profiles and expected to begin the transition following completion of the Spring Appeal.

- The library is continuing to test Microsoft Office 365. The library is administratively establishing security profiles adhering to best practice guidelines. The library has migrated a couple of mailboxes to Exchange online and will begin mass migration upon successful plans for mail relaying from Self-CKO, Email library notices and Evanced Room Booking and Event software.

Current status of all SaaS migrations:
Software Patching: Ninite Pro – Complete
Accounting: Financial Edge – In Process
Document Management – PaperSave – In Process
AntiVirus & Security – Sophos Endpoint Advanced – Complete
DNS and Filtering – OpenDNS Umbrella – Complete
Integrated Library System – SirsiDynix Symphony – In Process
Integrated Library System – SirsiDynix BlueCloud Analytics – Complete
Integrated Library System – SirsiDynix Web Services – In Process
Integrated Library System – SirsiDynix SIP Services – In Process
Integrated Library System – CollectionHQ – In Process
Fund Raising – Little Green Light – In Process
Productivity Software – Microsoft Office 365 – In Process
Directory Services – Azure AD and Secant Cloud Hosted – In Process
Help Ticketing – Spiceworks Online – In Process
Web Server – Secant Hosted WordPress – IN Process
Public Access Antivirus – Sophos Endpoint Advanced – In Process

Database Proxy – OCLC EzProxy – Not Started
Local History Archives – OCLC ContentDM – Not Started
Access Control System – Schlage SMS – Not Started
HVAC Control System – Solidyne ICMS – Not Started

Digital Signage – Saas COMPLETE
Library Statistics and Reporting – Desktracker – COMPLETE
Library Volunteer Management – Volgistics - COMPLETE
Executive Limitation Policy on Financial Condition and Activities:  With respect to the actual, ongoing financial condition and activities, the Director shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditure for board priorities established in Ends Policies. Accordingly, he or she may not:

POLICY:  1. Expend more funds than have been received in the fiscal year to date unless the debt guideline (below) is met.

Director’s Response:

<table>
<thead>
<tr>
<th>Fund</th>
<th>5/31/2018</th>
<th>Changes</th>
<th>6/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Reserve (13%)</td>
<td>$477,655</td>
<td>$-</td>
<td>$477,655</td>
</tr>
<tr>
<td>Building Reserve</td>
<td>50,000</td>
<td>-</td>
<td>50,000</td>
</tr>
<tr>
<td>Benefits Reserve</td>
<td>29,742</td>
<td>-</td>
<td>29,742</td>
</tr>
<tr>
<td>Technology Reserve</td>
<td>111,305</td>
<td>-</td>
<td>111,305</td>
</tr>
<tr>
<td>HVAC Reserve</td>
<td>15,000</td>
<td>-</td>
<td>15,000</td>
</tr>
<tr>
<td>Patio Feasibility Reserve</td>
<td>4,700</td>
<td>-</td>
<td>4,700</td>
</tr>
<tr>
<td>Lobby Reserve</td>
<td>7,500</td>
<td>-</td>
<td>7,500</td>
</tr>
<tr>
<td>Personal Property Tax Reserve</td>
<td>349,886</td>
<td>-</td>
<td>349,886</td>
</tr>
<tr>
<td>Reserve for Encumbrances</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Unassigned Fund Balance</td>
<td>3,683,319</td>
<td>-</td>
<td>3,683,319</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 June 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.

June Marketing Highlights:

- Created graphics to advertise LEGO City
- Purchased new a-frame signs for use outdoors for advertising closings
- Designed and created folders to match new stationary
- Conducted a BookBike training session
- Worked with Geek Fest team on some preliminary planning
- Worked on website and determined 3rd party applications
- Participated in a meeting with a fundraising consultant
- Created graphics for various programs
- Participated in the Professional Development Committee

June Social Media Highlights:

Facebook
70 New Page Likes | 141 Post Shares | 966 Post Likes | 133 Comments | 49,385 Total Reach

Twitter
3,228 Tweet Impressions | 82 Profile Visits | 7 Mentions | 4 New Followers
Kalamazoo Kids in Tune is the youngest, most diverse orchestra in Michigan, and they will join us at the library to demonstrate their music and their instruments. Bring your child to this youth-led instrument petting zoo, where they can learn about and try out different instruments. Registration Required

Kalamazoo Kids in Tune Instrument Petting Zoo
Wednesday, July 11th | 1:00 PM - 2:30 PM
PORTAGELIBRARY.INFO  | 300 LIBRARY LANE, PORTAGE, MICHIGAN | (269) 329-4544

Back by popular demand! See a city made entirely of LEGOS! The Western Michigan Lego Train Club is here again with their amazing creations, including some great local landmarks and new additions for this year. Explore Lego City anytime during open hours.

LEGO CITY
July 2nd-7th | (Closed July 4th for Independence Day)
PORTAGELIBRARY.INFO  | 300 LIBRARY LANE, PORTAGE, MICHIGAN | (269) 329-4544

In celebration of Portage Pre-K children and early literacy, the Portage District Library presents our first ever Festival in the Flats! We will host a special story and activity hour that focuses on the importance of sharing books with young children and on the five practices of early literacy: Talk, Sing, Read, Write and Play. Portage preschoolers, their parents and guardians, teachers, and child care providers are invited to Celery Flats Park to read, write, sing, talk and play with costumed story book characters and community leaders. Each child will receive a book, snack, and water as a gift from the Friends of the Portage District Library. Additional support is provided by the Kalamazoo Public Library and Ready to Read. Festival in the Flats will take place at Celery Flats Park. Registration is required.

Festival in the Flats
Wednesday, August 22nd | 10:00AM TO 11:00AM
PORTAGELIBRARY.INFO  | 300 LIBRARY LANE, PORTAGE, MICHIGAN | (269) 329-4544

ZINE WORKSHOP
RAWK's 2-session Zine Workshop will introduce students to the world of self-published fanzines—a way to share information, ideas, musings, etc. with a wide audience. Whether it be political views, poetry and personal writing, food and music reviews, zines about school, family, race and racism, or anything in between, this workshop will give students a chance to learn about, create, and share their own. Each workshop will meet for 2 sessions, every other week. Registration is required. To register, please email Olivia Pennebaker at opennebaker@portagelibrary.info or call her at (269) 585-8726.

RAWK Zine Workshop (6th-12th Grade)
Tuesday & Wednesday, August, 7th & 8th | 3:00 PM - 5:00 PM
PORTAGELIBRARY.INFO  | 300 LIBRARY LANE, PORTAGE, MICHIGAN | (269) 329-4544

Please come and meet the artists of the Weavers Guild of Kalamazoo. They will be available to answer any questions you have about traditional and contemporary hand weaving and related textile arts. They will be at the library to demonstrate their skills and to answer any questions you may have about weaving.

Art Reception: Weaver’s Guild of Kalamazoo
Saturday, June 30th | 2:00 PM - 4:00 PM
PORTAGELIBRARY.INFO  | 300 LIBRARY LANE, PORTAGE, MICHIGAN | (269) 329-4544

Thank you for helping us keep the parking lot clear while we seal and re-strip our parking lot.

NOTICE:
THE LIBRARY PARKING LOT WILL BE CLOSED
SUNDAY, JUNE 23RD AT 5:00 PM
UNTIL
MONDAY, JUNE 25TH AT 7:00 AM

Thank you for your cooperation.

Notice: The Library parking lot will be closed.

Registration Required

Registration Required
### Library Statistical Report - June 2018

<table>
<thead>
<tr>
<th>Circulation/Collections</th>
<th>June 2018</th>
<th>June 2017</th>
<th>CHANGE</th>
<th>Yearly 2018</th>
<th>Yearly 2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Library Circulation</strong></td>
<td>71,557</td>
<td>75,238</td>
<td>-4.89%</td>
<td>404,599</td>
<td>427,276</td>
<td>-5.31%</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>17,726</td>
<td>19,243</td>
<td>-7.88%</td>
<td>102,280</td>
<td>106,250</td>
<td>-3.74%</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>6,673</td>
<td>7,641</td>
<td>-12.67%</td>
<td>41,700</td>
<td>48,121</td>
<td>-13.34%</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>28,229</td>
<td>28,541</td>
<td>-1.09%</td>
<td>144,568</td>
<td>143,332</td>
<td>0.86%</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>4,208</td>
<td>4,296</td>
<td>-2.05%</td>
<td>21,971</td>
<td>23,373</td>
<td>-6.00%</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>3,449</td>
<td>4,559</td>
<td>-24.35%</td>
<td>22,385</td>
<td>26,997</td>
<td>-17.08%</td>
</tr>
<tr>
<td>E-Material</td>
<td>8,908</td>
<td>9,127</td>
<td>-2.40%</td>
<td>57,197</td>
<td>65,625</td>
<td>-12.84%</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>1,390</td>
<td>1,003</td>
<td>38.58%</td>
<td>7,218</td>
<td>6,608</td>
<td>9.23%</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>974</td>
<td>828</td>
<td>17.63%</td>
<td>7,280</td>
<td>6,970</td>
<td>4.45%</td>
</tr>
<tr>
<td><strong>Self-Checkout Percentage</strong></td>
<td>63.34%</td>
<td>61.39%</td>
<td>-59.48%</td>
<td>59.48%</td>
<td>58.70%</td>
<td>-4.45%</td>
</tr>
<tr>
<td><strong>Total Library Collection</strong></td>
<td>197,771</td>
<td>207,927</td>
<td>-4.88%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult - Books</td>
<td>91,448</td>
<td>96,350</td>
<td>-5.09%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>17,150</td>
<td>18,282</td>
<td>-6.19%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth - Books</td>
<td>74,389</td>
<td>75,965</td>
<td>-2.07%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>10,470</td>
<td>12,516</td>
<td>-16.35%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hot Picks</td>
<td>4,314</td>
<td>4,814</td>
<td>-10.39%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net Acquisitions</strong></td>
<td>(78)</td>
<td>(687)</td>
<td>-88.65%</td>
<td>(1,105)</td>
<td>1,279</td>
<td>-186.40%</td>
</tr>
<tr>
<td>Purchased - Books</td>
<td>1,488</td>
<td>1,496</td>
<td>-0.53%</td>
<td>8,574</td>
<td>8,945</td>
<td>-4.15%</td>
</tr>
<tr>
<td>Purchased - A/V</td>
<td>236</td>
<td>355</td>
<td>-33.52%</td>
<td>1,812</td>
<td>1,938</td>
<td>-6.50%</td>
</tr>
<tr>
<td>Donated - Books</td>
<td>3</td>
<td>2</td>
<td>50.00%</td>
<td>18</td>
<td>18</td>
<td>0.00%</td>
</tr>
<tr>
<td>Donated - A/V</td>
<td>3</td>
<td>4</td>
<td>-25.00%</td>
<td>17</td>
<td>21</td>
<td>-19.05%</td>
</tr>
<tr>
<td>Material Discarded</td>
<td>(1,808)</td>
<td>(2,544)</td>
<td>-28.93%</td>
<td>(11,526)</td>
<td>(9,643)</td>
<td>19.53%</td>
</tr>
<tr>
<td><strong>Total In-House Usage</strong></td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>1,036</td>
<td>1,004</td>
<td>3.19%</td>
</tr>
<tr>
<td>In-House Periodical Usage</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>133</td>
<td>124</td>
<td>7.26%</td>
</tr>
<tr>
<td>In-House Book Usage</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>903</td>
<td>880</td>
<td>2.61%</td>
</tr>
</tbody>
</table>

