NOTICE of PUBLIC MEETING

The Portage District Library Board will meet in regular session on December 17, 2018 beginning at 6:00 p.m. at the Portage District Library in the Lower Level Long Lake & Gourdneck Lake Meeting Rooms for the purpose of conducting library business.
PORTAGE DISTRICT LIBRARY BOARD
Regular Board Meeting to be held on
December 17, 2018
In the Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

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

IV. Adoption of the Agenda for the Regular Meeting of December 17, 2018. (1 minute) (Vote)

V. Consent Agenda (5 minutes) (Vote)
   A. Minutes of the Regular Meeting of October 22, 2018. Pg. 1-6
   B. Review of FOIA Policy. Pg. 7-47
   C. Approval of Annual Calendar of Library Board Activities for FY 2019. Pg. 48-50
   D. Adoption of Schedule of Library Board Meetings for 2019. Pg. 51
   E. Narrative Report for October & November 2018. Pg. 52-67
   F. Financial Condition for October and November 2018. Pg. 58-63
   G. Statistical Report for October & November 2018. Pg. 54-67
   H. Marketing Update for November & December 2018. Pg. 68-71
   I. Legislative Update for November 2018. Pg. 72-73
   J. Library Board Linkage for December 2018 and January 2019. Pg. 74
   K. Investment Policy and Library’s Investments Pg.75-78
   L. Memo: New Year’s Eve Early Closing Request (5PM) Pg. 79

VI. Governance (15 minutes)
   A. Report from Board Liaison to the Friends of the Library. Pg. 80
   B. Appointment of Nominating Committee Chair to survey trustees’ interest in Board offices in 2019 Pg. 81
   C. Memo: Discussion about Service Animals Pg. 82

VII. Ends Development (30 minutes)
   A. Food For Fines 2018 Report Pg. 83-84

VIII. Library Director’s Reports (15 minutes total)
   A. Final remarks by Library Director for the December 17, 2018 Library Board Meeting.

IX. Library Personnel – Closed Session (30 minutes)
   A. Memo: Year End Staff Recognition in 2018 Pg. 102
   B. Personnel Committee’s recommendation for Library Director’s compensation in 2019. Pg. 103

X. Process Evaluation (5 minutes total)
   A. Suggestions for Agenda Items to be included on the January 28, 2019 Board Meeting
      2. Review of Community Meeting Room Policy.
      4. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2019 Budget to Offset Unpaid Encumbrances.
      5. Approval of Budget Amendment Request to Adjust Reserve Accounts as Required.
      7. Annual signing of “Conflict of Interest” Statements by trustees.
      8. Discussion about guests to be invited to Library Board meetings & staff presentations in 2019.
11. 4th Quarter Financial Report for Fiscal Year 2018 & Comments on Year-End Results.
12. 4th Quarter Strategic Plan Statistics

B. Assessment of this meeting

C. Miscellaneous Items

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

October 22, 2018  

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

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

II. Roll Call  
Board Members Present: Michele Behr, Martha Pacheco, Alisha Siebers, Cara Terry, Donna VanderVries, Ted Vliek, and Tom Welsh  
Library Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Quyen Edwards, Rob Foti, Lawrence Kapture, Colin Whitehurst and Laura Wright  
Guests Present: Tom Vance, Library Board Trustee Candidate  

III. Comments or Requests from the Public, Board Members, or Library Staff  
Board Chair Behr welcomed everyone to the meeting including Tom Vance, who is a candidate for Library Board Trustee in the upcoming November election. She then opened the meeting for any comments from the public, board members, or library staff.  

A. Comment from Trustee Vliek: Trustee Vliek requested that Food for Fines be put on the agenda under Governance for additional discussion.  

B. Comment from Welsh: Trustee Welsh commended the candidates who are running for the library board. He was pleased to see the library’s coverage of the candidates as well as the MLive article.  

C. Comment from Behr/VanderVries: Trustee Behr asked if Trustee VanderVries would comment about her experience with virtual participation. VanderVries replied that her first experience went well, but the second time was difficult to hear, especially staff comments. She asked for clarification about where the phone was located and Behrje responded that it was in the same location in the center of the room both times. Behr encouraged staff to look into different technology for virtual participation. Behrje said he is researching a conference style console phone.  

DISPOSITION: The Library Board acknowledged the comments made by Trustees Vliek, Welsh, Behr and VanderVries.  

IV. Adoption of the Agenda for the Regular Meeting of October 22, 2018  
Library Board Chair Behr asked if there were any changes needed to the agenda for the October 23, 2018 board meeting before its adoption in addition to the topic added to Governance, and there were no additional changes requested by trustees. Behr asked for a motion to adopt the agenda.  

MOTION: It was moved by Trustee Vliek and supported by Trustee Vander Vries that the Library Board adopt the agenda with the additional Governance topic for the regular meeting of October 22, 2018.  
Vote: 7-Yes, 0-No, 0-Absent. Motion carried.  

V. Consent Agenda  
Library Board Chair Behr asked if there were any changes needed to the consent agenda for the October 22, 2018 board meeting before its adoption. One change was requested by Trustee Welsh; Item C was removed for additional comments. Trustee Behr asked for a motion to adopt the agenda with Item C removed.  

A. Minutes of the Regular Board Meeting of September 24, 2018.  
B. Review of Donation Policy.
C. Review of Investment Policy,
E. Monitoring Report – Communication & Support to the Library Board.
K. Legislative Update for September 2018.
L. Library Board linkage opportunities for November and December 2018.

**MOTION:** It was moved by Trustee Siebers and supported by Trustee Vander Vries, to approve the consent agenda with Item C removed. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

Item C. Review of Investment Policy – Trustee Welsh asked when the last time was that library staff provided a list of investments. He requested that a specific review timing be added to the policy regarding when investments are shown. Business Manager Foti said that he could bring the information to the December meeting and that going forward, that information can be presented every October along with the review of the policy. Library Board Secretary Edwards will add to the annual calendar, as well.

**MOTION:** It was moved by Trustee Welsh and supported by Trustee Siebers, to approve Item C. Review of Investment Policy with the additional language about when the library’s investments will be brought forward for review. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

VI. Governance
A. Initiation of Library Director’s 2018 Evaluation Process –
   Trustees were provided with an email which included the current evaluation form, an additional evaluation form and the director’s goals updates. Behr reminded trustees that all forms must be completed and returned to her (in paper or electronic format) by the Fall Board Retreat on Tuesday, October 30.

**DISPOSITION:** The Library Board received the information about the Library Director’s 2018 Evaluation Process.

B. Report from Co-Board Liaison to the Friends of the Library -
   Co-Board Liaison Terry said that the Friends Board had a board meeting on Monday, October 15th. Book sale was another success with over $5,000 in sales. They are looking forward to December sale as it is usually the largest sale.

   Trustee Welsh wanted to know what happens to the books that don’t sell? Library Director Klien responded that there is a process for them. After an item has been in a sale 3 times and not sold, it is boxed up and donated to the Salvation Army which comes with a truck to pick them up. There was discussion about the library’s discard process as well, and how Friends review discarded library items to include in the book sale. The Friends are invited to the Active Shooter training on November 1. The Friends established their 2019 sale and meeting dates, so new bookmarks and membership cards will be printed. They will have another Sunday bag sale after the Saturday December book sale. Patrons can purchase a bag for $5 and fill it up with any remaining books that will fit in the bag.

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

C. Revision and Approval of Internet Policy -
   Upon review of the Internet Policy by Library Attorney Anne Seurynck, changes were recommended to modify the language of the policy and adopt the Violations Procedures standardized in the Patron Behavior Policy that was approved in May 2017. The proposed Internet Policy includes recommendations from Ms. Seurynck, was reviewed by Admin Staff, and contains specific adjustments to reflect how the Portage District Library handles filtering, computer time limits, printing and chat/instant messaging. Library Director Klien said that when the library applies for E-rate, it will be very helpful to be in clear compliance with CIPA rules. That will allow us to get money from the Federal Government.
Library Board Chair Behr had a question about Section 3B in regards to filtering; Patrons can request to have filters disabled. Is there an evidence standard for patrons claiming a need to do research on blocked websites? Klien said that it has been a long time since any patron made such a request. Systems Administrator Behrje said that the public service computers now operate with OpenDNS, which has the option to enter a by-pass code on any individual PC for that session only. When the computer reboots at the end of the session, it goes back to its regular filtered behavior. We have not have not had to use it yet. OpenDNS blocks sites according to levels – CIPA, malware, pornography site.

MOTION: It was moved by Trustee Vander Vries and supported by Trustee Welsh, to approve the Internet Policy as presented. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

D. Revision and Approval of Resident/Non-Resident Policy -
When reviewing the Resident/Non-Resident Membership Policy, Circulation Supervisor Jill Austin noticed that the definition of our service boundaries leaves out the portions of the City of Portage that are not part of the Portage Public School District. This inadvertent oversite can be corrected with the following change to the first paragraph: *The service area of the Portage District Library is property located within the City of Portage or the portions of the Portage Public School District located in Texas Township and Pavilion Township.*

MOTION: It was moved by Trustee Siebers and supported by Trustee Pacheco that the Library Board approve the Resident/Non-Resident Policy as presented. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

E. Approval of Non-Resident Fee Amount for 2019 -
Library Director Klien brought trustees attention to the proposed 2019 Non-Resident Fee of $123 as calculated by Business Manager Rob Foti. This would be a $4.00 increase, up from $119 in 2018. This is the amount the average homeowner in the district pays for library services. The Portage District Library has approximately 390 Non-Resident borrowers. Some of these borrowers live in areas that qualify them for a free reciprocal borrowing card, but they chose to pay for a non-resident membership to have access to additional services such as databases and electronic materials. The revenue received from non-resident memberships is categorized under Fines & Fees.

MOTION: It was moved by Trustee Vander Vries and supported by Trustee Welsh that the Library Board approve the Non-Resident Fee Amount for 2019. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

F. Continued Discussion about Food for Fines – Trustee Vliek said that he asked that this topic be added to the agenda for some additional discussion after looking at the opinion from the attorney. The Food for Fines program is already under way this week and PCC is counting on the food for this year’s holiday baskets, but they are aware for next year the library’s support levels could change. Trustee Pacheco encouraged library staff to think of a different way to approach this community service initiative. How can the library get the amount of food without tying the donation to the removal of fines? Circulation Supervisor Jill Austin said that looking at the numbers last year, what we write off in Food for Fine forgiveness is actually less than fines waived at all other times of the year for ‘general forgiveness’. Staff would like to let patrons know well in advance that the paradigm may change. Staff will continue with discussions about how we can continue goodwill in the community with a different approach. Library Board Chair Behr would like to have a new idea solidified before announcing it to patrons. Klien said that she hopes to present a new plan to the Library Board in January.

DISPOSITION: The Library Board had continued discussion about the Food for Fines Program.