### Patrons

<table>
<thead>
<tr>
<th>Patrons</th>
<th>June 2018</th>
<th>June 2017</th>
<th>CHANGE</th>
<th>Yearly 2018</th>
<th>Yearly 2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Patrons</strong></td>
<td>40,038</td>
<td>40,649</td>
<td>-1.50%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult</td>
<td>26,134</td>
<td>26,452</td>
<td>-1.20%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth</td>
<td>6,567</td>
<td>6,681</td>
<td>-1.71%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Resident</td>
<td>388</td>
<td>361</td>
<td>7.48%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reciprocal</td>
<td>6,140</td>
<td>6,065</td>
<td>1.24%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet User</td>
<td>741</td>
<td>1,025</td>
<td>-27.71%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional</td>
<td>68</td>
<td>65</td>
<td>4.62%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net Patrons</strong></td>
<td>(11)</td>
<td>(48)</td>
<td>-77.08%</td>
<td>(101)</td>
<td>(11,318)</td>
<td>-99.11%</td>
</tr>
<tr>
<td>Adult</td>
<td>181</td>
<td>225</td>
<td>-19.56%</td>
<td>890</td>
<td>973</td>
<td>-8.53%</td>
</tr>
<tr>
<td>Youth</td>
<td>7</td>
<td>13</td>
<td>-46.15%</td>
<td>125</td>
<td>111</td>
<td>12.61%</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>5</td>
<td>6</td>
<td>-16.67%</td>
<td>18</td>
<td>21</td>
<td>-14.29%</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>33</td>
<td>42</td>
<td>-21.43%</td>
<td>229</td>
<td>236</td>
<td>-2.97%</td>
</tr>
<tr>
<td>Internet User</td>
<td>52</td>
<td>64</td>
<td>-18.75%</td>
<td>338</td>
<td>429</td>
<td>-21.21%</td>
</tr>
<tr>
<td>Professional</td>
<td>0</td>
<td>1</td>
<td>-100.00%</td>
<td>2</td>
<td>2</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Patrons Removed</strong></td>
<td>(289)</td>
<td>(399)</td>
<td>100.00%</td>
<td>(1,703)</td>
<td>(13,090)</td>
<td>-86.99%</td>
</tr>
</tbody>
</table>
TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: July 11, 2018
SUBJECT: Library Statistical Report - June 2018

<table>
<thead>
<tr>
<th>Library Building Usage</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
<th>CHANGE</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Meeting Room Usage</strong></td>
<td>213</td>
<td>113</td>
<td>-0.47%</td>
<td>213</td>
<td>113</td>
<td>0.86%</td>
</tr>
<tr>
<td>Internal/Collaboration</td>
<td>113</td>
<td>111</td>
<td>1.80%</td>
<td>589</td>
<td>584</td>
<td>0.86%</td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>100</td>
<td>103</td>
<td>-2.91%</td>
<td>547</td>
<td>543</td>
<td>0.74%</td>
</tr>
<tr>
<td><strong>Total Program Audience</strong></td>
<td>4,479</td>
<td>8,888</td>
<td>-49.61%</td>
<td>16,482</td>
<td>21,652</td>
<td>-23.88%</td>
</tr>
<tr>
<td>Adult</td>
<td>185</td>
<td>101</td>
<td>83.17%</td>
<td>1,393</td>
<td>1,652</td>
<td>-16.88%</td>
</tr>
<tr>
<td>Youth</td>
<td>3,962</td>
<td>8,551</td>
<td>-53.67%</td>
<td>13,087</td>
<td>17,821</td>
<td>-26.56%</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>332</td>
<td>236</td>
<td>40.68%</td>
<td>2,002</td>
<td>2,179</td>
<td>-8.12%</td>
</tr>
<tr>
<td><strong>Total Number of Programs</strong></td>
<td>52</td>
<td>51</td>
<td>1.96%</td>
<td>330</td>
<td>313</td>
<td>5.43%</td>
</tr>
<tr>
<td>Adult</td>
<td>12</td>
<td>10</td>
<td>20.00%</td>
<td>106</td>
<td>108</td>
<td>-1.85%</td>
</tr>
<tr>
<td>Youth</td>
<td>37</td>
<td>37</td>
<td>0.00%</td>
<td>200</td>
<td>181</td>
<td>10.50%</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>3</td>
<td>4</td>
<td>-25.00%</td>
<td>24</td>
<td>24</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Total Volunteer Hours</strong></td>
<td>698</td>
<td>700</td>
<td>-0.29%</td>
<td>2,767</td>
<td>3,017</td>
<td>-8.29%</td>
</tr>
<tr>
<td>Adult</td>
<td>98</td>
<td>111</td>
<td>-11.71%</td>
<td>684</td>
<td>733</td>
<td>-6.68%</td>
</tr>
<tr>
<td>Youth</td>
<td>309</td>
<td>297</td>
<td>4.04%</td>
<td>635</td>
<td>724</td>
<td>-12.29%</td>
</tr>
<tr>
<td>Technical</td>
<td>60</td>
<td>97</td>
<td>-38.14%</td>
<td>382</td>
<td>457</td>
<td>-16.41%</td>
</tr>
<tr>
<td>Circulation</td>
<td>138</td>
<td>142</td>
<td>-2.82%</td>
<td>739</td>
<td>839</td>
<td>-11.92%</td>
</tr>
<tr>
<td>Administration</td>
<td>32</td>
<td>49</td>
<td>-34.69%</td>
<td>159</td>
<td>185</td>
<td>-14.05%</td>
</tr>
<tr>
<td>Community Service</td>
<td>61</td>
<td>4</td>
<td>100.00%</td>
<td>168</td>
<td>79</td>
<td>112.66%</td>
</tr>
<tr>
<td><strong>Total Front Door Traffic</strong></td>
<td>67,442</td>
<td>68,787</td>
<td>-1.96%</td>
<td>339,198</td>
<td>347,740</td>
<td>-2.46%</td>
</tr>
<tr>
<td><strong>Total Youth Services Traffic</strong></td>
<td>59,003</td>
<td>59,987</td>
<td>-0.16%</td>
<td>232,820</td>
<td>236,793</td>
<td>-1.68%</td>
</tr>
<tr>
<td><strong>Total Business Center Traffic</strong></td>
<td>2,213</td>
<td>2,181</td>
<td>1.47%</td>
<td>17,387</td>
<td>17,764</td>
<td>-2.12%</td>
</tr>
<tr>
<td><strong>Information Access/Reference/Research</strong></td>
<td>10,812</td>
<td>9,772</td>
<td>10.64%</td>
<td>55,286</td>
<td>52,867</td>
<td>4.58%</td>
</tr>
<tr>
<td>Adult Phone</td>
<td>360</td>
<td>405</td>
<td>-11.11%</td>
<td>2,328</td>
<td>2,557</td>
<td>-8.96%</td>
</tr>
<tr>
<td>Adult Ready Reference</td>
<td>3,029</td>
<td>2,658</td>
<td>13.96%</td>
<td>16,076</td>
<td>15,048</td>
<td>6.83%</td>
</tr>
<tr>
<td>Adult Reference</td>
<td>332</td>
<td>167</td>
<td>98.80%</td>
<td>1,426</td>
<td>1,083</td>
<td>31.67%</td>
</tr>
<tr>
<td>Youth Phone</td>
<td>178</td>
<td>175</td>
<td>1.71%</td>
<td>791</td>
<td>840</td>
<td>-5.83%</td>
</tr>
<tr>
<td>Youth Ready Reference</td>
<td>4,044</td>
<td>3,350</td>
<td>20.72%</td>
<td>19,967</td>
<td>17,499</td>
<td>14.10%</td>
</tr>
<tr>
<td>Youth Reference</td>
<td>920</td>
<td>625</td>
<td>47.20%</td>
<td>3,431</td>
<td>2,744</td>
<td>25.04%</td>
</tr>
<tr>
<td>HR Phone</td>
<td>11</td>
<td>12</td>
<td>-8.33%</td>
<td>101</td>
<td>92</td>
<td>9.78%</td>
</tr>
<tr>
<td>HR Ready Reference</td>
<td>492</td>
<td>485</td>
<td>1.44%</td>
<td>2,729</td>
<td>2,884</td>
<td>-5.37%</td>
</tr>
<tr>
<td>HR Reference</td>
<td>50</td>
<td>51</td>
<td>-1.96%</td>
<td>184</td>
<td>161</td>
<td>14.29%</td>
</tr>
<tr>
<td>Circ Phone</td>
<td>549</td>
<td>545</td>
<td>0.73%</td>
<td>3,537</td>
<td>3,792</td>
<td>-6.72%</td>
</tr>
<tr>
<td>Circ Ready Reference</td>
<td>531</td>
<td>1,020</td>
<td>-47.94%</td>
<td>3,133</td>
<td>4,399</td>
<td>-28.78%</td>
</tr>
<tr>
<td>Circ Reference</td>
<td>316</td>
<td>279</td>
<td>13.26%</td>
<td>1,583</td>
<td>1,768</td>
<td>-10.46%</td>
</tr>
<tr>
<td><strong>Total Edutainment LAN Use</strong></td>
<td>541</td>
<td>556</td>
<td>-2.70%</td>
<td>2,840</td>
<td>2,860</td>
<td>-0.70%</td>
</tr>
<tr>
<td><strong>Total Internet Computer Use</strong></td>
<td>2,680</td>
<td>2,955</td>
<td>-9.31%</td>
<td>15,916</td>
<td>17,691</td>
<td>-10.03%</td>
</tr>
<tr>
<td>Youth Computers</td>
<td>332</td>
<td>279</td>
<td>19.00%</td>
<td>1,601</td>
<td>1,912</td>
<td>-16.27%</td>
</tr>
<tr>
<td>Adult Computers</td>
<td>2,259</td>
<td>2,570</td>
<td>-12.10%</td>
<td>13,711</td>
<td>15,062</td>
<td>-8.97%</td>
</tr>
<tr>
<td>Laptop Computer Circulated</td>
<td>89</td>
<td>106</td>
<td>-16.04%</td>
<td>604</td>
<td>717</td>
<td>-15.76%</td>
</tr>
<tr>
<td><strong>Total Electronic Transactions</strong></td>
<td>47,519</td>
<td>48,934</td>
<td>-2.89%</td>
<td>273,153</td>
<td>276,134</td>
<td>-1.08%</td>
</tr>
<tr>
<td>WebSite Hits</td>
<td>34,141</td>
<td>35,661</td>
<td>-4.26%</td>
<td>192,058</td>
<td>198,314</td>
<td>-3.15%</td>
</tr>
<tr>
<td>WebCatalog Sessions</td>
<td>9,612</td>
<td>9,382</td>
<td>2.45%</td>
<td>58,948</td>
<td>54,689</td>
<td>7.79%</td>
</tr>
<tr>
<td>Licensed Database Hits</td>
<td>3,766</td>
<td>3,891</td>
<td>-3.21%</td>
<td>22,147</td>
<td>23,131</td>
<td>-4.25%</td>
</tr>
</tbody>
</table>

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

Christy Klien, Library Director
State Aid to Libraries up for FY 2019

The FY 2019 State of Michigan budget went to the governor's desk with a $1 million boost in funding for libraries in the state aid to libraries line item. MLA credits our library champions in the Senate, Senator Jim Stamas (R-Midland) and Senator Goeff Hansen (R-Hart) for their unwavering support of libraries. Their work on behalf of Michigan libraries is the reason we are seeing another million dollar increase for the third time in three years. In MLA's conversations with the two senators, they have made it clear they would like to see libraries continue to move upward toward previous funding levels. This is great news as we work to gradually rebuild this funding source.

MLA Opposes SB 1031

MLA is opposed to SB 1031 which has been introduced by Sen. John Proos (R-St. Joseph). The legislation would give utilities a break from paying taxes on the transmission and distribution systems, but it's going to cost schools and local governments which includes libraries. The legislation would only affect equipment installed after Dec. 31, 2017 but the Senate Fiscal Agency (SFA) estimated that if the bill were to exempt all existing eligible personal property, there would be a $652 million combined hit to schools and local units of government. At some point, the bill would exempt all eligible utility personal property as old equipment is replaced. The utilities were not included in the initial round of personal property tax (PPT) exemptions carved out for manufacturers and businesses by the legislation in 2012. Recall MLA and members worked fervently to see that libraries were included in PPT reimbursement.

Attention to House Bill 5090 is a Success

Thank you to everyone who contacted their Senators regarding HB 5090. Sen. Tom Casperson (R-Escanaba), chair of the Senate Transportation Committee received nearly 400 contacts. After a meeting with the Senator's office, we learned the bill will not move until the fall. In addition, as a result of that meeting the Senate Fiscal Agency reevaluated the statements in the House Fiscal Analysis. This new analysis demonstrated that it is very likely the revenue to libraries will remain constant even if the misdemeanor becomes a civil infraction. MLA reviewed the new information with our attorney and agree with the Senate's new analysis. House Bill 5090 changes how fines from weigh stations are distributed. Failure to stop at a weigh station would be changed from a misdemeanor to a civil infraction and exempt certain vehicles. Penal fine funding is constitutionally mandated. MCL 257.909 states that civil fines shall be exclusively applied to the support of libraries in the same manner as provided by law for penal fines collected from violation of a penal law of the state which includes these misdemeanors. Additionally, according to the Senate Fiscal Analysis of 5/25/18 the misdemeanor and civil fines are both listed as up to $100 for this same offense.

When HB 5090 was introduced in October 2017, a careful review by MLA concluded that the proposed changes should not have a significant impact on penal fine revenue to libraries. The bill moved through committee and the full house and passed on to Senate Transportation Committee. Once it reached senate committee, we again reviewed available material on the bill to ensure no amendments or changes were made that could negatively impact libraries. That's when we discovered the February 2018 House Fiscal Agency Legislative Analysis of HB 5090 clearly stated "...revenue going to public libraries would be reduced, as misdemeanor convictions would be replaced with civil infraction penalties."
Since the Michigan Library Association regularly takes action on any legislation that would reduce library funding, an immediate call to action was initiated. Once libraries became involved the Senate Fiscal Agency reevaluated the impact of the bill and found that it is not clear that library funding would be significantly impacted by the change from misdemeanor to civil infraction. It could increase or decrease depending upon the number of violations written. This fact is true regardless of the classification of the violation.

Once again, thank you for educating your Senators on the importance of penal fine revenue to libraries. This was a perfect opportunity to bring this fact to their attention because libraries are regularly faced with proposed legislation that would divert penal fine revenue.

Additionally, we understand that how a "crime" should be categorized (civil infraction, misdemeanor, felony) should be determined based on what penalty society believes is most appropriate for an action it is trying to discourage and/or punish. It would be inappropriate for example to make something that should be a civil infraction into a misdemeanor just so fine money would flow into certain coffers or at a higher amount or categorize it as a misdemeanor just to generate additional revenue.

Just as prior legislation has resulted in reduced library funding, we must remain alert to any threat to this important library revenue and if it is reduced, ensure legislators find a way to respect our constitutionally guaranteed funding and mitigate the losses to libraries with alternative funding.

Attorney General Opinion on Millages Confirms Generally Accepted Understanding

The Attorney General's office recently rendered an opinion on district library millages. A concern was raised by a local municipality questioning the validity of a perpetual millage.

The AG opinion concludes as follows:

"It is my opinion, therefore, that a millage levied by a district library established under the DLEA is not subject to the mill limitations or the 20-year durational limit set forth in article 9, S 6 of Michigan Constitution. But under section 13 of the DLEA, MCL 397.183 a district library may not levy more than 4 mills and any levy over two mills may be authorized only for a period not to exceed 20 years."

MLA cannot offer legal advice. However, it is our understanding that any millage over 2 mills cannot be longer than 20 years but 2 mills or under can be perpetual. We are seeking legal confirmation and will share additional information if it does not concur with our understanding of the law.

Libraries’ NARCAN Legislation Takes on Greater Importance

Recently, the Senate Health Policy Committee took testimony on SB 828 and 829, which would provide liability protection for libraries when providing the life-saving opioid antidote naloxone, common brand name Narcan, to an overdosing patron. As a result of our testimony, the committee chair has requested legislation which would protect all public locations from liability including libraries. This may delay the legislation briefly but the broader implications for public safety are tremendous.

Kristin Shelley, MLA Legislative Committee Chair and MLA President-elect gave an excellent overview of why the bills are needed. She also provided a heart wrenching story of a death that occurred at a library where she worked years ago. The committee heard firsthand how a life might have been saved if naloxone had been available then.

Library of Michigan, the Michigan Department of Education and MLA have been working together to see this protection added for our libraries.

SB 828 and 829 would allow libraries and library employees or agents to purchase, possess, distribute or administer in good faith an opioid antagonist without possible subject to criminal prosecution. The law would provide immunity to libraries like that provided to public schools.
In response to the increasing number of heroin and opioid overdoses in libraries across the country, Representative Sean Patrick Maloney of New York introduced the Life-saving Librarians Act which directs the Secretary of Health and Human Services to establish a grant program to allow public libraries in High Intensity Drug Trafficking Areas to purchase naloxone rescue kits and/or provide training to enable employees to use naloxone rescue kits. These would likely be available to qualifying Michigan communities.

For a recent NPR Stateside interview about public libraries' response to the opioid crisis with Kalamazoo Public Librarian Kevin King and MLA Executive Director Gail Madziar visit the Stateside page of the MichiganRadio.org website.

Repeal of Net Neutrality in Effect

The repeal of net neutrality rules went into effect on June 11. The good news is, consumers and patrons are unlikely to see changes to the internet service they buy today. The bad news is, there’s now no "cop on the beat," no enforceable protections that are essential to ensuring open and nondiscriminatory access to online information for all.

If Internet Service Providers (ISP) are allowed to control or manipulate the content of internet communications - to block, throttle and prevent you from accessing the internet any way you want - then the work of modern libraries becomes that much harder. But there are opportunities for relief.

Last month, the Senate voted 52-47 to pass bipartisan legislation under the Congressional Review Act (CRA) to block the FCC's 2017 rule rollback. As we said at the time: we were pleased to see support from both sides of the aisle to keep the internet free and open. Now, the action has moved to the House. Representatives have the opportunity to put enforceable net neutrality protections in place, by signing the CRA discharge petition and voting to block the FCC's net neutrality repeal.

States and localities continue to push their own net neutrality rules, hoping to fill the gap left by the FCC’s repeal. At last count, 29 states are considering net neutrality legislation. Two states, Oregon and Washington, have passed laws, and five governors have signed executive orders that would keep the state from doing business with ISPs that violate net neutrality principles. The California Senate has passed a bill from state Sen. Scott Wiener (D) that would restore all of the protections from the FCC’s 2015 Open Internet Order and even go a step further by banning most forms of "zero rating," which is a business arrangement where a mobile ISP would not charge customers data rates to use certain preferred apps or services. The bill will now go to the full state Assembly.

Court challenges continue. On March 28, 2018, a three-judge panel of the U.S. Court of Appeals for the Ninth Circuit granted an unopposed motion filed by the petitioners—which include public interest groups and the trade association representing major technology companies—to transfer consolidated appeals of the Restoring Internet Freedom Order to the D.C. Circuit.

The D.C. Circuit court has principal jurisdiction over FCC decisions and has heard the two previous appeals of FCC net neutrality actions; of the 2011 Open Internet Order, which it overturned, and the 2015 Open Internet Order, which it upheld. The ALA plans to file as an amicus, or friend of the court, as was done in previous legal cases.

You can help by:

1. Continuing to tell your members of Congress (or thanking them!) that net neutrality is critical to the modern library and our communities through ALA's action alert.

2. Initiating or joining in-district events when your members of Congress are home for recess. Invite them to a library, talk about what an open internet means for your patrons and community-be like Dave Mantz!
3. Tell your ISP (and your local media and your patrons) that you are watching and expect them to respect their commitments to an open internet. In fact, you'd like them to put it in writing.

**MLA Annual Conference Legislative Update**

Plan to join our GCSI lobbyist Gary Owen on Thursday, October 18, 2018 at 2:15 p.m. for an update on the latest legislation impacting libraries. Registration is open for the MLA Annual Conference being held in Novi at the Suburban Collection Showplace. Register here.
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 August 2018:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/24, 7/31, 8/7, 8/14, 8/21</td>
<td>10:00</td>
<td>Summer Family Fun</td>
</tr>
<tr>
<td>7/27</td>
<td>1:30 PM</td>
<td>K-5th Agents of Kindness Project Party</td>
</tr>
<tr>
<td>7/30</td>
<td>1:00 PM or 2:30 PM</td>
<td>3rd-5th Grade Fun: Monster Pillows (Registration Required)</td>
</tr>
<tr>
<td>7/31, 8/1, 8/7, 8/8</td>
<td>6:00 PM or 3:00 PM</td>
<td>Various Workshops with RAWK (Read and Write Kalamazoo)</td>
</tr>
<tr>
<td>8/4</td>
<td>9:00 AM</td>
<td>Friends of the Library Book Sale</td>
</tr>
<tr>
<td>8/8</td>
<td>7:00 PM</td>
<td>Bob Ross Paint-Along (Registration Required)</td>
</tr>
<tr>
<td>8/9</td>
<td>7:00 PM</td>
<td>International Mystery Book Group</td>
</tr>
<tr>
<td>8/13</td>
<td>1:00 PM</td>
<td>3rd-5th Grade Fun: Circuits</td>
</tr>
<tr>
<td>8/15</td>
<td>9:00 AM</td>
<td>Coffee and Computers (Registration Required)</td>
</tr>
<tr>
<td>8/15</td>
<td>4:00 PM</td>
<td>Teen Game Club</td>
</tr>
</tbody>
</table>
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: July 5, 2018  
Subject: Western Michigan University “Common Reads” Program

**Background:**  
Over the last several years, the Portage District Library has been working with the Western Michigan University “Common Reads” Program Committee to determine the feasibility of bringing Neil Gaiman to Miller Auditorium for a speaking engagement that would cap off one of their “Common Reads” campus wide programs.

WMU has slated the novel *American Gods* by Neil Gaiman to be its 2018-2019 Common Read selection, and has approached the author about a speaking engagement in Kalamazoo in February or March of 2019. The intention of the program is to make this a free event, open to the public, however tickets are limited by the size of the venue. We think it is an excellent opportunity for the community at large to have an opportunity to hear a bestselling author and often quoted speaker who is known for his support of the mission of libraries. The author’s speaking fee is $60,000, of which Portage District Library has offered to supply $5,000 in exchange for 200 tickets to see the author for our patrons. Currently, the “Common Reads” committee has raised $35,000 towards Mr. Gaiman’s speaking fees, including funding from PDL and various departments of Western Michigan University.

WMU has been crowdfunding, asking for support from the public, in an attempt to raise the remainder of Mr. Gaiman’s speaking fees. They have a site up on the WMU web page: [http://wmich.edu/commonread/read-gift](http://wmich.edu/commonread/read-gift).

**Recommendation:**  
In support of their program, Portage District Library would like to include links in a post on the library’s Facebook page, and potentially other places in our social media and web presence.
At the July 23, 2018 board meeting, board members will be asked to make a final decision on the budget for Fiscal Year 2019 and the millage amount to be levied. Ever since 2009, the Portage District Library Board has set the library’s millage at 1.50 mills ($1.50 per $1,000) to be levied on real and personal property, and that millage levy is being recommended for FY 2019 as well.

A formal public hearing will be held on August 27, 2018, (subject to Library Board action at the July 23, 2018 board meeting) at which time the Portage District Library Board, as the library’s authorized governing body, with all the powers granted to such a district library board (per District Library Establishment Act, 1989 PA 24 (MCL 397.171 et seq.), will determine the amount of money necessary for the operation of the library and officially set the millage levy amount on the taxable property in the Portage District Library service area, by passing a resolution to formally adopt the Fiscal Year 2019 Budget and set the millage.

There have been a few adjustments made to the Preliminary FY 2019 Regular Operating Budget that was presented at the June Board Meeting. A Preliminary Budget Packet for FY 2019 dated July 23, 2018 will be printed and numbered separately from the rest of the board meeting agenda packet.