VII. Ends Development

A. Follow-Up Report on 2018 Staff Development Day -
Library Director Klien said that the annual Staff Development Day took place on Friday, September 28. Library staff had a good time and took useful information away. A representative from each department served on the committee that planned this year’s activities and speakers. This committee will continue working together to plan some additional trainings and tools for staff. Staff completed an evaluation at the
end of the day and the committee received useful feedback to consider when planning for next year’s Staff Development Day. Trustee Siebers said that Klien should be aware the Board would likely support an additional day of training (ex. two times a year) for staff if she felt that was helpful. Klien said that she appreciated the board’s support on the matter.

DISPOSITION: The Library Board received the information about 2018 Staff Development Day.

B. Library Director's accomplishment of personal goals for Fiscal Year 2018 -
Library Director Klien referred to her goals update in the board packet and opened the floor for questions or comments. She said that she felt overall that it has been a good year, with the exception of the obvious struggle with momentum on the library’s building project. She said that she and Business Manager Rob Foti met with the City Manager and Director of Parks to get an update on where the City of Portage is in the planning process for the Senior Center. They are looking at building new with a time frame of at least 2 years. There was discussion on what would happen to the old building and the City said that the next step is to get an appraisal of the current Senior Center building which should be completed in about 6 weeks. This information will give us an idea of how much the building would cost and whether that would be feasible within the library’s budget. The library staff needs to have additional conversations about how that additional space could be used.

Returning to discussion of her personal goals for the year, Klien said that they have completed six Harwood Community Conversations, but spoke of the challenge to get really active participation. It was difficult to get people to commit to coming into those conversations. The Harwood trained staff are thinking through how to move forward with that project and they will submit a report next month. Klien said that a part of the difficulty may be that a variety of different groups in our surrounding area are conducting “community conversations” and are also depending on participation from the public. She said they would look to see what information Arcadia and Kalamazoo Public Library have gathered. Klien said that the information that the library has received through these conversations are valuable, but are not necessarily initiatives that the library can act on.

DISPOSITION: The Library Board received the Library Directors update of personal goals for FY 2018.

C. Third Quarter Strategic Planning Statistics -
Library Director Klien asked if trustees had any questions about the Third Quarter Strategic Planning Statistics and there were none. Klien said that she and Library Board Secretary Edwards had a conversation earlier in the month about the effectiveness of reporting on Strategic Goals in this way and if trustees perceived any value in this information. Trustee Behr said that the narrative report and this numeric report each have value to show the progression of projects that staff are completing. She said staff could also consider presenting the information via graphs.

DISPOSITION: The Library Board received the Third Quarter Strategic Planning Statistics.

VIII. Monitoring to Assure Compliance with Executive Limitations

A. 3rd Quarter Financial Report for FY 2018 -
Business Manager Rob Foti said that all unspent funds have been moved to the 4th quarter budget. There are no major financial concerns this year with the exception of the downward trend in Penal Fines revenue. Under budget areas include Salaries and Wages as is expected when positions are open. In December, Foti will propose a Budget Amendment to move funds to the Reserve Personal Property Tax line.

Trustee Welsh asked if there is a plan in place for fixing the concrete in the front. Klien said that the library has received quotes and selected a vendor. That project will be completed in November.

Foti said that one of the drive thru Book Drop chutes has been refabricated and dropped about 6 inches. The library will continue testing both chutes with a variety of vehicles and listen to feedback before deciding if the other chute will also be lowered.
DISPOSITION: The Library Board received the information about the 3rd Quarter Financial Report for FY 2018.

Library Director’s Comments
A. Final remarks by Library Director for the October 22, 2018 Library Board Meeting

Library Director Klien reminded trustees that the board retreat is next week Tuesday, October 30th. Dinner will be available beginning at 5:30 PM with the Fundraising Consultant Keith Hopkins speaking from 6:00-8:00 PM. Klien relayed that she shared trustees’ top areas of interest regarding fundraising and Mr. Hopkins will take that into consideration for his presentation.

Reminder – active shooter training on Thursday, November 1 from 2:00-5:00 PM. Please let Library Board Secretary Edwards or me know if you are going to attend so we can set up enough seats. This training is the second at the library that will be conducted by Portage Public Safety. Half the staff has been through the training already.

The MLA Annual Conference was last week in Novi, Michigan. Edwards, myself and a few other staff were able to attend. Break-out Sessions included topics such as strategic planning, open meetings act, renovation planning, and how to deal with difficult patrons.

The Grandmother and CIG Endowment Fund at the Kalamazoo Community Foundation was recently featured in the Portage Neighbors magazine. The article spoke about how the endowment was able to fund a unique, philanthropic Summer Reading experience for the youth in our community.

Klien said that the parking lot lights are currently out and that we are hoping to resolve that issue as soon as possible. An electrician has been scheduled to replace the current style bulbs with LEDs which will make the library able to receive a rebate.

Klien updated trustees regarding an incident with pests in the library. Staff followed established procedures to deal with the issue and the heating tent was used. We have dogs coming in to do an inspection on October 31st.

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

IX. Process Evaluation
A. Suggestions for Agenda Items to be included on the December 17, 2018 Board Meeting

1. Minutes of the Regular Meeting of October 22, 2018
2. Review of FOIA Policy
3. Approval of Annual Calendar of Library Board Activities for FY 2019
4. Adoption of Schedule of Library Board Meetings for 2019
5. Report on Financial Condition for October 2018
6. Report on Financial Condition for November 2018
7. Marketing Update for October & November 2018
8. Narrative Report for October & November 2018
9. Statistical Report for October 2018
10. Statistical Report for November 2018
11. Legislative Update for October & November 2018
12. Appointment of Nominating Committee Chair to survey trustees’ interest in Board offices in 2019
13. Personnel Committee’s recommendation for Library Director’s compensation in 2019
14. Report from Co-Board Liaison to the Friends of the Library
15. End-of-Year Report on accomplishment of all Ends in 2018

B. Assessment of this meeting – Trustees said it was a good meeting.
C. Miscellaneous Items – Trustee Siebers suggested pulling out the statistical report from the January consent agenda to have a discussion about the full year’s worth of information

Library Board Chair Behr wished all candidates good luck in the November elections!

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

DISPOSITION: The regular board meeting of October 22, 2018 was adjourned at 7:35 pm.

Recorded and Transcribed by,

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

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

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

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

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

3. Fee Deposit Requirements:

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

4. Fees for Processing FOIA Requests:

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

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

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

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

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

Mailing Costs
The Library will charge the actual cost to mail public records using a reasonably economical and justified means.

The Library will not charge for expedited shipping or insurance unless requested by the requesting person but the Library may charge the least expensive form of postal delivery confirmation.

- A fee will not be charged for the cost of search, examination, review and the deletion and separation of exempt from nonexempt information unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of the unreasonably high costs.

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

5. Eligibility for Fee Reduction:

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

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

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

6. Appeals-Denials of FOIA Request:

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

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

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

7. Appeals-Fees:

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

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

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

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

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

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

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

SECTION 1 - DEFINITIONS


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

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

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

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

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

**SECTION 2 - RIGHT TO RECORDS**

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

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

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

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

**SECTION 3 – RIGHTS AND OBLIGATIONS OF THE LIBRARY**

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

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

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

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

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

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

**SECTION 4 – FEES AND DEPOSITS**

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

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

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

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

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

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

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

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

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

Labor costs will be calculated based on the following requirements:

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

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

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

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

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

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

- The cost of paper copies will be calculated as a total cost per sheet of paper and shall be itemized on Detailed Cost Itemization (Attachment B). The cost of paper copies of public records made on standard letter size (8-1/2 by 11") or legal size (8-1/2 by 14") paper will be $0.10 per sheet of paper. Copies for non-standard or legal size sheets of paper will reflect actual cost of duplication.

- The Library shall utilize the most economical means available for making copies of public records, including using double-sided printing, if cost saving and available.

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

- Computer discs, computer tapes or other digital or similar media will be at actual and most reasonably economical cost for the non-paper media.

- The requirement to provide records on non-paper physical media will not apply if the Library lacks the technological capability necessary to provide the public record on the non-paper physical media stipulated in the particular instance.

- In order to ensure the integrity and security of the Library’s technological infrastructure, the Library will procure any requested non-paper media and will not accept non-paper media from the requesting person.

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

- The actual cost to mail copies of public records using a reasonably economical and justified means.

- The Library will not charge for expedited shipping or insurance unless specifically stipulated by the requesting person but the Library may charge the least expensive form of postal delivery confirmation.

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

- Volume of public records requested;

- The time frame for the public records requested;

- Complexity of searching for, examining, reviewing a public record, and the deletion and separation of exempt from non-exempt information;
• The need to search for, examine, and review public records from different departments or offices of the Library;
• The anticipated hours of labor;
• The available staffing for responding to the request;
• The extent to which the particular request incurs costs greater than the costs incurred for the typical or usual request received by the Library.
• Any other similar factors designated as applicable by the FOIA Coordinator.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1) Grant the request.

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

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

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

• an explanation as to why the requested public record is exempt from 
disclosure in accordance with the Act, or

• a certificate that the requested public record does not exist under the name 
given by the requesting person or by another name reasonably known to 
the Library, or

• a description of a public record or information which had to be separated
or deleted from the public record pursuant to Section 14 of the Act.

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

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

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

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

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

- The failure was willful and intentional; or

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

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

SECTION 6 – PROCEDURES FOR SEPARATION OF RECORDS

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

SECTION 7 – FOIA COORDINATOR

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

SECTION 8 – APPEALS-DENIALS

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

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

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

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

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

SECTION 9-APPEALS-FEES

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

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

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

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

SECTION 10-INTERPETATION AND EFFECTIVE DATE

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

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

SECTION 11 – FORMS

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

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

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

Request No.: _________  Date Received: ___________  Check if received via: ☐ Email  ☐ Fax  ☐ Other Electronic Method

Date delivered to junk/spam folder: ___________________

Date discovered in junk/spam folder: _______________

(Please Print or Type)

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

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

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

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

Requesting Person’s Signature  Date

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

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

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

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

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**Overtime Labor Costs**

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

**Consent to Overtime Labor Costs**

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

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

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<th>Requestor’s Signature</th>
<th>Date</th>
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**Request for Discount: Indigence**

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

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

**Office Use:** ☐ Affidavit Received ☐ Eligible for Discount ☐ Ineligible for Discount

I am submitting an affidavit and requesting that I receive the discount for indigence for this FOIA request:

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

**Request for Discount: Nonprofit Organization**

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

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

**Office Use:** ☐ Documentation of State Designation Received ☐ Eligible for Discount ☐ Ineligible for Discount

I stipulate that I am a designated agent for the nonprofit organization making this FOIA request and that this request is made directly on behalf of the organization or its clients and is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the Mental Health Code, 1974 PA 258, MCL 330.1931:

<table>
<thead>
<tr>
<th>Requestor’s Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
ATTACHMENT B
The following costs are being charged in compliance with Section 4 of the Michigan Freedom of Information Act, MCL 15.234, according to the Library's FOIA Policies and Guidelines.