Thank you!
Quarterly Statistics 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 (1.1) and by reaching the community at their diverse literacy needs. (1.2)

Projects:
- Build a creation station to allow patrons to use software for creation of art and technical design
- Develop more instructional programming for adult patrons
- Create programming that promotes interactive learning
- Actively highlight the library’s online resources and services on social media and other media outlets
- Create videos to educate our patrons about our resources and how to use them
- Provide peripheral technologies (devices that extend computer, tablet and phone functionality) to extend services to patrons in new dynamic formats

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2018 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>75% patrons responded that they learned something in a guided learning event</td>
<td>90%</td>
<td>88.5%</td>
<td></td>
<td>90.5%</td>
<td>75%</td>
<td>120%</td>
<td></td>
</tr>
<tr>
<td>50% of programs offered will provide guided learning activities (Adult/Youth)</td>
<td>A 60%</td>
<td>A 56%</td>
<td></td>
<td>A 58%</td>
<td>A 50%</td>
<td>A 116%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Y 34%</td>
<td>Y 44%</td>
<td></td>
<td>Y 39%</td>
<td>Y 50%</td>
<td>Y 78%</td>
<td></td>
</tr>
<tr>
<td>20% increase of hits of online learning tools</td>
<td>15%</td>
<td>29%</td>
<td></td>
<td>29%</td>
<td>20%</td>
<td>145%</td>
<td></td>
</tr>
<tr>
<td>Implement 12 software/devices that allow people to create and learn</td>
<td>*</td>
<td>*</td>
<td></td>
<td>0</td>
<td>12</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>12 videos are created</td>
<td>2</td>
<td>3</td>
<td></td>
<td>5</td>
<td>12</td>
<td>41.6%</td>
<td></td>
</tr>
</tbody>
</table>

* This project will move forward in 2019, with the addition of the Creation Station.
- Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
- Create methods to expand the reach of our Digital Literacy (computer education) programs
- Build programming and services that will reach groups at diverse levels

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2018 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Services will provide 3 programs annually targeting each literacy level (Beginner, Intermediate, Expert)</td>
<td>B 2</td>
<td>B 8</td>
<td></td>
<td></td>
<td>B 10</td>
<td>B 3</td>
<td>Target Met</td>
</tr>
<tr>
<td>Help 150 patrons become more info-literate</td>
<td>33</td>
<td>52</td>
<td></td>
<td></td>
<td>85</td>
<td>150</td>
<td>57%</td>
</tr>
<tr>
<td>Have 50 people in the library for ESL tours</td>
<td>0</td>
<td>20</td>
<td></td>
<td></td>
<td>20</td>
<td>50</td>
<td>40%</td>
</tr>
</tbody>
</table>
**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.

Projects:
- Evaluate reference and periodical collections, in print and electronic formats, in order to find ways to increase use and lower cost of these services
- Offer, programming, services, and collections that will better meet the needs of our immigrant population
- Create tools to measure the needs of the community
- Improve the accessibility and visibility of existing physical and electronic collections

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2018 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>80% of user satisfaction with collections and instructional events</td>
<td>92%</td>
<td>88.5%</td>
<td></td>
<td></td>
<td>90.25%</td>
<td>80%</td>
<td>112%</td>
</tr>
<tr>
<td>80% eBook and eAudiobook holds filled within 2 months</td>
<td>34%</td>
<td>36%</td>
<td></td>
<td></td>
<td>35%</td>
<td>80%</td>
<td>43%</td>
</tr>
<tr>
<td>21 Special programs will target groups representing different perspectives or cultures</td>
<td>0</td>
<td>7</td>
<td></td>
<td></td>
<td>7</td>
<td>21</td>
<td>33%</td>
</tr>
<tr>
<td>25% of kits will change annually to reflect changing needs of the community</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td>0</td>
<td>25%</td>
<td>0%</td>
</tr>
<tr>
<td>20% reduction in total physical collection size</td>
<td>.60%</td>
<td>.64%</td>
<td></td>
<td></td>
<td>1.25%</td>
<td>20%</td>
<td>6.24%</td>
</tr>
</tbody>
</table>
**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.

Projects:
- We will build outreach services that will meet the needs of people outside the building and outside of our traditional hours
- Realign budgets from other materials lines in Adult Services to boost electronic material needs and to fill holds
- Improve service access to Portage Public School Students though a collaborative student registration process
- Update the Library Website

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2018 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>20% more items available for circulation will be digital</td>
<td>8%</td>
<td>12%</td>
<td>20%</td>
<td>20%</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15% of our programs annually will be outreach (Adult/Youth)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>70% of patrons who completed an exit survey were satisfied that the program met their needs</td>
<td>92%</td>
<td>88.5%</td>
<td>90.25%</td>
<td>70%</td>
<td>129%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100% of PPS middle school and high school students have access to PDL electronic services</td>
<td>81%</td>
<td>83%</td>
<td>82%</td>
<td>100%</td>
<td>82%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 events or table events will be held outside the Library by the Adult Department</td>
<td>0</td>
<td>*</td>
<td>0</td>
<td>12</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* This project was spearheaded by N. Sosulski, and because of Medical leave will not move forward in 2018.
**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.

Projects:
- Track the use of space used to showcase local arts and organizations
- Provide information and services for users new to the area or new to the U.S.
- The Heritage Room will initiate a long-term CONTENTdm Scanning Project
- Heritage Room Book Expansion Project
- “Future History Project: South Westnedge Avenue Documentation”
- Portage Cemetery Documentation Project
- World War I 100th Anniversary Commemorative Walking Trail 2018
- Initiate Harwood Community Conversations

<table>
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<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2018 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% of display space used for local artists and organizations</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td>100%</td>
<td>90%</td>
<td>111%</td>
<td></td>
</tr>
<tr>
<td>5 large projects completed in the Local History Room</td>
<td>1</td>
<td>1</td>
<td></td>
<td>1</td>
<td>5</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>90% of patron responses say displays are meaningful</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>90%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Hold six community conversations each year through 2020</td>
<td>1</td>
<td>2</td>
<td></td>
<td>3</td>
<td>6</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>4 new resources for information will be added each year</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td>4</td>
<td>0%</td>
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EXECUTIVE SUMMARY

What is the 3-Year Technology Plan?
The Portage District Library’s 3-Year Technology Plan serves as a guide for the library's technology related goals and objectives. This document describes the technology initiatives that are slated to be undertaken over the next three years as part of a library-wide effort to fulfill the library’s four Ends Statements. The technology activities and projects contained in the library’s 3-Year Technology Plan are proposed with an awareness of the ever-changing needs of the library and its public, as well as a mindfulness of diminishing revenue and competing priorities.

How is the 3-Year Technology Plan Developed?
As a way of focusing attention and expertise on technology matters, the library established a Technology Team. The team’s purpose is to identify and propose solutions to current issues with library technologies (both usage and procedural) as they relate to specific areas of operation throughout the library. As technology’s role at the library has grown, so have the teams. The library has teams addressing social media, web services, technology, public access projects and staff projects. These teams engage in various activities including: identifying technology needs; researching and discussing new technologies; and making recommendations to library administration for possible adoption of new technologies at the library. With the dramatic growth of technology, internet services and smart devices, the various teams add voices and knowledge to the library’s technology plan. This evolution allows the library to be a high quality resource for the public.

What is the Process Followed to implement the 3-Year Technology Plan?
Library teams conduct extensive research, explore technology options for the library, test hardware and software, and recommend technologies that would be advantageous for Portage District Library and its patrons. The ideas, plans and recommendations that team members put together are documented, priced out, and turned into budget requests that are evaluated by the Library Director, Business Manager and Systems Administrator. When decisions need to be made about moving forward and funding major technology initiatives for the library, deliberations are first held at the administrative level. Relative costs, advantages, priorities and the overall impact to the institution are evaluated. If there is administrative support, then steps are taken to identify sources of funding and provisions are subsequently included in the library’s proposed budget that is developed in May and presented to the Library Board in June/July/August for approval. There is also corresponding information about technology initiatives provided in the library’s Ends Statements that are presented to the Library Board in December each year for board endorsement and then implemented after the first of the year. This process is followed by a 3-Year Technology Plan presentation to the Library Board in July.

In 2011, the Portage District Library put into practice a different technology refresh cycle as a cost-saving measure during a period of declining revenue. This new technology management scenario reset the standard technology refresh rate to a more stringent minimum 5-year refresh cycle and established the expectation that essential hardware and software will be replaced only on an “as needed” basis. As another cost-saving tactic, the library has also actively pursued thin client technologies (computers that rely on server for functions) and virtualization technologies (running multiple, independent, virtual operating systems on a single physical computer).
While longer refresh cycles and virtualization may put increased pressure on the core network, combining resources benefits the library by lowering the total cost of technology ownership; enabling longer, usable equipment life spans and providing for more granular control on what needs to be replaced (meaning a more modular, customized system with more flexibility).

Upgrading library technology in this manner allows the library to: (1) Spread out technology changes at the library over a longer period of time rather than having a massive upheaval every 4 to 5 years; (2) Schedule its investment in technology over a revolving 5-year cycle; (3) Re-purpose older technology where possible, and (4) Better prioritize and plan for investments in new technology as needs are identified and as financially viable. The goals and objectives for technology at the library are driven by the library’s Ends Statements. Technologies are the tools by which the library achieves its institutional purposes and defined outcomes. Naturally, as these institutional purposes change, the library’s technology initiatives follow.

Below are six primary technology initiatives targeted for the next three years (2019-2021):

1. The Portage District Library will make use of new technologies like RFID (Radio Frequency Identification) to empower patrons with self-service, to manage its ongoing operations effectively and to reallocate staff time for more direct personal patron assistance.

2. The Portage District Library will build web services on standardized platforms to provide for the efficient retrieval of library information, to manage major web service offerings and to promote library services via the web in an ongoing cost-effective manner.

3. The Portage District Library will transition from deploying local server and virtualization technology and storage consolidation to private cloud hosting (SaaS – Software as a Service) to eliminate single points of failure, to ensure that these resources are available to the maximum extent possible and to reduce capital hardware investments while leveraging the Library’s WAN connections.

4. The Portage District Library will provide the necessary technology and Internet bandwidth to enable library patrons and staff to conduct daily business and functions, to make its web services available to the larger Internet community, and to allow for remote support services that will be necessary for smooth, continuous operations.

5. The Portage District Library will provide the necessary communication tools for library staff and patrons to enable library patrons and staff to conduct daily business and functions, access digital services and increase productivity of library operations.

6. The Portage District Library will provide peripheral technologies (external devices that provide input to computers or receive output from computers) to extend its services to patrons in new dynamic formats.

Goals for New Technologies/Services including RFID (Radio Frequency Technology) in the next three years (2019-2021):

Adopting new technology is critical to the ongoing success of the Portage District Library. Technologies like RFID (Radio Frequency Identification) was both evolutionary and revolutionary for the library. Proximity read encoded numbers allows the Portage District Library to enhance its basic circulation services, collection management services, and to introduce new efficiencies in applying these services. The library has expanded its wireless service offerings.

Goals for New Technologies include:
(1) Provide staff tools (RFID readers, software, mobile technology, etc.) for efficiently and actively managing the library’s collections.
(2) Provide expanded public service technology tools for creativity and productivity.
(3) Review and propose RFID solutions as they apply to the Portage District Library.
(4) Deploy MobileCirc for outreach circulation, membership drives and Offline transactions.
(5) Review Envisionware eCommerce/AAM for alternate payment options.
(6) Replace existing Wireless Access Authenticated Solution for Public Access. [COMPLETE]
(7) Replace aging wireless infrastructure including access points, wireless LAN controller and filtering appliance for more reliable access, better building coverage, QoS for VoIP phones and a better public experience. [COMPLETE]
(8) Replace aging firewall appliances with better next generation firewall services capable of supporting the expanded bandwidth, devices, and users. [COMPLETE]
(9) Refresh existing Bibliotheca C-Series bookdrop, security gates and DLA stations as needed.
(10) Evaluate vending solutions for various library materials.