### 1. Labor Cost for Copying / Duplication

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

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

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

<table>
<thead>
<tr>
<th>Hourly Wage Charged: $_________</th>
<th>Charge per increment: $_________</th>
</tr>
</thead>
<tbody>
<tr>
<td>OR</td>
<td></td>
</tr>
</tbody>
</table>

- **Hourly Wage with Fringe Benefit Cost:** $_________  OR
- **Multiply the hourly wage by the percentage multiplier:** _____%  
  (up to 50% of the hourly wage) and add to the hourly wage for a total per hour rate.

- **Charge per increment:** $_________

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

#### To figure the number of increments, take the number of minutes: _____, divide by 15-minute increments, and round down.

- **Enter below:**
  - **No. of increments**  
  - **x_________ =_________**  

- **1. Labor Cost**  
  - $_________

### 2. Labor Cost to Locate:

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

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

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

<table>
<thead>
<tr>
<th>Hourly Wage Charged: $_________</th>
<th>Charge per increment: $_________</th>
</tr>
</thead>
<tbody>
<tr>
<td>OR</td>
<td></td>
</tr>
</tbody>
</table>

- **Hourly Wage with Fringe Benefit Cost:** $_________  OR
- **Multiply the hourly wage by the percentage multiplier:** _____%  
  (up to 50% of the hourly wage) and add to the hourly wage for a total per hour rate.

- **Charge per increment:** $_________

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

#### To figure the number of increments, take the number of minutes: _____, divide by 15-minute increments, and round down.

- **Enter below:**
  - **No. of increments**  
  - **x_________ =_________**  

- **2. Labor Cost**  
  - $_________
3a. **Employee Labor Cost for Separating Exempt from Non-Exempt (Redacting):**
*(Fill this out if using Library employee. If contracted, use No. 3b instead.)*

The Library will not charge labor directly associated with redaction if it knows or has reason to know that it previously redacted the record in question and still has the redacted version in its possession.

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

________________________

________________________

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

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

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

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

3b. **Contracted Labor Cost for Separating Exempt from Non-Exempt (Redacting):**
*(Fill this out if using a contractor, such as the attorney. If using in-house employee, use No. 3a. instead)*

The Library will not charge for labor directly associated with redaction if it knows or has reason to know that it previously redacted the record in question and still has the redacted version in its possession.

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

________________________

________________________

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

**Name of contracted person or firm:** _______________________________________________________

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

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

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

---

<table>
<thead>
<tr>
<th>To figure the number of increments, take the number of minutes: _____, divide by 15-minute increments, and round down to: _____ increments Enter below:</th>
</tr>
</thead>
</table>
| No. of increments | 3a. Labor Cost $_________
| x _________ = |

<table>
<thead>
<tr>
<th>To figure the number of increments, take the number of minutes: _____, divide by 15-minute increments, and round down: _____ increments Enter below:</th>
</tr>
</thead>
</table>
| No. of increments | 3b. Labor Cost $_________
| x _________ = |
### 4. Copying / Duplication Cost:

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

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

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

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

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

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

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

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

### 5. Mailing Cost:

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

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

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

☐ *Requesting person has requested expedited shipping or insurance

*Requesting person has requested expedited shipping or insurance

---

**FOIA Detailed Cost Itemization Form**

Page 3
6a. **Copying / Duplication Cost for Records Already on Library’s Website:**

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

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

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

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

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

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

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

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

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

6a. **Web Copy Cost** $________

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

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

- **Hourly Wage Charged:** $________
- **Charge per increment:** $________
- **Hourly Wage with Fringe Benefit Cost:** $________

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

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

- **Charge per increment:** $________

☐ Overtime rate charged as stipulated by requesting person

To figure the number of increments, take the number of minutes: _____, divide by 15-minute increments, and round down. Enter below:

- **No. of increments** x _________ = $________

6b. **Web Labor Cost** $________

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

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

☐ *Requesting person requested expedited shipping or insurance

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

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

|----------------|---------------|------|---------------------------|---|--------------------------|---|--------------------------|---|--------------------------|---|--------------------------|---|---------------|---|--------------------------------|---|--------------------------------|---|--------------------------------|---|-------------------|---|

<table>
<thead>
<tr>
<th>Estimated Time Frame to Provide Records:</th>
<th>(days or date)</th>
</tr>
</thead>
</table>

The time frame estimate is nonbinding upon the Library, but the Library is providing the estimate in good faith. Providing an estimated time frame does not relieve the Library from any of the other requirements of the Freedom of Information Act.

### Waiver: Public Interest

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

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

### Discount: Indigence

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

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

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

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

- [ ] Eligible for Indigence Discount

### Discount: Nonprofit Organization

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

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

- [ ] Eligible for Indigence Discount

---

FOIA Detailed Cost Itemization Form  Page 5

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{13047-001-00041394.1}
### Deposit: Good Faith
The Library may require a good-faith deposit before providing the public records to the requestor if the entire fee estimate or charge exceeds **$50.00**, based on a good-faith calculation of the total fee. The deposit cannot exceed ½ of the total estimated fee. **Percent of Deposit:** _____%

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

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

1. The final fee for the prior written request was not more than 105% of the estimated fee.
2. The public records made available contained the information being sought in the prior written request and are still in the Library’s possession.
3. Ninety (90) days have passed since the Library notified the individual in writing that the public records were available for pickup or mailing.
4. The individual is unable to show proof of prior payment to the Library.
5. The Library calculates a detailed itemization, as required under MCL 15.234, that is the basis for the current written request’s increased estimated fee deposit.

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

1. The individual is able to show proof of prior payment in full to the Library, OR
2. The Library is subsequently paid in full for the applicable prior written request, OR
3. Three hundred sixty-five (365) days have passed since the individual made the written request for which full payment was not remitted to the Library.

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

1. **Reduce the charges for labor costs** otherwise permitted by 5% for each day the Library exceeds the time permitted for a response to the request, **with a maximum 50% reduction**, if EITHER of the following applies:
   1. The late response was willful and intentional, OR
   2. The written request included language that conveyed a request for information within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or specifically included the words, characters, or abbreviations for “freedom of information”, “information”, “FOIA”, “copy”, or a recognizable misspelling of such, or appropriate legal code reference to MCL 15.231 et seq. or 1976 Public Act 442, on the front of an envelope, or in the subject line of an electronic mail, letter, or facsimile cover page.

### Request Will Be Processed, But Balance Must Be Paid Before Copies May Be Picked Up, Delivered or Mailed

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

**Michigan Freedom of Information Act, Public Act 442 of 1976, MCL 15.231, et seq.**

**Request No.:** ____________  **Date Received:** ____________  
**Date of This Notice:** ____________ 

(Please Print or Type)

**Check if received via:** □ Email  □ Fax  □ Other Electronic Method  
**Date delivered to junk/spam folder:** ____________  
**Date discovered in junk/spam folder:** ____________

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

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

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

___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________

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

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

**Reason for Extension:**

___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________
___________________________________________________________________________________________________________

**Signature of FOIA Coordinator:** ____________________________________________  **Date:** ____________

---

Library: Keep original and provide copy, along with Public Summary, to requestor at no charge.

{13047-001-00041394.1}  Page 37
[This page left blank on purpose.]
ATTACHMENT D
Notice of Denial of FOIA Request

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

Date discovered in junk/spam folder: ___________

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

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

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

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

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

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

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

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

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

Sec. 10.
(1) If a public body makes a final determination to deny all or a portion of a request, the requesting person may do 1 of the following at his or her option:
   (a) Submit to the head of the public body a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the denial.
   (b) Commence a civil action in the circuit court, or if the decision of a state public body is at issue, the court of claims, to compel the public body's disclosure of the public records within 180 days after a public body's final determination to deny a request.

(2) Within 10 business days after receiving a written appeal pursuant to subsection (1)(a), the head of a public body shall do 1 of the following:
   (a) Reverse the disclosure denial.
   (b) Issue a written notice to the requesting person upholding the disclosure denial.
   (c) Reverse the disclosure denial in part and issue a written notice to the requesting person upholding the disclosure denial in part.
   (d) Under unusual circumstances, issue a notice extending for not more than 10 business days the period during which the head of the public body shall respond to the written appeal. The head of a public body shall not issue more than 1 notice of extension for a particular written appeal.

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

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

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

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

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

FOIA Appeal Form—To Appeal a Denial of Records

Request No.: __________ Date Received: __________ Check if received via: □ Email □ Fax □ Other Electronic Method

Date of This Notice: __________ Date delivered to junk/spam folder: __________
(Please Print or Type)

Date discovered in junk/spam folder: __________

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

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

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

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

Requestor's Signature: __________________________________________________________________ Date: __________

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

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

Unusual circumstances warranting extension: ____________________________________________________________________________

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

Library Board Determination:
□ Denial Reversed □ Denial Upheld □ Denial Reversed in Part and Upheld in Part

The following previously denied records will be released:
______________________________________________________________________________________________________________________
______________________________________________________________________________________________________________________
______________________________________________________________________________________________________________________

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

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

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

Sec. 10.

(1) If a public body makes a final determination to deny all or a portion of a request, the requesting person may do 1 of the following at his or her option:
   (a) Submit to the head of the public body a written appeal that specifically states the word “appeal” and identifies the reason or reasons for reversal of the denial.
   (b) Commence a civil action in the circuit court, or if the decision of a state public body is at issue, the court of claims, to compel the public body’s disclosure of the public records within 180 days after a public body’s final determination to deny a request.

(2) Within 10 business days after receiving a written appeal pursuant to subsection (1)(a), the head of a public body shall do 1 of the following:
   (a) Reverse the disclosure denial.
   (b) Issue a written notice to the requesting person upholding the disclosure denial.
   (c) Reverse the disclosure denial in part and issue a written notice to the requesting person upholding the disclosure denial in part.
   (d) Under unusual circumstances, issue a notice extending for not more than 10 business days the period during which the head of the public body shall respond to the written appeal. The head of a public body shall not issue more than 1 notice of extension for a particular written appeal.

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

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

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

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

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

FOIA Appeal Form—To Appeal an Excess Fee

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

(Please Print or Type)

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Firm/Organization</th>
<th>Fax</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Street</th>
<th>Email</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>City/Township</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Delivery Method: Will pick up</th>
<th>Will make own copies onsite</th>
<th>Mail to address above</th>
<th>Email to address above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliver on digital media provided by the Library:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

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

<table>
<thead>
<tr>
<th>Library Board Extension:</th>
<th></th>
</tr>
</thead>
</table>

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

Unusual circumstances warranting extension:

If you have any questions regarding this extension, contact:

<table>
<thead>
<tr>
<th>Library Board Determination: Fee Waived</th>
<th>Fee Reduced</th>
<th>Fee Upheld</th>
</tr>
</thead>
</table>

Written basis for Library determination:

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

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

15.240a. Added Fee in excess of amount permitted under procedures and guidelines or MCL 15.234.

Sec. 10a.

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

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

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

(i) The public body does not provide for appeals under subdivision (a).

(ii) The head of the public body failed to respond to a written appeal as required under subsection (2).

(iii) The head of the public body issued a determination to a written appeal as required under subsection (2).

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

(a) Waive the fee.

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

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

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

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

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

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

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

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

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

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

Schedule for Library Board Meetings
in Fiscal Year 2019
January - December 2019

Following is a schedule of Portage District Library Board meetings from January through December 2019. Please note that the regular day and time for all library board meetings will be the 4th Monday of each month at 6:00 p.m. (with dinner at 5:30 p.m.) Additional meetings may be called or changes in meeting dates may be made by the Library Board Chair if needed. All library board meetings are held in the lower level Long Lake and Gourdneck Lake Meeting Rooms of the library, unless otherwise indicated on the meeting notice (posted 18 hrs. prior to meetings).

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Type</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 28, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>February 25, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>March 25, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>April 22, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>May 20, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>June 24, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>July 22, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>August 26, 2019</td>
<td>Monday</td>
<td>Regular Meeting &amp; Public Budget Hearing</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>September 23, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>October 2019</td>
<td>To be determined</td>
<td>Library Board Retreat</td>
<td>To be determined</td>
</tr>
<tr>
<td>October 28, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
<tr>
<td>November 2019</td>
<td></td>
<td>No Library Board Meeting Planned for November</td>
<td></td>
</tr>
<tr>
<td>December 16, 2019</td>
<td>Monday</td>
<td>Regular Meeting</td>
<td>6:00 p.m.</td>
</tr>
</tbody>
</table>

NOTES:

The May board meeting in 2019 will be held one week earlier due to Memorial Day.
The December board meeting in 2019 will be held one week earlier due to the Christmas holiday.
Library Director’s Narrative Report for December 17, 2018
(Activities at the end of October, November and the beginning of December 2018)

Administrative Activities:
During the months of October-December 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.
- Held a conference call with Rose Street Advisors to plan PDL staff Open Enrollment meeting on October 22.
- Attended PDL Library Board Meeting on October 22.
- Attended the Professional Development Meetings on October 23, November 27, and December 11.
- Met with Laura Wright, Head of Youth Services to discuss youth programming and 2019 CommuniTEEN event.
- Attended Portage Community Center’s board meeting on October 24.
- Had a phone conversation with the President of the Kalamazoo Macintosh Users Group to discuss upcoming meetings and review library’s Patron Behavior Policy on October 25.
- Met with the director of Willard District Library on October 25.
- Hosted the 2019 Kalamazoo Bike Week planning meeting on October 25.
- Worked on Administration staff performance evaluation from October 26-November 5.
- Attended the Portage District Library Board Retreat with Keith Hopkins on October 30.
- Helped set-up and attended the Friends of the Library annual Halloween Pizza Party for library staff on October 31.
- Held second Active Shooter training for library staff, Board and volunteers on November 1.
- Met with Kevin Brozovich of HRM to discuss the hiring of a Facilities Manager in early 2019 on November 2.
- Met with Adult Reference and Business Librarian Nicolette Sosulski on November 2.
- Attended collectionHQ training on November 5.
- Held the 2019 staff Open Enrollment meeting for benefits on November 7.
- Attended the Portage Rotary Club meeting and wrote the bulletin for the club meeting on Nov. 7.
- Participated in Sirsi Dynix’s Connection’s Summit webinar on November 14.
- Met with department managers to review staff performance evaluations from Nov. 14-Nov. 26.
- Set-up room for KMUG meetings on November 17 and December 8.
- Met with the directors of the Kalamazoo Public Library and Willard District Library on Nov. 29.
- Met with Lawrence Kapture, Head of Adult Services, to conduct a performance evaluation on December 3.
- Met with Colin Whitehurst, Marketing Manager, to conduct a performance evaluation on Dec. 3.
- Met with Jay Cotter to conduct a performance evaluation on December 4.
- Met with Jill Austin, Circulation Supervisor, to conduct a performance evaluation on December 4.
- Met with Michele Behr, Board Chair, to discuss Director’s performance evaluation on December 4.
- Met with a patron to discuss the library’s donation opportunities on December 4.
- Met with Thom Sherman to conduct a performance evaluation on December 5.
- Met with Rolfe Behrje, Systems Administrator, to conduct a performance evaluation on December 5.
- Met with Rob Foti, Business Manager, to conduct a performance evaluation on December 6.
- Met with Laura Wright, Head of Youth Services, to conduct a performance evaluation on Dec. 7.
- Met with Quyen Edwards, Assistant to the Director/Board Secretary, to conduct a performance evaluation on December 10.
- Met with Jill Austin, Lawrence Kapture, Abby Pylar, and Laura Wright to discuss expectations and reporting processes for collectionHQ on December 10.
- Conducted interviews for Business Assistant position on December 11.
- Met with Harwood Committee to discuss future plans for project on December 12.
Maintenance and Building Services

- Parking Lot Lights - All parking lot lights have been replaced with energy efficient LEDs. Photo-sensors were replaced and repositioned for more reliable operation. An astronomical timer is being installed for the rear parking lot lights for maintenance free dawn to dusk operation.

- Building Security Lights – All building security lights (wall packs) are being replaced with energy efficient LED lights. 7 of the 11 perimeter lights have been replaced. The remaining 4 lights will be replaced as weather and time permits.

- Tree Removal – The library removed four Blue Spruce Pine trees due to disease. At least one of the trees was leaning and the library was worried that it could present a danger to library staff and the public. The library is waiting to stump grind until spring. There are many communication, water, gas and power lines running under and parallel to these stumps. In the spring, the library will evaluate potential replacement trees for this area.

- Concrete Sidewalk – The concrete sidewalk was scheduled to be replaced in November however the weather and temperature has not cooperated. Currently, the replacement areas have been cut, however it may be spring before new concrete can be poured.

- Main Gas Line – After the tree removal, Mis-Dig was contacted to map the in-ground wires, pipes and other utilities. Consumers Energy was unable to trace the library’s main gas line and noticed that our gas line to the building was unprotected from accidental damage. Consumers has since remedied our gas line problem and provided a temporary patch for the concrete that was removed. This project has added additional concrete work that will need to be done in the spring.

Facilities

- Floor Maintenance – The library completed its semi-annual carpet cleaning and ceramic tile cleaning. The library contracts its building’s floor and upholstery cleaning. Carpeted floor are cleaned twice per year, public restrooms are deep cleaned 3 times per year, all remaining tiles is cleaned twice per year and VCT and upholstery is cleaned once per year.

- Bed Bug Inspection and treatment – The library completed its bedbug inspection in October and November. The dogs identified 3 areas of library where it detected potential bedbugs. The library staff immediately removed the material, treated it in its heat tent and the material and furniture to the library.

- HVAC Compressor Replacement – The library has received a quote to replace the failed compressor and will schedule for its replacement in the spring as it is used to cool the building. A temporary bypass of the 2 stages has been configured for continued operation.

Personnel Information:
The library undertook the following Human Resource and Financial activities since the October 22, 2018 Board meeting:

- The Library hired Angel Caranna as a temporary employee to fill in for Katie Brinker. Katie is out on maternity leave through February of 2019.

- Kristin Hammond, a Library Substitute, will be leaving the Library at the end of December 2018. Kristin has been employed with the Library since December 2016.

- Vicki Dumler, Business Services Clerk, has announced her retirement from the Library effective Friday, December 21, 2018. Vicki has been with the library for over 19 years. The Business Services Clerk position was advertised to current staff and two individuals expressed interest in the position. Those candidates are scheduled to be interviewed on Tuesday December 11, 2018.
In the event that one of those candidates is selected, then a transition date will be determined. If neither candidate meets the job requirements, then the position will be posted externally.

**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:

Develop more instructional programming for adult patrons

- GO VR – 10/2-11/20 – 33 attendees so far. This how-to technology program using Virtual Reality devices series purchased with a grant from the friends has received a great response from our community thus far! I also intend to provide more sessions for PDL staff to try the technology in December and January so that they can integrate VR into their own programming as desired.

Excerpts of responses from patron program surveys:

“Never knew how awesome VR is!”

“Katharyn did a wonderful job in instructing.”

“I appreciated the opportunity to experience VR myself. I would have felt uncomfortable going to somewhere like Glitch.”

“I love this technology and program.”

“Experienced something new!”

- Kalamazoo Area Women's Club Presents a Reading by Bonnie Jo Campbell -10/9/2018- 46 attendees. The Kalamazoo Area Women's Club offered to partner with the Portage District Library to bring nationally acclaimed author Bonnie Jo Campbell in their first reading featuring local women authors. Campbell, as always, was a fun speaker. She read and commented on her stories as well as sharing some news about the production of a movie based on her film, “Once Upon A River.” This event was well attended, and KAWC is interested in repeating the collaboration in 2019.

- SF/Fantasy Discussion – 10/9 - 10 people attendees. Vampires, Werewolves and Ghosts…Oh My! Patrons loved talking about the spooky side of Fantasy. One participant came dressed as a vampire. We discussed the origin stories of vampires and werewolves and finished these off with Ruth’s top 5. Because ghosts don’t have a specific origin, we discussed the different types of ghosts and some folklore ways to rid yourself of spectral nuisances.

- Paint Along With Bob Ross – 10/10 - 10 attendees. This was our last class for 2018, and the excitement level was still just as high as with the first class. The paintings turned out great and everyone loved Bob’s stories. We will continue our classes next summer with a different episode.

- Classic Movie: His Girl Friday -10/27 - 14 attendees. Steve Salaba presented a few trivia tidbits before starting the movie this month. One woman said she didn’t care what the movie was as long as it had Carey Grant. The movie was very fast paced and everyone appreciated Steve for bringing it in.

- International Mystery Book Discussion – 11/8 - 10 attendees. This particular discussion was fun! While showing book discussion attendees holiday movie options for our December meeting, we ended up having an impromptu discussion/demonstration about the e-Resources available at Portage District Library for resident card holders. The whole community is invited to our holiday-themed meeting in December.

- Gift Wrapping and Bow Basics 101 - 11/28 - 21 attendees. Guest instructor Molly Morgan demonstrated wrapping a variety of shapes and sizes and how to make bows worthy of Martha Stewart.
Create programming that promotes interactive learning
- Evening Thanksgiving craft – preschoolers and their families created Thanksgiving-themed crafts to take home.
- Adventures in Drawing workshop (3rd-5th grade)
- Candy Cottages - Families made sweet seasonal “gingerbread houses” with materials provided.
- Teen Frosting Metropolis (Candy Cottages for Teens) Teens had a chance to be creative with their own candy and cottage supplies.