Goals for Web Services at the Library in the next three years (2019-2021):
Issues, ideas and goals relating to the library's web resources include:

(1) Review and Install the next Content Management System for the library that allows better management, more flexible design and interoperability with other library web services.
(2) Continue to enhance patron accessibility to the library’s web resources through the library’s online catalog, online databases, and digitized local history resources.
(3) Develop the library’s Intranet for easier exchange of institutional information and to achieve a reduction of paper-based systems.
(4) Review and extend Beanstack for reading program management.
(5) Monitor and enhance Responsive Web services for non-traditional devices throughout all of the library's public and staff services.
(6) Explore the feasibility of offering online reference tools that would include archived retrieval of frequently provided answers to reference questions.
(7) Utilize formal social networking platforms like Facebook and Twitter to increase the library’s web presence among all segments of the population.
(8) Develop and enhance the SD Enterprise Discovery system.
(9) Research and deploy enrichment services to the catalog and research searching.
(10) Continue to research digital media circulation platforms and search consolidation.

Goals for Virtualization, Cloud Hosting and Software as a Service at the Library in the next three years (2019-2021):
Server virtualization and virtual computing (methods of running multiple, independent, virtual operating systems on a single physical computer) have already saved the library thousands of dollars while empowering the library’s network with greater flexibility for deploying and maintaining its electronic resources. Virtualization is estimated to have saved the library between $6,000 to $10,000 annually in power and cooling consumption, between $50,000 to $150,000 in hardware replacement costs and much more in speed/flexibility of deployment. The next steps in virtualization are investigating fully/partially/ hybrid hosted virtual cloud services (Infrastructure as a Service (IaaS) and hosted services (Software as a Service (SaaS)). While virtualization saved the library money and energy usage, the transition to Software as a Service and private cloud hosting will add the foci of resilience, reliability and disaster recovery.
**Goals for Virtualization include:**

(1) Begin transitioning from local cloud to private cloud hosted platforms and Software as a Services. The library will begin this change with its ILS (Symphony), Accounting and Records Management (Blackbaud & PaperSave) and fundraising (DonorPerfect).

(2) Build its network and WAN (Wide Area Network) connections with no single point of failure to achieve optimization of processing, memory and storage resources.

(3) Build secure network infrastructure with no single point of failure to safeguard client communication with the library’s virtual environment.

(4) Expand core switching bandwidth to accommodate endpoint growth, expanded endpoint demands from streaming services.

(5) Build reliable and consistent wireless coverage throughout the library to satisfy the growing numbers of mobile/wireless devices in use by patrons and staff.

(6) Design and deploy managed hardware and software services for enhanced reliability, security and availability.

**Goals for Internet Bandwidth at the Library in the next three years (2019-2021):**

As the library evolves its new web technologies, deploys SaaS and private cloud hosted services, internet access and speed is paramount and must be monitored and upgraded for successful library operations. Internet bandwidth is critical to the library’s daily operations. Internet bandwidth transports that offer the greatest flexibility is business-grade fiber. Fiber offers the library a software upgradeable dynamic bandwidth that can address connection needs in the future. As the library builds more and more virtual services that are predicated on a functional/reliable internet connection, the library will have to consider redundant connections to ensure business services are always available both internally and remotely.

**Goals for Internet Bandwidth include:**

(1) Continually monitor Internet bandwidth and allocating resources in a timely manner to address growing needs for connectivity.

(2) Use a point-to-point fiber connection to extend security/reliability/flexibility for remote backups, replication, and hosted virtual machines on demand.

(3) Use an extended bandwidth point-to-point connection for remote support and VPN (virtual private network) solutions.

(4) Provide adequate access and bandwidth for the 100+ Staff endpoints, 200+ Public Access endpoints and 30+ virtual servers.

(5) Provide adequate access and bandwidth to the growing number of public access users on their computers, tablets, phones and other mobile devices.

(6) Provide adequate bandwidth for hosted services (SaaS) like OverDrive, hoopla, MelCat databases, and Portage District Library databases.

(7) Provide adequate bandwidth and access for meetings/trainings/webinars for public and staff.

(8) Review and Install backup internet connection and backup Ethernet virtual circuit (EVC) to ensure network connectivity.

(9) Evaluate hosted internet services.

**Goals for Communication Tools at the Library in the next three years (2019-2021):**

Communication tools are a growing technology across all organizations. Phone, and email has
grown to include SMS (Text Messaging), IM, Social Messaging (Blog, Facebook, Twitter), Mobile (Apps and Presence), and digital newsletters. As the various communication technologies grow, the library will take a pragmatic and cost-effective approach to adopting and integrating these technologies into its business platform.

**Goals for Communication Tools include:**

1. Research mobile accessibility to library services.
2. Setup and monitor pilot programs for the Portage District Library.
3. Monitor and expand VOIP telephone system and its various services.
4. Evaluate alternate notification services for material notification (Overdue and Holds), registrations and event notification, as well as library general communication.
5. Evaluate mobility tools for library staff.
6. Build and increase user-base of digital information products including newsletter, NextReads, Evanced events, events viewer, Facebook, Twitter and others.
7. Monitor and enhance digital signage/kiosk technologies at the library.

**Goals for Peripheral Technologies at the Library in the next three years (2019-2021):**

Assistive peripheral technologies are growing rapidly and will allow the library to provide services in new and innovative ways. The library has already developed new services such as dynamic digital signage, Tumblebook electronics display and electronic gaming areas. Goals for peripheral technologies include:

1. Evaluate services and training tools for library patrons through staff interaction on various devices.
2. Monitor and upgrade the Library Document Station (LDS is a Multifunctional Copy/Print/Fax/Email/Save).
3. Monitor and expand circulating Mobile Wi-Fi hotspots.
4. Monitor and evaluate new technologies for the physical plant and grounds.
5. Monitor and evaluate new technologies for use in the library’s meeting rooms.
6. Monitor and evaluate new technologies that can enhance library core service delivery.

**Goals for Staff Technology Training in the next three years (2019-2021):**

Continued emphases will be placed on enhancing the staff’s technology training. This will be done in the form of seminars, user group meetings and annual library meetings to teach staff about new ways of doing things using technology at the library. Formal training in a classroom setting will also help to decrease the library’s dependence on outside technology specialists. Goals for staff technology training include:

1. Training in technologies like VMware, Cisco IOS, Microsoft Sharepoint, graphic software, CSS, HTML5 and SirsiDynix API and WEBAPI are a subset of these core technologies.
2. Training in VMware and virtualization as core competencies for staff to be able to deploy these technologies for optimal use.
3. Continue to send staff to annual Meetings for COSUGI and other Technology Based organizations.
4. Design training using training tools like Niche Academy, video and screen casting.
Goals for Keeping Up-to-Date on New Technologies in the next three years (2019-2021):

As the library looks toward the future, a watchful eye will be kept on emerging technologies. Goals for keeping up-to-date on new technologies will include:

1. Watch and assess other new technologies of note such as: IoT, SaaS, PaaS, IaaS, dynamic digital signage, search interfaces as non-traditional devices (iPhones) become more and more prevalent; enhance VOIP (Voice Over Internet Protocol); and Web 2.0+ technologies to keep the library in the forefront as the community's information hub.

2. On the administrative side of the library’s technology services, there will be a focus on further developing the library’s Intranet as a mechanism for disseminating information, managing projects/knowledge and fostering internal communication.


How will the 3-Year Technology Plan be Re-Evaluated and Updated?

The library’s technology initiatives over the next three years will focus on two primary targeted areas for technology advancements: administrative services and public access services. Various analytical methods will be used to ensure that both areas will have appropriate technology applied to enhance these areas of services, such as:

- Review of technology needs during the annual budgeting process to ensure that funding for library technology is based on actual needs of library patrons and staff.
- Analysis of the library’s monthly usage statistics to determine how patrons are using the library’s resources and to identify statistical trends over multiple years.
- Compiling and analyzing statistics from the Library Document Station, DeskTracker, Volgistics and surveys to spot trends for activities and services and to establish priorities.

Following extensive analyses as described above, the library’s 3-Year Technology Plan is re-evaluated each year in light of direct and relayed observations, state and national trends, new technological advancements, economic conditions and, most importantly, PDL usage statistics and then it is updated accordingly and presented to the Library Board in July of the following year. However, due to the constant advancements and rapid changes in technology, the library’s 3-Year Technology Plan is in a constant state of evolution and should be regarded as a work in progress.

CONCLUDING REMARKS:

The Portage District Library’s 3-Year Technology Plan serves as a master planning document for technology at the library. It is intended to be used by the Library Systems Administrator and our system integrators as a “blueprint” for the library’s technology infrastructure. The details that are provided in this document will outline the library’s vision for its network in 2019-2021 and will be used as a guide for selecting technologies and software in the future. For these reasons, a significant amount of time and effort will be spent defining expectations and desired outcomes for technology at the library, and the contents of this 3-Year Technology Plan will reflect that effort and will also coincide with the library’s approved Ends Statements which drive all activities at the library including the library’s technology initiatives and the library’s budget.
Mission Statement

To inspire learners, enrich lives, and empower our community.

Vision Statement

Unlocking infinite possibilities through unlimited resources for all members of our community.

Goal Statements

*(Originally approved by the Library Board on 12-14-2017)*

By 2020, Portage District Library will….

1. Provide a collection of tools (materials, specialists, equipment and programs) to allow people to create and learn.
2. Be a resource of local information, history, and culture Be a leader in strengthening our community.
3. Provide collections and content to meet the evolving needs of the community and support diverse perspectives.
4. Provide a presence in the community where people are, when they need it, and how they want to use it.
5. Reach the community at their diverse literacy needs (functional, technical and reading literacy).
State of Library Network

Servers

Servers have all been virtualized utilizing VMware VSphere 5.5 software. Currently, the library has 30+ virtual servers running on three physical servers. The library has also consolidated storage utilizing Storage Area Network technology (SAN). For backup and disaster recovery, the library operates a dedicated point-to-point connection where server replicas are stored offsite. The library maintains a backup/network management server that houses server backups.

Software as a Service - The library is currently transitioning 15+ virtualized servers to a Software as a Service platform.

Private Cloud Hosted - The library is currently consolidating and transitioning 10+ virtualized servers to a private cloud hosted platform.

Network Infrastructure

Currently, the library has standardized on Cisco equipment for switching and routing within its network, APC for uninterrupted power service and Panduit for physical connections. This equipment is responsible for keeping the core connectivity between our workstations, servers, SAN and the outside world. The library has added Power over Ethernet (PoE) services to its switches for connecting PoE devices. The library also employs specialize network electronics to provide secure and authenticated wireless access for its public. As technology and complexity grow, this technology must also follow suit. To this end, the library has upgraded its core switching from 10Mb to 100Mb to 1 GB over time in a pragmatic manner.

The Portage District Library maintains an Ethernet Virtual Circuit (EVC) circuit between the Portage District Library to Secant Technologies. This EVC transports both network and internet traffic and is currently being used to replicate its storage remotely. In 2017, this EVC was used as transport for core network communications as the library transitions to a hosted network core model and the library will expand its internet bandwidth.

Staff Technology

Currently, the library has a mixture of desktops and laptops totaling 52 devices (Workstations, Laptop and tablets) and has a standardized brand and model. This standardization reduces the TCO (total cost of operations) for the library and enables the library to employ a single network administrator. The library operates 7 networked laser printers and 2 Color copier/printers for staff printing. These imaging units have been located strategically throughout the library for ease use and need.

Public Access Technology

The public access computing side of the library’s network includes Catalog Stations, Internet Access Stations, Circulating Laptops, Training Laptops, Electronic Display Stations, and Game
Consoles. This mixture of desktops, laptops, thin clients and non-standard devices amounts to in excess of 90 access points and makes up the public access device pool. The library has one B&W laser printer and one Library Document Station offering these services: (1) Copy/Print; (2) Save to USB drive / Smart Device / Email / Cloud Storage and (3) Fax.