Actively highlight the library’s online resources and services on social media and other media outlets
- In October, ads formatted for print, digital signage, website, posters, e-news and self-checkout were created for the following online resources and services: Hoopla, Overdrive, Freegal, Zinio, Tumblebooks, E-Newsletter, PDL2go, Libby, and Lynda.

Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
- Adult Services Library Associate Christina Doane organized a second Tour and Orientation for a group from ESL of SWMI, putting us ahead of goal for this year.

Build programming and services that will reach groups at diverse levels
- Final Girls Who Code event – Middle school girls have a chance to show what they created during their sessions this fall.
- Teen Virtual Reality Event – Teens were able to play games and explore virtual worlds with the help of Nova VR, a virtual reality company.

**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
- Staff completed an inventory and cleanup of all Youth Collections during this last quarter in anticipation of launching Collection HQ. We hope to utilize this tool to anticipate community needs and determine areas of the collection that require adjustment.
- All preparation steps for Collection HQ have now been completed. The library has installed and is currently running the custom reports necessary for the ongoing functionality of the product.
Ends Statement #3
Be a leader in strengthening our community.

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

Project Updates:

We will build outreach services that will meet the needs of people outside the building and outside of our traditional hours
- Youth Staff cohosted a Dragon Party (based on the book, The Dragon with the Chocolate Heart) with an area homeschool group. This was an excellent way to serve the needs of this population. 47 people attended.
- Youth Staff attended 2 Library Lunch events at North Middle School in November.
- Every 6th grade student at Central Middle School toured the library and participated in library-centered activities during CMS’s second annual field trip.
- Youth Staff participated in Maker Mania after school events at North and Central Middle School.
- Youth Staff hosted a storytime for a Great Start class visiting the library for a field trip.

Improve service access to Portage Public School Students though a collaborative student registration process
- In October, forms from the Annual Kindergarten Library Card registration project were returned to the library for processing by the Circulation Department. In November, the Kindergarten Library Card registrations were completed and 420 new members added.
- Following a November 7 visit by North Middle School 6th graders, we are completing a follow-up registration/replacement library card process through their media specialist.

Ends Statement #4
Be a community center to experience and explore local arts and culture.

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

Project Updates:

Displays and use of space to showcase local arts and organizations
End Caps – Military Fiction
Display Cases and Community Art Walls – Local Historian Steve Rossio WWI displays

- Staff wrote two reviews of holiday-themed books PDL owns that will be featured in the December Sparks magazine.
- Highlighted All-Hallows Read event in a decorated display case for month of October.
- Put up Spooky mystery display in October and War & Mystery display in November.
Operational

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

Project Updates:

Maintain Symphony database of item and user records
- A full inventory of library collections was completed by Abby Pylar from the Technical Services Department. All un-accounted for materials are no longer visible to the public from our catalog. As part of this project, we are defining appropriate time schedules for moving items from various unavailable statuses to discard over time and creating processes for handling any necessary replacement of items.
- Staff have been trained on the use of CollectionHQ for inventory management. Bibliographic and item detail corrections in Symphony are currently being made to provide more accurate information.
- Circulation Department staff have updated item pricing for almost 11,000 items.

Sponsor annual community support initiatives
- The 18th Annual Food for Fines program ran from October 22-October 28. A total of 3,441 food items were collected and a total of $3,181.68 in overdue charges were forgiven.
- Collection for Salvation Army Angel Tree is running from November 12-December 16. The final delivery and count of items will be made on December 17.
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>9/30/2018</th>
<th>Changes</th>
<th>10/31/2018</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>
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</tr>
<tr>
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<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.
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.
PORTAGE DISTRICT LIBRARY
Library Director’s Report on the Financial Condition
for
November 2018

Executive Limitation Policy on Financial Condition and Activities: With respect to the actual, ongoing financial condition and activities, the Director shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditure for board priorities established in Ends Policies. Accordingly, he or she may not:

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<tr>
<th>Month Statistics</th>
<th>YTD Statistics</th>
<th>2018</th>
<th>2017</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Circulation/Collections</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Library Circulation</strong></td>
<td>69,176</td>
<td>68,206</td>
<td>1.42%</td>
<td>684,335</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>18,281</td>
<td>15,933</td>
<td>14.74%</td>
<td>172,467</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>6,110</td>
<td>7,033</td>
<td>-13.12%</td>
<td>66,776</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>24,046</td>
<td>24,613</td>
<td>-2.30%</td>
<td>250,115</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,309</td>
<td>4,272</td>
<td>-25.54%</td>
<td>37,424</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>3,133</td>
<td>4,284</td>
<td>-26.87%</td>
<td>35,459</td>
</tr>
<tr>
<td>E-Material</td>
<td>11,814</td>
<td>9,922</td>
<td>19.07%</td>
<td>97,862</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>1,490</td>
<td>1,114</td>
<td>33.75%</td>
<td>12,579</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>993</td>
<td>1,035</td>
<td>-4.06%</td>
<td>11,653</td>
</tr>
<tr>
<td><strong>Self-Checkout Percentage</strong></td>
<td>60.16%</td>
<td>57.40%</td>
<td></td>
<td>60.59%</td>
</tr>
<tr>
<td><strong>Total Library Collection</strong></td>
<td>197,630</td>
<td>203,517</td>
<td>-2.89%</td>
<td></td>
</tr>
<tr>
<td>Adult - Books</td>
<td>90,824</td>
<td>94,347</td>
<td>-3.73%</td>
<td></td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>17,562</td>
<td>17,868</td>
<td>-1.71%</td>
<td></td>
</tr>
<tr>
<td>Youth - Books</td>
<td>75,331</td>
<td>75,193</td>
<td>0.18%</td>
<td></td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>10,539</td>
<td>11,535</td>
<td>-8.63%</td>
<td></td>
</tr>
<tr>
<td>Hot Picks</td>
<td>3,374</td>
<td>4,574</td>
<td>-26.24%</td>
<td></td>
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<tr>
<td><strong>Net Acquisitions</strong></td>
<td>18</td>
<td>(646)</td>
<td>-102.79%</td>
<td>43</td>
</tr>
<tr>
<td>Purchased - Books</td>
<td>1,674</td>
<td>1,857</td>
<td>-9.85%</td>
<td>13,916</td>
</tr>
<tr>
<td>Purchased - A/V</td>
<td>335</td>
<td>252</td>
<td>32.94%</td>
<td>2,895</td>
</tr>
<tr>
<td>Donated - Books</td>
<td>4</td>
<td>3</td>
<td>33.33%</td>
<td>33</td>
</tr>
<tr>
<td>Donated - A/V</td>
<td>2</td>
<td>1</td>
<td>100.00%</td>
<td>30</td>
</tr>
<tr>
<td>Material Discarded</td>
<td>(1,997)</td>
<td>(2,759)</td>
<td>-27.62%</td>
<td>(16,831)</td>
</tr>
<tr>
<td><strong>Total In-House Usage</strong></td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>3,665</td>
</tr>
<tr>
<td>In-House Periodical Usage</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>614</td>
</tr>
<tr>
<td>In-House Book Usage</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>3,051</td>
</tr>
<tr>
<td><strong>Patrons</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Patrons</td>
<td>40,284</td>
<td>40,196</td>
<td>0.22%</td>
<td></td>
</tr>
<tr>
<td>Adult</td>
<td>26,330</td>
<td>26,320</td>
<td>0.04%</td>
<td></td>
</tr>
<tr>
<td>Youth</td>
<td>6,616</td>
<td>6,519</td>
<td>1.49%</td>
<td></td>
</tr>
<tr>
<td>Non-Resident</td>
<td>393</td>
<td>368</td>
<td>6.79%</td>
<td></td>
</tr>
<tr>
<td>Reciprocal</td>
<td>6,143</td>
<td>6,012</td>
<td>2.18%</td>
<td></td>
</tr>
<tr>
<td>Internet User</td>
<td>728</td>
<td>912</td>
<td>-20.18%</td>
<td></td>
</tr>
<tr>
<td>Professional</td>
<td>74</td>
<td>65</td>
<td>13.85%</td>
<td></td>
</tr>
<tr>
<td><strong>Net Patrons</strong></td>
<td>166</td>
<td>66</td>
<td>151.52%</td>
<td>79</td>
</tr>
<tr>
<td>Adult</td>
<td>134</td>
<td>168</td>
<td>-20.24%</td>
<td>1,575</td>
</tr>
<tr>
<td>Youth</td>
<td>208</td>
<td>56</td>
<td>271.43%</td>
<td>350</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>4</td>
<td>3</td>
<td>33.33%</td>
<td>33</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>41</td>
<td>45</td>
<td>-8.89%</td>
<td>370</td>
</tr>
<tr>
<td>Internet User</td>
<td>53</td>
<td>63</td>
<td>-15.87%</td>
<td>549</td>
</tr>
<tr>
<td>Professional</td>
<td>0</td>
<td>1</td>
<td>0.00%</td>
<td>3</td>
</tr>
<tr>
<td><strong>Patrons Removed</strong></td>
<td>(274)</td>
<td>(270)</td>
<td>100.00%</td>
<td>(2,801)</td>
</tr>
</tbody>
</table>
TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: December 10, 2018
SUBJECT: Library Statistical Report - October 2018

<table>
<thead>
<tr>
<th>Library Building Usage</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Oct-18</td>
<td>Oct-17</td>
</tr>
<tr>
<td>Total Meeting Room Usage</td>
<td>183</td>
<td>179</td>
</tr>
<tr>
<td>Internal/Collaboration</td>
<td>94</td>
<td>92</td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>89</td>
<td>87</td>
</tr>
<tr>
<td>Total Program Audience</td>
<td>2,658</td>
<td>3,546</td>
</tr>
<tr>
<td>Adult</td>
<td>342</td>
<td>729</td>
</tr>
<tr>
<td>Youth</td>
<td>2,144</td>
<td>2,640</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>172</td>
<td>177</td>
</tr>
<tr>
<td>Total Number of Programs</td>
<td>158</td>
<td>158</td>
</tr>
<tr>
<td>Adult</td>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>Youth</td>
<td>52</td>
<td>50</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Total Volunteer Hours</td>
<td>452</td>
<td>512</td>
</tr>
<tr>
<td>Adult</td>
<td>138</td>
<td>116</td>
</tr>
<tr>
<td>Youth</td>
<td>76</td>
<td>75</td>
</tr>
<tr>
<td>Technical</td>
<td>61</td>
<td>82</td>
</tr>
<tr>
<td>Circulation</td>
<td>129</td>
<td>169</td>
</tr>
<tr>
<td>Administration</td>
<td>41</td>
<td>32</td>
</tr>
<tr>
<td>Community Service</td>
<td>7</td>
<td>38</td>
</tr>
<tr>
<td>Total Front Door Traffic</td>
<td>50,987</td>
<td>52,783</td>
</tr>
<tr>
<td>Total Youth Services Traffic</td>
<td>38,943</td>
<td>39,079</td>
</tr>
<tr>
<td>Total Business Center Traffic</td>
<td>3,097</td>
<td>3,198</td>
</tr>
</tbody>
</table>