Network Services

The Portage District Library’s network is expected to maintain the following list of services:

- **Integrated Library Automation Services**
  - SD Symphony: Cataloging, Circulation, Acquisitions, Serials, MobileCirc
  - SD Enterprise Discovery Server: Internal Public Access, External Public Access, Enriched Content Services, Integrated Searching Services, eResources Central
  - SD Web Services Server:
  - SD SIP Services: Authentication to Databases and E-Content
  - BlueCloud Analytics: Statistical Data from our Integrated Library System
  - Exit-Watch: Bibliotheca software for monitoring RFID exit gates
  - Bibliotheca Self-Checkout, Auto-Check-in, Digital Library Assistant
  - EZ-Proxy: Authenticated Access to Licensed Databases for Remote Access
  - ContentDM: Digital Archive Software

- **Public Access Computing Services**
  - Envisionware PC Reservation – Manages Computer Access for Patrons
  - Envisionware LPT:One – Manages vended Public Access Printing
  - Envisionware LDS (Library Document Station): Copy, Scan and Send Services (Copy, Fax, Smart Device, USB, Email, OneDrive, Google Drive, and Dropbox)
  - OpenDNS Umbrella: Public Access Filtering and Security Services
  - Envisionware MobilePrint: Printing from home, from Patron Device
  - Circulating Laptops for patron use throughout the library
  - Circulating Mobile Hotspots (2017)

- **Edutainment Services**
  - Educational Computers
  - Digital Signage application offers the library a dynamic information portal for internal services

- **Business Applications Services**
  - Cisco Call Manager VoIP Services
  - Business Productivity Applications: Microsoft Office 2016/Office 365
  - Intranet Services: Microsoft Sharepoint Services
  - Accounting Services: Blackbaud Financial Edge, PaperSave Pro
  - Business Intelligence: Infortel Call Accounting, Proclarity and SQL Server
  - FundRaising Services: DonorPerfect
  - Schlage Prox Key Security Services
  - IT Management: Spiceworks, Software Update Services, Faronics Deepfreeze, Ninite Pro, AD Group Policies, Sophos AV, Veeam Backup and Replication, HP Management Software, VMware Vcenter, vSphere

- **Printing Services**
  - The library offers both black/white & color printing services to both the public and the library staff.

- **Internet Services**
The library currently uses a dynamic fiber optic connection to the Internet. This connection is the most crucial tool for delivering library services. The library uses this connection to replicate its core network operations center as well as store backups.

Web Services

The following is a list of Web-Based Services that the library expects to maintain, develop and enhance:

- Library Website - A crucial service for all organizations today is their website. The library will focus on developing an application that is manageable by a wider spectrum of library staff and keep content fresh and accurate. The focuses of this site will be (1) public access catalog for both traditional and e-material, (2) research resources including Internet links, research databases and interactive features between staff and patrons, and (3) library programs and events for ongoing personal development.

- Library Online Databases - Online Databases (Internally and EZProxy) are also a key focus for the library’s image. Offering a broad array of accessible database content will continue to make the library a choice information provider.

- Library Public Access Catalog - The Public Access Catalog (Enterprise) allows patrons to search and retrieve information on the library’s holdings both in-house and remotely. This service has grown dramatically over the past three years and is expected to continue to develop. Enrichment tools like Novelist, Cover Art and Book Reviews have dramatically increased the usability, reader advisory services and self-service discovery. The library will continue to extend these functions to include eContent (eBooks and eAudio), utilizing eResource Central and may consider local history content.

- Library E-Services - The library publishes an e-newsletter monthly to keep patrons informed about events and services at the library. The library also offers e-notices for holds/overdues/pre-due notices. The library provides access to its local history resources through it digitization project. In 2017, the library moved from a locally developed Summer Reading software product to a SaaS model provided by BeanStack.

- Library Events Calendar Online - Library Programs & Events are a popular service provided by the library and is managed by Evanced, an online meeting room and event booking software.

- Library Mobile Services - Library Information, Searching, Digital Content Access through mobile applications. The current Mobile Apps menu is OverDrive, Freegal, Tumblebooks, Zinio and hoopla and these mobile/web apps are used for eMaterials. Boopsie and Bookmyne are mobile searching apps for the library catalog and digital information.

- Library Social Media Services - The library is actively using Facebook and Twitter as marketing and communication tools for its traditional and digital services. These services have grown dramatically over the past 2 years and will continue to grow as the library operationalizes its use with daily operation.
Reduced Budget Scenario

Libraries will always have to deal with situations where funding is inadequate and in peril. A recent scenario involved Personal Property Tax (PPT). The library must remain prepared to act under a “Worst Case Scenario: Lost revenue with replacement or no replacement”. If this was to occur, the Portage District Library will take a core services approach to funding technology. This approach would prioritize technology as reductions in funding are considered. The layers of the circle of core services are presented and described below in priority order.

**The Network Core Service Layer** is the library’s most valuable technology asset. The switches, access points, servers and hardware provide access to the necessary software for running library operations on a day-to-day basis. This network core must be maintained to ensure that library operations are able to continue. If any of these core components are down for any period of time library operations may slow and/or halt as a result.

**The Public Service Layer** is the layer that facilitates: (1) circulation of materials; (2) processing of materials for circulation; (3) questions and answers from the information desks; and (4) RFID technology supporting circulation. The Public Access Layer is the layer that provides public access to library technology. This layer includes catalog thin clients, Internet computers, research computers, copiers, printing, microfilm, and wireless access for the public.

**The Staff Access Layer** is the layer that includes staff technology like workstations, telephones, and laptops.

**The Peripheral Services Layer** is the outer most layer and includes services like meeting room technology, digital signage, Tumblebooks, gaming stations, etc.

**Process for Reductions within the Circle of Core Services**

Considering all the layers of the circle of core services for the library, budget cuts would affect the circle beginning at the outer layer and moving inward to the core layer. This means that the library would review its most redundant and most peripheral technology first if reductions were required. All layers of the circle of core services would be affected in some manner as follows:

- At the peripheral services layer, meeting room technology would potentially be replaced by mobile carts.
- The number of printers would be reduced.
- Digital signage would be reduced.
- At the staff layer, thin clients would become standard staff devices with a centralized power desktop computer for joint use by staff.
- The number of circulating laptops would be reduced or eliminated.
- The oldest RFID checkout machine would be phased out and circulation back room machines would be evaluated.
- At the network core level, self-insurance programs and cold spares might be considered for less expensive technology.

An operational review will occur for ongoing costs. This review includes: (1) reviewing its software and hardware contracts; (2) reviewing supply needs; and (3) internalizing operational support. Software contracts will be evaluated for free or low cost alternatives (Open Source Solutions). Hardware contracts will be reviewed for self-insurance possibilities, cold spares...
efficiency and/or no ongoing contract. Support agreements may also be pared down where possible. Finally, day-to-day operations will be reviewed for cost savings (e.g. limited color printing; no cell phone stipends). All operational budgets will be evaluated for cost savings.

Evaluating Our Progress

The goals and objectives for Portage District Library’s network and web design will be reviewed on an ongoing basis through a combination of internal meetings of the Web Design Team and the Network Design Team and external meetings with network and web partners.

Currently, the library has a Technology Team whose purpose is to review the current state of the library’s network, recommend physical and/or goal/objective changes and report problems. The library also has a Web Development Team whose responsibility is the development of new web resources, report problems with existing functionality and recommend web development plan changes. Both teams are constantly monitoring the evolution of library technology.

In addition to these two teams, the library utilizes staff attendance at library and technical conferences to keep up-to-date on technological advancements in the library field. The library also schedules annual network security audits to address the library’s progress toward securing its network borders and protecting its most valued asset “information”.

Every year, the library’s Technology Team and the Library Systems Administrator make budget recommendations to the Library Director in the form of ongoing maintenance for current technology, budget requests to refresh existing technology and budget requests for technology upgrades. These annual reviews ensure appropriate budgets are available for library technology.

These internal and external meetings allow the library to make any necessary course corrections throughout the life of its technology. Applying these pragmatic plans creates a more dynamic and responsive set of library technologies. Each year this living document will ebb and flow with the changing needs of technology at the Portage District Library.
<table>
<thead>
<tr>
<th>Technology Terms</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP</td>
<td>Access Point</td>
</tr>
<tr>
<td>API</td>
<td>API is “application programming interface“ and is the connection between hardware devices, applications, or different sections of a computer network. It defines the ways by which an application program may request services from libraries and/or operating systems. An API determines the vocabulary and calling conventions the programmer needs to employ to use the services.</td>
</tr>
<tr>
<td>Authentication</td>
<td>Authentication is a security measure designed to establish the validity of a transmission, message, or originator, or a means of verifying an individual's authorization to receive specific categories of information.</td>
</tr>
<tr>
<td>Bandwidth</td>
<td>Bandwidth is a data transmission rate; the maximum amount of information (bits/second) that can be transmitted along a channel.</td>
</tr>
<tr>
<td>Client</td>
<td>Client is an application or system that accesses a remote service on another computer system, known as a server, by way of a network. The term was first applied to devices that were not capable of running their own stand-alone programs, but could interact with remote computers via a network. These dumb terminals were clients of the time-sharing mainframe computer.</td>
</tr>
<tr>
<td>CKO/CKI</td>
<td>Check-out/Check-in</td>
</tr>
<tr>
<td>Cloud Computing</td>
<td>Cloud computing means using multiple server computers via a digital network, as though they were one computer. Often, the services available are considered part of cloud computing.</td>
</tr>
<tr>
<td>Content Management System</td>
<td>A Content Management System is used to manage the content of a web site. Typically, a CMS consists of two elements: the content management application (CMA) and the content delivery application (CDA). The CMA element allows the content manager or author, who may not know Hypertext Markup Language (HTML), to manage the creation, modification, and removal of content from a Web site without needing the expertise of a Webmaster. The CDA element uses and compiles that information to update the Web site. The features of a CMS system vary, but most include Web-based publishing, format management, revision control, and indexing, search, and retrieval. Blogs and wikis are forms of content management systems.</td>
</tr>
<tr>
<td>Enterprise</td>
<td>Enterprise is the public access library catalog. It is a multi-faceted search interface allowing external content to be pulled from Bowker Cover Art, Ebsco Novelist, Facebook, Google and professional review sources. In addition, allows fines to be paid via PayPal.</td>
</tr>
</tbody>
</table>
**eResource Central**  
eResource Central® (eRC) brings all of your providers together into a unified interface and eliminates the need to redirect patrons outside the library OPAC to unfamiliar interfaces, making the entire process more comfortable for you and your users. By integrating with more eResource providers than any other digital content management tool, eRC lets users search eResources alongside physical content, see real-time availability and previews for eResources, and download most titles from within the catalog. Make your OPAC the first and last place your patrons come to find any content.

**Fiber Optic Connection**  
Fiber Optic Connection is a mode of connection utilizing a glass or plastic fiber that carries light along its length. Fiber optics is the overlap of applied science and engineering concerned with the design and application of optical fibers. Optical fibers are widely used in fiber-optic communications, which permits transmission over longer distances and at higher bandwidths (data rates) than other forms of communications.

**ILS**  
Integrated Library System

**Internet**  
The Internet is a shared global computing network based on standards including Internet Protocol (IP), Simple Mail Transfer Protocol (SMTP) and the Domain Name System (DNS), which enables global communications between all connected computing devices and provides the platform for web services and the World Wide Web.

**Michigan Evergreen**  
The Michigan Evergreen Project is an Open Source shared catalog administered by the Michigan Library Consortium and the Grand Rapids Public Library utilizing the Evergreen Open Source Integrated Library System.

**Migration**  
Migration is the process of moving data from one storage device to another, or more specifically, the process of translating data from one format to another. Data migration is necessary when an organization decides to use a new computing systems or database management system that is incompatible with the current system. Typically, data migration is performed by a set of customized programs or scripts that automatically transfer the data.