Information Access/Reference/Research

| Total Reference Transactions | 9,010 | 8,371 | 7.63% | 91,727 | 88,916 | 3.16% |
| Adult Phone                  | 344   | 447   | -23.04% | 3,713  | 4,541  | -18.23% |
| Adult Ready Reference        | 2,967 | 2,378 | 24.77% | 27,978 | 25,767 | 8.56%  |
| Adult Reference              | 281   | 182   | 54.40% | 2,683  | 1,770  | 51.58% |
| Youth Phone                  | 95    | 125   | -24.00% | 1,217  | 1,385  | -12.13% |
| Youth Ready Reference        | 3,125 | 2,811 | 11.17% | 32,457 | 29,377 | 10.48% |
| Youth Reference              | 472   | 566   | -16.61% | 5,429  | 5,157  | 5.27%  |
| HR Phone                     | 12    | 26    | -53.85% | 130    | 164    | -20.73% |
| HR Ready Reference           | 433   | 418   | 3.59%  | 4,414  | 4,548  | -2.95% |
| HR Reference                 | 31    | 27    | 14.81% | 284    | 261    | 8.81%  |
| Circ Phone                   | 555   | 607   | -8.57% | 5,771  | 6,458  | -10.64% |
| Circ Ready Reference         | 447   | 485   | -7.84% | 5,129  | 6,388  | -19.71% |
| Circ Reference               | 248   | 299   | -17.06% | 2,522  | 3,100  | -18.65% |
| Total Edutainment LAN Use    | 422   | 486   | -13.17% | 4,783  | 4,892  | -2.23% |
| Total Internet Computer Use  | 2,866 | 3,084 | -7.07% | 26,906 | 29,989 | -10.28% |
| Youth Computers              | 317   | 306   | 3.59%  | 2,977  | 3,369  | -11.64% |
| Adult Computers              | 2,444 | 2,646 | -7.63% | 22,957 | 25,367 | -9.50% |
| Laptop Computer Circulated   | 105   | 132   | -20.45% | 972    | 1,253  | -22.43% |
| Total Electronic Transactions | 43,712 | 46,031 | -5.04% | 448,811 | 463,130 | -3.09% |
| Website Pageviews            | 30,109 | 32,936 | -8.58% | 331,000 | 330,849 | -0.39% |
| WebCatalog Sessions          | 9,785 | 9,310 | 5.10%  | 99,266 | 94,720 | 4.08%  |
| Licensed Database Hits       | 3,818 | 3,785 | 0.87%  | 36,545 | 37,561 | -2.70% |

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

Christy Klien, Library Director
<table>
<thead>
<tr>
<th>Circulation/Collections</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nov-18</td>
<td>Nov-17</td>
</tr>
<tr>
<td>Total Library Circulation</td>
<td>63,512</td>
<td>67,602</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>16,145</td>
<td>15,651</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>6,269</td>
<td>7,437</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>23,050</td>
<td>24,569</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,575</td>
<td>3,973</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>3,257</td>
<td>4,355</td>
</tr>
<tr>
<td>E-Material</td>
<td>8,954</td>
<td>9,461</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>1,332</td>
<td>1,203</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>930</td>
<td>953</td>
</tr>
<tr>
<td><strong>Self-Checkout Percentage</strong></td>
<td>56.17%</td>
<td>57.92%</td>
</tr>
<tr>
<td>Total Library Collection</td>
<td>197,782</td>
<td>202,801</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>90,967</td>
<td>94,115</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>17,496</td>
<td>17,969</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>75,347</td>
<td>74,559</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>10,441</td>
<td>11,454</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>3,531</td>
<td>4,704</td>
</tr>
<tr>
<td><strong>Net Acquisitions</strong></td>
<td>309</td>
<td>(841)</td>
</tr>
<tr>
<td>Purchased - Books</td>
<td>1,906</td>
<td>1,844</td>
</tr>
<tr>
<td>Purchased - A/V</td>
<td>466</td>
<td>386</td>
</tr>
<tr>
<td>Donated - Books</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Donated - A/V</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Material Discarded</td>
<td>(2,070)</td>
<td>(3,078)</td>
</tr>
<tr>
<td><strong>Total In-House Usage</strong></td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>In-House Periodical Usage</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>In-House Book Usage</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Patrons**

<table>
<thead>
<tr>
<th>Total Patrons</th>
<th>40,416</th>
<th>40,702</th>
<th>-0.70%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>26,346</td>
<td>26,518</td>
<td>-0.65%</td>
</tr>
<tr>
<td>Youth</td>
<td>6,734</td>
<td>6,701</td>
<td>0.49%</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>397</td>
<td>369</td>
<td>7.59%</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>6,174</td>
<td>6,092</td>
<td>1.35%</td>
</tr>
<tr>
<td>Internet User</td>
<td>692</td>
<td>956</td>
<td>-27.62%</td>
</tr>
<tr>
<td>Professional</td>
<td>73</td>
<td>66</td>
<td>10.61%</td>
</tr>
</tbody>
</table>

**Net Patrons**

<table>
<thead>
<tr>
<th>204</th>
<th>163</th>
<th>25.15%</th>
<th>283</th>
<th>(11,209)</th>
<th>-102.52%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>118</td>
<td>147</td>
<td>-19.73%</td>
<td>1,693</td>
<td>1,860</td>
</tr>
<tr>
<td>Youth</td>
<td>218</td>
<td>198</td>
<td>10.10%</td>
<td>568</td>
<td>387</td>
</tr>
<tr>
<td>Non-Resident</td>
<td>4</td>
<td>1</td>
<td>300.00%</td>
<td>37</td>
<td>35</td>
</tr>
<tr>
<td>Reciprocal</td>
<td>57</td>
<td>49</td>
<td>16.33%</td>
<td>427</td>
<td>453</td>
</tr>
<tr>
<td>Internet User</td>
<td>56</td>
<td>47</td>
<td>19.15%</td>
<td>605</td>
<td>715</td>
</tr>
<tr>
<td>Professional</td>
<td>0</td>
<td>1</td>
<td>0.00%</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td><strong>Patrons Removed</strong></td>
<td>(249)</td>
<td>(280)</td>
<td>-11.07%</td>
<td>(3,050)</td>
<td>(14,663)</td>
</tr>
</tbody>
</table>
TO: Portage District Library Board  
FROM: Christy Klien, Library Director  
DATE: December 10, 2018  
SUBJECT: Library Statistical Report - November 2018

<table>
<thead>
<tr>
<th>Library Building Usage</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
<th>CHANGE</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nov-18</td>
<td>Nov-17</td>
<td>CHANGE</td>
<td>2018</td>
</tr>
<tr>
<td>Total Meeting Room Usage</td>
<td>181</td>
<td>186</td>
<td>-2.69%</td>
<td>2,087</td>
</tr>
<tr>
<td>Internal/Collaboration</td>
<td>96</td>
<td>97</td>
<td>-1.03%</td>
<td>1,086</td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>85</td>
<td>89</td>
<td>-4.49%</td>
<td>1,001</td>
</tr>
<tr>
<td>Total Program Audience</td>
<td>1,837</td>
<td>2,005</td>
<td>-8.38%</td>
<td>28,481</td>
</tr>
<tr>
<td>Adult</td>
<td>219</td>
<td>311</td>
<td>-29.58%</td>
<td>3,730</td>
</tr>
<tr>
<td>Youth</td>
<td>1,440</td>
<td>1,426</td>
<td>0.98%</td>
<td>22,219</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>178</td>
<td>268</td>
<td>-33.58%</td>
<td>2,532</td>
</tr>
<tr>
<td>Total Number of Programs</td>
<td>67</td>
<td>58</td>
<td>15.52%</td>
<td>604</td>
</tr>
<tr>
<td>Adult</td>
<td>16</td>
<td>21</td>
<td>-23.81%</td>
<td>177</td>
</tr>
<tr>
<td>Youth</td>
<td>48</td>
<td>33</td>
<td>45.45%</td>
<td>393</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>3</td>
<td>4</td>
<td>-25.00%</td>
<td>34</td>
</tr>
<tr>
<td>Total Volunteer Hours</td>
<td>337</td>
<td>481</td>
<td>-29.94%</td>
<td>5,394</td>
</tr>
<tr>
<td>Adult</td>
<td>113</td>
<td>137</td>
<td>-17.52%</td>
<td>1,250</td>
</tr>
<tr>
<td>Youth</td>
<td>65</td>
<td>57</td>
<td>14.04%</td>
<td>1,546</td>
</tr>
<tr>
<td>Technical</td>
<td>55</td>
<td>107</td>
<td>-48.60%</td>
<td>727</td>
</tr>
<tr>
<td>Circulation</td>
<td>104</td>
<td>137</td>
<td>-24.09%</td>
<td>1,378</td>
</tr>
<tr>
<td>Administration</td>
<td>0</td>
<td>18</td>
<td>-100.00%</td>
<td>264</td>
</tr>
<tr>
<td>Community Service</td>
<td>0</td>
<td>25</td>
<td>-100.00%</td>
<td>229</td>
</tr>
<tr>
<td>Total Front Door Traffic</td>
<td>51,903</td>
<td>52,517</td>
<td>-1.17%</td>
<td>637,398</td>
</tr>
<tr>
<td>Total Youth Services Traffic</td>
<td>33,912</td>
<td>34,895</td>
<td>-2.82%</td>
<td>463,023</td>
</tr>
<tr>
<td>Total Business Center Traffic</td>
<td>3,109</td>
<td>3,301</td>
<td>-5.82%</td>
<td>31,964</td>
</tr>
</tbody>
</table>

Information Access/Reference/Research

| Total Reference Transactions | 8,306 | 8,264 | 0.51% | 100,033 | 97,180 | 2.94% |
| Adult Phone                  | 361   | 421   | -14.25% | 4,074   | 4,962  | -17.90% |
| Adult Ready Reference        | 2,377 | 2,161 | 10.00% | 30,355  | 27,928 | 8.69% |
| Adult Reference              | 264   | 168   | 57.14% | 2,947   | 1,938  | 52.06% |
| Youth Phone                  | 108   | 117   | -7.69% | 1,325   | 1,502  | -11.78% |
| Youth Ready Reference        | 3,009 | 2,864 | 5.06% | 35,466  | 32,241 | 10.00% |
| Youth Reference              | 355   | 441   | -19.50% | 5,784   | 5,598  | 3.32% |
| HR Phone                     | 10    | 15    | -33.33% | 140     | 179    | -21.79% |
| HR Ready Reference           | 511   | 534   | -4.31% | 4,925   | 5,082  | -3.09% |
| HR Reference                 | 27    | 39    | -30.77% | 311     | 300    | 3.67% |
| Circ Phone                   | 618   | 587   | 5.28% | 6,389   | 7,045  | -9.31% |
| Circ Ready Reference         | 419   | 519   | -19.27% | 5,548   | 6,907  | -19.68% |
| Circ Reference               | 247   | 398   | -37.94% | 2,769   | 3,498  | -20.84% |
| Total Edutainment LAN Use    | 499   | 487   | 2.46% | 5,282   | 5,379  | -1.80% |