**Open Source**  
Open Source Software (OSS) is software for which the underlying programming code is available to the users so that they may read it, make changes to it, and build new versions of the software incorporating their changes. There are many types of Open Source Software, mainly differing in the licensing term under which (altered) copies of the source code may (or must be) redistributed.

**PAC**  
Public Access Computer

**PBX**  
PBX means “Private Branch Exchange (PBX) and is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public. PBXs make connections among the internal telephones of a private organization and also connects them to the public switched telephone network (PSTN) via trunk lines. Because they incorporate telephones, fax machines, modems, and more, the general term "extension" is used to refer to any end point on the branch.
<table>
<thead>
<tr>
<th>Glossary of Technology Terms</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Peripheral technologies</strong></td>
<td>Any external device that provides input to the computer or receives output from the computer is considered a peripheral.</td>
</tr>
<tr>
<td><strong>Platform</strong></td>
<td>A platform in computer terms describes some sort of hardware architecture or software framework (including application frameworks), that allows software to run. Typical platforms include a computer's architecture, operating system, programming languages and related runtime libraries or graphical user interface.</td>
</tr>
<tr>
<td><strong>PoE</strong></td>
<td>Power over Ethernet</td>
</tr>
<tr>
<td><strong>Portal</strong></td>
<td>Portal is a term, generally synonymous with gateway, for a World Wide Web site that is or proposes to be a major starting site for users when they get connected to the World Wide Web or that users tend to visit as an anchor site. There are general portals and specialized or niche portals. Some major general portals include: Yahoo, Excite, Netscape, Lycos, CNET, Microsoft Network, and America Online's AOL.com.</td>
</tr>
<tr>
<td><strong>RFID</strong></td>
<td>Radio-frequency identification (RFID) is the use of an object (typically referred to as an RFID tag) applied to or incorporated into an object for the purpose of identification and tracking using radio waves. Some tags can be read from several meters away and beyond the line of sight of the reader. Most RFID tags contain at least two parts. One is an integrated circuit for storing and processing information, modulating and demodulating a radio-frequency (RF) signal, and other specialized functions. The second is an antenna for receiving and transmitting the signal.</td>
</tr>
<tr>
<td><strong>RSS Feed</strong></td>
<td>RSS (most commonly translated as &quot;Really Simple Syndication&quot; but sometimes &quot;Rich Site Summary&quot;) is a family of web feed formats used to publish frequently updated works—such as blog entries, news headlines, audio, and video—in a standardized format. An RSS document (which is called a &quot;feed&quot;, &quot;web feed&quot;, or &quot;channel&quot;) includes full or summarized text, plus metadata (information about an informational resource) such as publishing dates and authorship.</td>
</tr>
<tr>
<td><strong>SAM</strong></td>
<td>SAM is “Smart Access Manager,” a software program for managing patron use of library computers. It enables the library to manage patron use of library computers by recognizing patrons individually, automatically giving Internet access consistent with library policy and each patron's choice, as well as applicable regulation. It also enforces library rules governing Internet computer session length and frequency of patron computer use.</td>
</tr>
<tr>
<td><strong>SAN Switch</strong></td>
<td>SAN (Storage Area Work) Switch is device that routes data between servers and disk arrays in a storage area network (SAN). It typically refers to a Fiber Channel switch.</td>
</tr>
<tr>
<td><strong>SCKO</strong></td>
<td>Self Check-Out</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td>A Server is any combination of hardware or software designed to provide services to clients. When used alone, the term typically refers to a computer which may be running a server operating system, but is commonly used to refer to any software or dedicated hardware capable of providing services.</td>
</tr>
<tr>
<td><strong>SharePoint Services</strong></td>
<td>SharePoint Services is a collection of products and software elements that includes, amongst a growing selection of components, Internet Explorer based collaboration functions, process management modules, search modules</td>
</tr>
</tbody>
</table>
and a document-management platform. SharePoint can be used to host websites that access shared workspaces, information stores and documents, as well as host defined applications such as wikis and blogs.

<table>
<thead>
<tr>
<th>SLA</th>
<th>Service Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Symphony</td>
<td>Symphony is SirsiDynix Company’s comprehensive, integrated library and consortium management system for all technical and public services including both basic and advanced capabilities for Circulation, Cataloging, Serials, Acquisitions, Outreach, Materials Booking, Reserves, Accountability, and more.</td>
</tr>
<tr>
<td>T-1 Line</td>
<td>T-1 line is a digital point-to-point signal that connects a computer to the Internet and carries 1,544,000 bits per second.</td>
</tr>
<tr>
<td>Tablet Computing</td>
<td>A &quot;tablet computer&quot;, or simply &quot;tablet&quot;, is a complete computer contained entirely in a flat touch screen that uses a stylus, digital pen, or fingertip as the primary input device instead of a keyboard or mouse.</td>
</tr>
<tr>
<td>Thin Client</td>
<td>Thin Client is a client computer or client software in client-server architecture networks which depends primarily on the central server for processing activities, and mainly focuses on conveying input and output between the user and the remote server. Many thin client devices run only web browsers or remote desktop software, meaning that all significant processing occurs on the server.</td>
</tr>
<tr>
<td>UPS</td>
<td>Uninterrupted Power Supply</td>
</tr>
<tr>
<td>VDI</td>
<td>VDI is “virtual desktop infrastructure” that refers to the process of separating a personal computer desktop (its applications, files and data) from the physical machine. The 'virtualized' desktop is stored on a remote central server instead of on the hard-drive of the local personal computer. This means that when users work from their desktops, all of the programs, applications, processes and data used by the desktop are kept and run centrally, allowing users to remotely access their desktops on any device which is capable of displaying the desktop, such as a PC, laptop, smartphone or thin client.</td>
</tr>
<tr>
<td>Virtualization</td>
<td>Virtualization is a method of running multiple, independent, virtual operating systems on a single physical computer. It is a way of maximizing physical resources to make the most of an investment in hardware. As an added bonus of virtualization, you get a disaster recovery plan because the virtualized images can be used to instantly recover all your servers.</td>
</tr>
<tr>
<td>VOIP</td>
<td>VOIP means “Voice Over Internet Protocol” and is a general term for a family of transmission technologies for delivery of voice communications over Internet Provider networks such as the Internet or other packet-switched networks. Other terms frequently encountered and synonymous with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, and broadband phone.</td>
</tr>
<tr>
<td>Web 2.0</td>
<td>Web 2.0 refers to the second generation of web development and web design. It is characterized as facilitating communication, information sharing, interoperability, user-centered design and collaboration on the World Wide Web. It has led to the development and evolution of web-based communities, hosted services, and web applications. Examples include</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>social-networking sites, video-sharing sites, wikis, blogs, etc.</td>
<td>A wiki is a type of collaborative software program that typically allows web pages to be created and collaboratively edited using a common web browser. Websites running such programs are themselves referred to as wikis.</td>
</tr>
<tr>
<td>Wiki</td>
<td>Wireless access is connectivity that permits services, such as long range communications, that are impossible or impractical to implement with the use of wires. The term is commonly used to refer to telecommunications systems (e.g., radio transmitters and receivers, remote controls, computer networks, network terminals, etc.) which use some form of energy (e.g. radio frequency (RF), infrared light, laser light, visible light, acoustic energy, etc.) to transfer information without the use of wires.</td>
</tr>
</tbody>
</table>
# Portage District Library
## 2nd Quarter Report
### June 30, 2018

### Revenue

<table>
<thead>
<tr>
<th>General Ledger Category</th>
<th>2nd Qtr.</th>
<th>2nd Qtr.</th>
<th>2nd Qtr.</th>
<th>2018 Annual</th>
<th>YTD</th>
<th>YTD</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Budget</td>
<td>Actual</td>
<td>% Received</td>
<td>Budget</td>
<td>Actual</td>
<td>Actual+Enc.</td>
<td>% Received</td>
</tr>
<tr>
<td>Total Tax Revenue</td>
<td>$96,097</td>
<td>$71,174</td>
<td>74%</td>
<td>$3,308,708</td>
<td>$3,334,056</td>
<td>$3,334,056</td>
<td>101%</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>$30,350</td>
<td>$91,752</td>
<td>302%</td>
<td>$215,268</td>
<td>$161,063</td>
<td>$161,063</td>
<td>75%</td>
</tr>
<tr>
<td>Revenue from Reserves</td>
<td>-</td>
<td>-</td>
<td>0%</td>
<td>$349,294</td>
<td>$349,294</td>
<td>$349,294</td>
<td>100%</td>
</tr>
<tr>
<td>State Aid Revenue</td>
<td>$15,000</td>
<td>$18,989</td>
<td>127%</td>
<td>$296,217</td>
<td>$741,266</td>
<td>$741,266</td>
<td>250%</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$141,447</td>
<td>$181,915</td>
<td>129%</td>
<td>$4,169,487</td>
<td>$4,585,679</td>
<td>$4,585,679</td>
<td>110%</td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>General Ledger Category</th>
<th>2nd Qtr.</th>
<th>2nd Qtr.</th>
<th>2nd Qtr.</th>
<th>2018 Annual</th>
<th>YTD</th>
<th>YTD</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Budget</td>
<td>Actual</td>
<td>% Spent</td>
<td>Budget</td>
<td>Actual</td>
<td>Actual+Enc.</td>
<td>% Spent</td>
</tr>
<tr>
<td>Total Salaries &amp; Wages</td>
<td>$381,970</td>
<td>$351,981</td>
<td>92%</td>
<td>$1,348,461</td>
<td>$652,176</td>
<td>$652,176</td>
<td>48%</td>
</tr>
<tr>
<td>Total Fringes &amp; Benefits</td>
<td>$165,798</td>
<td>$136,832</td>
<td>83%</td>
<td>$551,042</td>
<td>$226,960</td>
<td>$226,960</td>
<td>41%</td>
</tr>
<tr>
<td>Total Library Materials</td>
<td>$244,493</td>
<td>$117,399</td>
<td>48%</td>
<td>$685,446</td>
<td>$308,397</td>
<td>$308,397</td>
<td>54%</td>
</tr>
<tr>
<td>Total Utilities</td>
<td>$47,134</td>
<td>$30,048</td>
<td>64%</td>
<td>$131,400</td>
<td>$58,614</td>
<td>$58,614</td>
<td>45%</td>
</tr>
<tr>
<td>Total Buildings</td>
<td>$105,401</td>
<td>$37,917</td>
<td>36%</td>
<td>$229,097</td>
<td>$75,159</td>
<td>$75,159</td>
<td>54%</td>
</tr>
<tr>
<td>Total Furnishings &amp; Equipment</td>
<td>$92,795</td>
<td>$42,474</td>
<td>8%</td>
<td>$332,596</td>
<td>$138,084</td>
<td>$138,084</td>
<td>50%</td>
</tr>
<tr>
<td>Total Professional Services</td>
<td>$101,844</td>
<td>$34,700</td>
<td>34%</td>
<td>$274,343</td>
<td>$98,353</td>
<td>$98,353</td>
<td>50%</td>
</tr>
<tr>
<td>Total Other Charges</td>
<td>$111,538</td>
<td>$41,391</td>
<td>37%</td>
<td>$332,596</td>
<td>$190,958</td>
<td>$190,958</td>
<td>57%</td>
</tr>
<tr>
<td><strong>TOTAL OPER. EXPENSES</strong></td>
<td>$1,259,941</td>
<td>$771,692</td>
<td>61%</td>
<td>$3,754,003</td>
<td>$1,630,601</td>
<td>$1,842,880</td>
<td>49%</td>
</tr>
<tr>
<td><strong>TOTAL CAPITAL PROJECTS</strong></td>
<td>$255,628</td>
<td>$3,291</td>
<td>1%</td>
<td>$400,448</td>
<td>$15,846</td>
<td>$15,846</td>
<td>34%</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>$1,515,569</td>
<td>$774,983</td>
<td>51%</td>
<td>$4,154,451</td>
<td>$1,646,447</td>
<td>$1,977,563</td>
<td>40%</td>
</tr>
</tbody>
</table>

**EFFECT ON FUND BALANCE** * $(1,374,122) $(593,068) $(15,036) $2,939,232 $2,608,116

### Cash Flow Analysis

<table>
<thead>
<tr>
<th>Cash Flow Analysis of 2018 money only</th>
<th>Cash Flow Analysis of all money including prior year(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 cash as of 3/31/2018</td>
<td>$3,519,217</td>
</tr>
<tr>
<td>+First Quarter Revenues</td>
<td>12/31/17 Audited Total cash (Fund Equity*) minus liabilities</td>
</tr>
<tr>
<td>- First Quarter Operating Expenses</td>
<td>- 2018 Operating Expenses</td>
</tr>
<tr>
<td>- First Quarter Capital Projects</td>
<td>- Capital Projects</td>
</tr>
<tr>
<td></td>
<td>- General Reserves</td>
</tr>
<tr>
<td></td>
<td>- Building Reserves</td>
</tr>
<tr>
<td></td>
<td>- Benefits Reserve</td>
</tr>
<tr>
<td></td>
<td>- Technology Reserve</td>
</tr>
<tr>
<td></td>
<td>- HVAC Control Reserve</td>
</tr>
<tr>
<td></td>
<td>- Patio Feasibility Reserve</td>
</tr>
<tr>
<td></td>
<td>- Lobby Feasibility Reserve</td>
</tr>
<tr>
<td></td>
<td>- Personal Property Tax Reserve</td>
</tr>
<tr>
<td></td>
<td>- Library Endowments</td>
</tr>
<tr>
<td></td>
<td>- Encumbrances</td>
</tr>
<tr>
<td>2018 cash as of 6/30/2018</td>
<td>$2,926,149</td>
</tr>
<tr>
<td>Total available cash as of 6/30/2018</td>
<td>Total available cash as of 6/30/2018 (Fund Balance*)</td>
</tr>
</tbody>
</table>

* Please Note: Effect on Fund Balance represents the Effect that the current period has on the overall cash position of the Library. This does not represent any individual expense line.

* Fund Equity is defined as the excess of fund assets and resources over fund liabilities. The Fund Balance is the Fund Equity minus any reserves.
**Property Taxes** - Property Tax has been collected for the 2018 Fiscal Year. The Library has collected approximately $25,000 more than it budgeted. Additionally, the Library will be receiving $21,000 from Texas Township for an error in its tax capture calculation from the previous years. These funds were received in July. The library has received its IFT tax payment for this year and it was $445 below budget.

**State Aid Revenue** - The library has received its 1st State Aid payment for FY2018 and it was approximately $4,000 higher than budgeted. The 2nd payment is expected in late summer or early fall of 2018. The Library has received its distribution from the Local Community Stabilization Fund for personal property tax. The distribution was budgeted to be $266,217, and the Library received $722,277. The Fund took in more revenue than it needed to reimbursement everyone so it pays out more to the Tier III entities, like the Library. At the end of FY2017 the Library moved the portion of the reimbursement received to a Personal Property Tax Reserve line to safeguard against a less than expected reimbursement in future years. As this year progresses and more information on future tax collections and property values becomes known, the Library may make a similar request for the funds received in FY2018.

**Revenue from Reserves** - This category is used to track the inflow of funds from the various Reserve accounts, as well as from Unassigned Fund Balance. As part of the library's FY2018 budget, the library set aside 13% of its budget into a General Reserve. In doing so, the General Reserve from the prior year was increased by $15,035. Funds have been added to the FY2018 budget for the following items: prior year encumbrances ($333,846); funds for the Master Building Project ($13,197); miscellaneous donations from FY2017 ($2,250).

**Other Revenue** - Other Revenue is ahead of pace for this time of year. The majority of this category is comprised of Fines and Fees and Penal Fines. Fines and Fees are on pace, while Penal Fines are not expected to be collected until July. The Library does not budget for donations, but instead choose to request budget amendments when they are needed for use. The Library has received $43,872 of donations and grants to date. The largest percentage ($25,518) was received from the Friend's of the Portage District Library. In June, the Library received a distribution of $21,280 for excess premiums paid on its building insurance.

**Salaries & Wages** - Salaries & Wages are on pace for this time of year. The Library is under budget due to part-time employees being absent for health or vacation reasons and those hours going unused. Additionally, the Library has a full-time employee out on short-term disability and is only paying a portion of her salary.

**Fringes & Benefits** - Fringes & Benefits are less than the 50% expended as of June 30, 2018. This is due to two employees opting out of the Library's insurance plan and picking up a spouse's insurance plan. Based on this scenario, there should be a surplus of funds at the end of the year.

**Library Materials** - This category shows that it is ahead pace for this time of year. This is not unexpected as approximately $66,000 of encumbrances where open at the end of FY2017 and brought into 2018. The encumbered material is typically received in the first quarter and into the second quarter. This means that a higher percentage of goods should be received in the first and second quarters of the year. Additionally, when the Library switched to more aggressively recording prepaids at the end of 2017, expenses in this category were moved to the first quarter of 2018. Periodicals and Licensed Databases were two areas with a large amount of items that were affected by this change. The Youth Department accelerates their ordering in the 2nd quarter of the year in preparation for a busy summer of programming. They will typically decrease their ordering during the summer and increase ordering again in the 4th quarter.

**Utilities** - Utilities are slightly under budget for this time of year. Gas & Electric comprise the largest expenditure line in this category and expenditures are slightly below budget for the year. Additionally, the Library has not received its second quarter water & sewage invoice for the year. This is typically small for this time frame and should not impact this category enough to put it over budget.
Building - Year-to-date actual and encumbrances are greater than the 50% target due to Purchase Orders being carried over from the prior year. The big projects carried over are as follows: repair and sealing of the parking lot; repair of the concrete around the flag poles; waterline for the water fountain on the north side patio; parking lot lighting upgrade; and equipment rental to inspect artwork in the entrance area. Other expenses are trending below budget for this time of year.

Furnishings & Equipment - This category is over its target for this time of year. The original budget for this category is $2,882. The vast majority of projects in this line are being carried over from the prior year. These projects include: outside water fountain; north side patio clean-up and landscaping; rear entrance awnings; new book bin; large print shelving. Additionally, there are new initiatives designated through a request from the Friend's of the Library. These include Virtual Reality googles, 3-D printer, and preschool furniture.

Supplies - The supply category is slightly below target for this time of year. The majority of accounts in this category are used on an as needed basis. The library has tried to adopt a very conservative approach to its spending for lines such as supplies. Additionally, the increased use of email notification for fines has helped to keep the postage line to a manageable level.

Professional Services - This category is higher than the 50% target for several reason. There were several Online Subscriptions treated as prepaids at the end of 2017 and therefore, their expense was moved to Fiscal Year 2018. Lastly, the expenses associated with the financial audit occur predominantly in the first half of the year.

Other Charges - This category is well above the 50% target. This is a new trend and is due to the treatment of prepaids at the end of 2017. The Computer Repair and Maintenance line had a large number of support agreements that were treated as prepaids and thus their expense moved to the 2018 Fiscal Year. Typically this line has a large portion of its expenses occur in the 3rd and 4th quarters, but this has shifted with the more aggressive treatment of prepaids.

Capital Projects - This category is less than 50% spent for this time of year due to several reasons. The FY2018 Technology Project will not begin until the 4th qtr. Additionally, the Capital Maintenance line will not be used unless a major building repair needs to be completed and can not be covered in the Library's Building Repair & Maintenance line. Otherwise, funds in the Capital Maintenance line will be saved and used for a large building project. There is $120,222 of encumbrance coming forward from the prior year. This amount accounts for the vast majority of activity for the year-to-date.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 11, 2018
Subject: Executive Limitation Policy for Minutes and Records Retention and Monitoring Report

Background:
Last year, the Executive Limitation Policy for Minutes and Records Retention was reviewed and revised by the Library’s attorney, Anne Seurynck, and some changes were recommended. Ms. Seurynck clarified that the State of Michigan record schedule only requires that meeting notes and audio/video recordings be kept until the official minutes have been approved by the Board and can then be subsequently destroyed. Library Director Christy Klien and the Administrative Staff were comfortable with these changes and they took effect at the July 24, 2017 Library Board Meeting. Since that time, Library Board Secretary Quyen Edwards has been following these guidelines for Minutes and Records Retention.

Recommendation:
No other changes to the Monitoring Report for the Executive Limitation Policy for Minutes and Records Retention are needed at this time.
As an elected, public governance body, the Library Board will generate and retain official board meeting minutes and other board records in a manner that complies with the Michigan Open Meetings Act (Public Act No. 267 of 1976, as amended.)

**POLICY:**

1. Minutes will be produced for all library board meetings, and will contain:
   a. Information about the agenda topics, and the date, time and location of the board meeting.
   b. A list of all attendees/absentees.
   c. A brief summary of any public comments, staff presentations or discussions.
   d. A record of any decisions made at the meeting; motions made with the results (may include a very brief summary); and a record of all roll-call votes.
   e. A listing of other topics discussed (may include a very brief synopsis of the discussion.)
   f. A list of unresolved issues or other items to be carried forward to the next month (may include a brief discussion).
   g. References to any pertinent supporting documents, as deemed appropriate by the Library Director, Board Secretary or as requested by the Library Board.

**Director’s Response:**

- The contents of the minutes produced for the Portage District Library Board include: (1) date, time, location and agenda topics for the meeting; (2) list of attendees and absentees; (3) summary of public comments and all other discussions; (4) a record of decisions and motions made and votes taken; (5) a list of other topics discussed; (6) a list of unresolved issues or other items to be handled at a future date; and (7) references to pertinent supporting documents.

- In compliance with the State of Michigan’s OPEN MEETINGS ACT 267 of 1976, requiring **minutes to be available for public inspection within (8) business days after the meeting**, the board meeting minutes are being posted on the library’s website within that timeframe and also e-mailed to trustees for review, made available at the Adult Information Desk for public inquiry and kept on file in the Library Office for easy access and referral. A list of any issues needing further consideration is maintained and used to generate agenda items for subsequent board meetings.

- Every effort is made to produce professional, informational and accurate minutes of board meetings that will be retained in Library Archives as the only permanent record of Library Board activities and the chronological progress of the Portage District Library over the years.
POLICY:

2. RETENTION of library board meeting official minutes, notes, and audiotapes will be kept according to the official record retention schedule adopted by the State of Michigan as follows:

   a. For open session library board meetings, official minutes will be retained indefinitely.

   b. For open session library board meetings, recordings will be retained until official minutes are approved by the Library Board, after which the recordings will be deleted.

   c. For open session library board meetings, notes taken by the Library Board Secretary for the purpose of producing official board meeting minutes will be retained until official minutes are approved by the Library Board, after which the notes will be deleted.

   d. For closed sessions of library board meetings, official minutes will be recorded but will not be available for public inspection unless disclosure is required by a civil action. These closed session minutes may be destroyed one year (365) days and (1) day after approval of the minutes of the regular meeting at which the closed session was approved.

NOTE: Except for minutes taken during a closed session, all minutes are considered public records, open for public inspection, and must be available for review (on the library’s website and in print) as well as copying at the address designated on the public notice for the meeting.

Director’s Response:

- The process for retaining minutes of Library Board meetings is followed according to this Executive Limitation Policy. The Board Secretary maintains all Library Board meeting files and complies with all retention period requirements.

- Open session board meeting minutes in print are kept indefinitely. Recordings and notes for each open session library board meeting are kept until official minutes are approved by the Library Board and are subsequently destroyed.

- After each board meeting, minutes are filed by board meeting dates in both the Library Office and in library archives in the Heritage Room. These files are weeded at the end of the fiscal year and old board meeting files with minutes are rotated out of the active file into the Business Storage Room.

- Closed session minutes are kept separately from regular session minutes, and are not made available to the public.