Total Internet Computer Use

| Total Internet Computer Use | 2,436 | 2,959 | -17.67% | 29,342 | 32,948 | -10.94% |
| Youth Computers             | 273   | 316   | -13.61% | 3,250   | 3,685  | -11.80% |
| Adult Computers             | 2,050 | 2,488 | -17.60% | 25,007  | 27,855 | -10.22% |
| Laptop Computer Circulated  | 113   | 155   | -27.10% | 1,085   | 1,408  | -22.94% |

Total Electronic Transactions

| Total Electronic Transactions | 44,779 | 43,016 | 4.10% | 493,590 | 506,146 | -2.48% |
| WebSite Hits                  | 31,842 | 30,128 | 5.69% | 344,842 | 360,977 | -4.47% |
| WebCatalog Sessions           | 9,135  | 8,810  | 3.69% | 108,401 | 103,530 | 4.70% |
| Licensed Database Hits        | 3,802  | 4,078  | -6.77% | 40,347  | 41,639 | -3.10% |

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

Christy Klien, Library Director
Marketing Update

Recurring Monthly Projects:

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

October Marketing Highlights:

- Created marketing materials for the 1,000 Books Before Kindergarten program with flyers, digital assets, and a display
- Created a postcard with the Fundraising Team to follow up with our Spring Appeal donors
- Created Food For Fines marketing materials
- Filmed a video about our virtual reality program series Go:VR
- Created a video about our World War I Trail Walk

October Social Media Highlights:

Facebook
36 New Page Likes | 135 Post Shares | 1,113 Post Likes | 117 Comments | 45,077 Total Reach

Twitter
3,957 Tweet Impressions | 105 Profile Visits | 10 Mentions | 3 New Followers
Marketing Update

Recurring Monthly Projects:

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

November Marketing Highlights:

- Worked with the Fundraising Team to create our 2018 Annual Campaign and helped manage its delivery with the printer
- Designed a Holiday Card and managed its delivery with our printer
- Created marketing materials for programs
- Continued to advance our website update process by working with our vendor to continue to clarify our exact needs

November Social Media Highlights:

Facebook
57 New Page Likes | 182 Post Shares | 1,574 Post Likes | 208 Comments | 47,438 Total Reach

Twitter
5,195 Tweet Impressions | 243 Profile Visits | 6 Mentions | 0 New Followers
Dear LastName Family,

Have you ever heard someone say, “We don’t need libraries any more! We can just Google it!”

Our goal is to make it clear that libraries are for everyone and that they are needed now more than ever! The Portage District Library is a dynamic collection of components and, while circulating books is still one of the services we provide, there is so much more to discover. We offer access to new and exciting technology, online classes, downloadable materials, and programming aimed at offering something of interest for everyone. Librarians can be your guide to this wealth of tools and information.

While our building remains busy even now, you can also find our staff out in the community visiting the schools, providing programs in the park, or collaborating with other organizations. Your donation to the Portage District Library’s Annual campaign will help us continue to provide these exceptional services and to evolve with our community’s changing needs.

Please join us today in supporting our library. Fill out the enclosed card and return it along with your donation, or go to www.portagedistrictlibrary.info and make your secure donation through PayPal. Every gift is critical to our mission.

With appreciation,
The Portage District Library Board of Trustees

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International Mystery Movie Night
Thursday, December 13th | 7:00 PM - 8:30 PM

To celebrate the holiday season, Portage District Library is planning a party where we will be showing our magnifying glasses and enjoying an International Mystery Movie, Murder on the Orient Express! Everyone is welcome to join us for fun, wine, and food! Optional: Bring a paper you already have memorized if you would like to participate in the Annual Book Exchange. If you wish to show off your baking, feel free to bring some of those extra cookies you have around the house!
NARCAN Bills Head to Senate Floor

SB 828 and 829 cleared the Senate Health Policy Committee this week and are headed to the Senate floor. The bills would offer liability protection for libraries when providing the life-saving opioid antidote naloxone, common brand name Narcan, to an overdosing patron. Recently, the Senate Health Policy Committee took testimony on SB 828 and 829, and as a result of testimony headed up by MLA President Kristin Shelley, the committee chair requested an amendment to the legislation which would protect all public locations from liability including libraries. While this delayed the legislation briefly the broader implications for public safety are tremendous. We fully expect legislation to be signed into law by the end of this legislative session.

During committee testimony Kristin 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.

Providing Narcan would not be a requirement for 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.

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.

Fox news reached out to Grand Rapids Public Library for more information on the bills. Here is an interview with Assistant Library Director Marla Ehlers: https://fox17online.com/2018/11/27/bill-seeks-to-allow-libraries-to-stock-opioid-antidote/


Utility PPT Exemption Bill Not Expected to Pass

SB 1301 that exempts DTE Energy and Consumers Energy from paying personal property taxes (PPT) isn't expected to see any action this year. While not likely to have an impact on libraries, MLA monitors these types of bills carefully for any amendments.
Gift Giving to Michigan Elected Officials

As you gear up for new legislator meet and greets, questions may arise about the appropriate limits on your VIP swag bag or other gifts. Following is some information for Michigan elected officials:

- A public officer or employee shall not solicit or accept a gift or loan of any thing of value for the benefit of a person or organization, other than the state, which tends to influence the public officer or employee. Mich. Comp. Laws Ann. § 15.342.

- "Gift" means a rendering of anything of value which exceeds $25.00 in any 1-month period, unless consideration of equal or greater value is exchanged. Includes anything to aid the defense of an official against legal action not directly related to the governmental duties of the official. Mich. Comp. Laws Ann. § 4.414.

- Gift does not include: A campaign contribution otherwise reported. A loan made in the normal course of business by a financial institution, in the normal course of business. A gift from a family member. Food and beverage provided for immediate consumption. A contribution to a registered legal defense fund whose purpose is to defend an elected official against any action that arises from an official's governmental duties. Mich. Comp. Laws Ann. § 4.414

This website may have additional information if you are interested: [www.ncsl.org/research/ethics/50-state-table-gift-laws.aspx](http://www.ncsl.org/research/ethics/50-state-table-gift-laws.aspx)
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: December 10, 2018  
Subject: Upcoming Library Board linkage opportunities in December 2018 and January 2019 for consideration

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

**LINKAGE OPPORTUNITIES for December 2018 and January 2019:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/21</td>
<td>10:00 AM</td>
<td>Family Fun – Jump Turn, Dance and Learn</td>
</tr>
<tr>
<td>12/21</td>
<td>4:00 PM</td>
<td>GoVR: Adventure (Registration Required)</td>
</tr>
<tr>
<td>12/27</td>
<td>10:00 AM</td>
<td>Portage Computer Users Group</td>
</tr>
<tr>
<td>1/2</td>
<td>3:00 PM</td>
<td>Family Big Box Build (Registration Required)</td>
</tr>
<tr>
<td>1/8</td>
<td>6:30 PM</td>
<td>Agents of Kindness: 6th-12th Gr (Registration Required)</td>
</tr>
<tr>
<td>1/9</td>
<td>4:30 PM</td>
<td>Caldecott Club (Registration Required)</td>
</tr>
<tr>
<td>1/10</td>
<td>7:00 PM</td>
<td>International Mystery Book Discussion: Antarctica</td>
</tr>
<tr>
<td>1/14-1/20</td>
<td>ALL DAY</td>
<td>High School Exam Care Packages</td>
</tr>
<tr>
<td>1/15</td>
<td>6:30 PM</td>
<td>Teen LGBTQ+ Meet-Up</td>
</tr>
<tr>
<td>1/19</td>
<td>2:00 PM</td>
<td>Quilling 101 (Registration Required)</td>
</tr>
</tbody>
</table>
PORTAGE DISTRICT LIBRARY

Investment Policy

1. STATEMENT of PURPOSE
   It is the policy of the Portage District Library to invest its funds in a manner that will provide the highest investment return with the maximum security, while meeting the daily cash flow needs of the Portage District Library and complying with all state statutes governing the investment of public funds.

2. SCOPE of POLICY
   This investment policy applies to all financial assets of the Portage District Library. These assets are accounted for in the various funds of the Portage District Library and include the general fund, special revenue funds, debt service funds, capital project funds, enterprise funds, internal service funds, trust and agency funds and any new fund established by the Portage District Library.

3. INVESTMENT OBJECTIVES
   In priority order, the primary objectives of the Portage District Library’s investment activities shall be:

   A. Safety: Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio.

   B. Diversification: The investments will be diversified by security type and institution in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.

   C. Liquidity: The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.

   D. Return of Investment: The investment portfolio shall be designed with the objective of obtaining a rate of return throughout the budgetary and economic cycles, taking into account the investment risk constraints and the cash flow from characteristics of the portfolio.

4. DELEGATION of AUTHORITY to MAKE INVESTMENTS
   Authority to manage the investment program is derived from MCL 397.182 and by Resolution of the Portage District Library Board (See attached). Management responsibility for the investment program is hereby delegated to the Portage District Library Director who shall establish written procedures and internal controls for the operation of the investment program consistent with this Investment Policy. Procedures shall include references to: safekeeping, delivery vs. payment, investment accounting, repurchase agreements, wire transfer agreements, collateral/depository agreements and banking service contracts. No person may engage in an investment transaction except as provided under the terms of this Investment Policy and the procedures established by the Portage District Library Director. The Library Director shall be responsible for all
transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials.

5. **AUTHORIZED INVESTMENT INSTRUMENTS**

The Portage District Library funds shall be invested only in the manner permitted under Act No. 20 of the Public Acts of 1943, as amended, and may include any of the following:

a) Bonds, securities and other obligations of the United States or an agency or instrumentality of the United States.

b) Certificates of deposit, savings accounts, deposit accounts, or depository receipts of a financial institution, as defined in MCLA 129.91 (4) provided that the financial institution is eligible to be a depository of funds belonging to the State under a law or rule of the state of Michigan or the United States.

c) Commercial paper rated at the time of purchase within the two highest classifications established by not less than two standard rating services and that matures not more than 270 days after the date of purchase.

d) Repurchase agreements consisting of instruments listed in subdivision (a).

e) Bankers’ acceptance of United States banks.

f) Obligations of this state or any of its political subdivisions that at the time of purchase are rated as investment grade by not less than one standard rating service.

g) Mutual funds registered under the Investment Company Act of 1940, Title I of Chapter 686, 54 Stat. 789. 15 USC 80a-1 to 80a-3, and 80a-4 to 80a-64, with authority to purchase only investment vehicles that are legal for direct investment by a public corporation. A securities net asset value per share may fluctuate on a periodic basis. However, a mutual fund is not disqualified as a permissible investment solely by reason of either of the following:

   (i) The purchase of securities on a when-issued or delayed delivery basis.
   (ii) The ability to lend securities as long as the mutual fund receives collateral at all times equal to at least 100% of the value of the securities loaned.
   (iii) The limited ability to borrow and pledge a like portion of the portfolio’s assets for temporary or emergency purposes.

h) Obligations described in subdivisions (a) through (g) if purchased through an interlocal agreement under the Urban Cooperation Act of 1967, 1967 (Ex Sess) PA7, MCL 124.501 to 124.512.

i) Investment pools organized under the Surplus Funds Investment Pool Act, 1982 PA 367, MCL 129.111 to 129.118.

j) Investment pools organized under the Local Government Investment Pool Act, 1985 PA 121, MCL 129.141 to 129.150.

6. **SAFEKEEPING and CUSTODY**
All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by the Portage District Library shall be on a cash (or delivery vs. payment) basis. Securities may be held by a third party custodian designated by the Portage District Library Director and evidenced by safekeeping receipts as determined by the Portage District Library Director (or designee of the Library Director).

7. **STANDARD of PRUDENCE**

The Portage District Library Director shall make such investments and only such investments as a prudent person would make in dealing with the property of another, having in view the preservation of the principal and the amount and regularity of the income to be derived. The Standard of Prudence to be used shall be the “fiduciary” standard and shall be applied in context of managing an overall portfolio.

8. **STATEMENT of ETHICS**

The Portage District Library Director shall refrain from personal business activity that could conflict with the proper execution and management of library investments, or that could impair the Portage District Library Director’s ability to make impartial investment decisions.

9. **INVESTMENT ACTIVITY REPORT**

The Portage District Library Director shall annually, in October, provide a written report to the Library Board concerning the investment of Portage District Library funds. The Portage District Library shall comply with all applicable statutory standards for investment of public funds as they now exist or as they may be subsequently amended. Any provision of this resolution that conflicts with applicable statutory requirements and standards is void.
All funds received are deposited into the Library’s Fifth Third Checking Account. The checking account is a Sweep Account and all funds in excess of $25,000 in the Library’s checking account at the end of business day are swept into a higher interest-earning investment option. This would typically be a money market account.

The Library continually reviews its cash flow needs, based on budget distribution, planned projects and any other known information that may help to determine when cash is needed. Based on that information, excess funds are invested in higher interest earning investment options other than the Sweep Account. The following is a list of bank accounts and investments that the library has funds invested in:

<table>
<thead>
<tr>
<th>Type</th>
<th>Issuer</th>
<th>Amount</th>
<th>Maturity Date</th>
<th>Interest Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking/Sweep Acct</td>
<td>Fifth Third Bank</td>
<td>Variable</td>
<td>Liquid</td>
<td>2.017%</td>
</tr>
<tr>
<td>Payroll Acct</td>
<td>Fifth Third Bank</td>
<td>$0.00</td>
<td>Liquid</td>
<td>0.00%</td>
</tr>
<tr>
<td>Flex Checking</td>
<td>Fifth Third Bank</td>
<td>Variable</td>
<td>Liquid</td>
<td>0.00%</td>
</tr>
<tr>
<td>HRA Checking</td>
<td>Fifth Third Bank</td>
<td>Variable</td>
<td>Liquid</td>
<td>0.00%</td>
</tr>
<tr>
<td>Money Market</td>
<td>UBS</td>
<td>Variable</td>
<td>Liquid</td>
<td>1.66%</td>
</tr>
<tr>
<td>Commercial Paper</td>
<td>JP Morgan Chase</td>
<td>$1,000,000</td>
<td>1/11/2019</td>
<td>2.50%</td>
</tr>
<tr>
<td>Commercial Paper</td>
<td>JP Morgan Chase</td>
<td>$500,000</td>
<td>3/26/2019</td>
<td>2.45%</td>
</tr>
<tr>
<td>CD</td>
<td>State Bank of Fenton, MI</td>
<td>$250,000</td>
<td>12/31/2018</td>
<td>1.70%</td>
</tr>
<tr>
<td>CD</td>
<td>Sterling Bank &amp; Trust</td>
<td>$196,000</td>
<td>3/28/2019</td>
<td>2.15%</td>
</tr>
<tr>
<td>CD</td>
<td>TCF National Bank</td>
<td>$250,000</td>
<td>4/11/2019</td>
<td>1.50%</td>
</tr>
<tr>
<td>CD</td>
<td>Old National Bank</td>
<td>$250,000</td>
<td>5/29/2019</td>
<td>2.10%</td>
</tr>
<tr>
<td>CD</td>
<td>Wells Fargo Bank</td>
<td>$125,000</td>
<td>6/10/2019</td>
<td>2.25%</td>
</tr>
<tr>
<td>CD</td>
<td>Bank of America</td>
<td>$160,000</td>
<td>8/1/2019</td>
<td>2.25%</td>
</tr>
<tr>
<td>CD</td>
<td>Wells Fargo Bank</td>
<td>$250,000</td>
<td>8/14/2019</td>
<td>2.05%</td>
</tr>
<tr>
<td>CD</td>
<td>JP Morgan Chase</td>
<td>$50,000</td>
<td>8/31/2019</td>
<td>1.26%</td>
</tr>
<tr>
<td>CD</td>
<td>PNC National Bank</td>
<td>$100,000</td>
<td>9/5/2019</td>
<td>2.50%</td>
</tr>
<tr>
<td>CD</td>
<td>MBank</td>
<td>$240,000</td>
<td>9/28/2019</td>
<td>2.50%</td>
</tr>
<tr>
<td>CD</td>
<td>Bank of America</td>
<td>$80,000</td>
<td>12/5/2019</td>
<td>2.70%</td>
</tr>
<tr>
<td>CD</td>
<td>JP Morgan Chase</td>
<td>$375,000</td>
<td>10/26/2020</td>
<td>2.75%</td>
</tr>
<tr>
<td>CD</td>
<td>JP Morgan Chase</td>
<td>$250,000</td>
<td>10/18/2021</td>
<td>2.10%</td>
</tr>
<tr>
<td>CD</td>
<td>JPMorgan Chase</td>
<td>$100,000</td>
<td>2/28/2018</td>
<td>1.00%</td>
</tr>
<tr>
<td>Agency Bond</td>
<td>Fed Nat’l Mtg Assn</td>
<td>$245,000</td>
<td>5/17/2019</td>
<td>1.20%</td>
</tr>
<tr>
<td>Agency Bond</td>
<td>Federal Home Loan Bank</td>
<td>$250,000</td>
<td>5/17/2019</td>
<td>1.30%</td>
</tr>
<tr>
<td>Agency Bond</td>
<td>Federal Home Loan Bank</td>
<td>$500,000</td>
<td>9/27/2019</td>
<td>1.70%</td>
</tr>
</tbody>
</table>
To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 12, 2018
Subject: New Year’s Eve Early Closing Request

It has come to our attention that the Library Staff has not formally requested that the Library close at 5:00 PM on Monday, December 31, 2018 or Tuesday, December 31, 2019.

We request that the Library Board approve closing the library on New Year’s Eve in 2018 and 2019 at 5:00 PM.
Portage District Library Board Members Martha Pacheco and Cara Terry are co-Board Liaison to the Friends of the Library, and as such, attend Friends’ board meetings and share information about Friends’ book sales and activities. Trustee Pacheco and/or Trustee Terry will give a report at the December 17 Library board meeting regarding the Friends of the Library book sale which took place on November 30, December 1 and December 2 and the Friends board meeting which took place on Monday, December 3.
To: Portage District Library Board
From: Michele Behr, Library Board Chair
Date: December 11, 2018
Subject: Election of Library Board Officers for 2019

BACKGROUND:

The Library Board bylaws that were last reviewed and approved on February 26, 2018, include a provision for election of officers as follows:

Article III Officers

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

For this reason, the “Library Board Officers for 2019” has been placed as an item under Governance on the agenda for discussion at the December 17, 2018 board meeting prior to the election of officers at the January 28, 2019 meeting. At that time, Board Chair Behr will appoint a Nominating Committee Chair to survey trustees’ interest in serving as a Board Officer in 2019.
In the Library’s Patron Behavior Policy, the policy states:

“Animals or personal transport vehicles are not permitted in the Library other than service animals, those required by persons with disabilities, those used in law enforcement or for Library programming.”

At the December 17, 2018 board meeting, I have requested that an item be placed on the agenda under Governance pertaining to animals in the library. We have received a request to allow emotional support animals into the library.

I would appreciate having a discussion at our December board meeting to get opinions of trustees regarding this matter.
Portage District Library’s 18th Annual *Food for Fines Campaign* began Monday, October 22, 2018 and ended Sunday, October 28, 2018. To get the word out about the scheduled dates, we provided information through our newsletter, ads on our website, digital signage, and social media, as well as handouts, signs and posters in the library. I am proud to say we collected **3,441** food items this year that were donated to the Portage Community Center food pantry. The total amount of fines forgiven this year was **$3,181.68**. For a comparison with past performance, please see the following table tracking food contributions for the years 2015 through 2018.

Food for Fines has allowed library users to feel good about taking care of their fines, as they are doing more than just paying a penalty. Allowing borrowers to regain borrowing privileges furthers our goal to optimize access to resources. Additionally, *Food for Fines* demonstrates our commitment to strengthening our community; the good will it generates for the library has been well worth the cost in fines and staff time. On the advice of our attorney, we will be investigating other fine forgiveness options.

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

## FOOD for FINES CAMPAIGNS

Comparison of Contributions for the Years 2015 through 2018

Prepared: November 1, 2018

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 22</td>
<td>494</td>
<td>$430.08</td>
<td>Oct 16</td>
<td>890</td>
<td>$794.30</td>
<td>Oct 10</td>
<td>633</td>
<td>$560.40</td>
<td>Sept 14</td>
<td>1023</td>
<td>$993.23</td>
</tr>
<tr>
<td>Oct 23</td>
<td>381</td>
<td>$312.65</td>
<td>Oct 17</td>
<td>573</td>
<td>$480.15</td>
<td>Oct 11</td>
<td>534</td>
<td>$461.11</td>
<td>Sept 15</td>
<td>638</td>
<td>$526.74</td>
</tr>
<tr>
<td>Oct 24</td>
<td>451</td>
<td>$402.20</td>
<td>Oct 18</td>
<td>933</td>
<td>$790.69</td>
<td>Oct 12</td>
<td>492</td>
<td>$426.97</td>
<td>Sept 16</td>
<td>873</td>
<td>$815.03</td>
</tr>
<tr>
<td>Oct 26</td>
<td>434</td>
<td>$436.75</td>
<td>Oct 20</td>
<td>537</td>
<td>$524.57</td>
<td>Oct 14</td>
<td>800</td>
<td>$708.18</td>
<td>Sept 18</td>
<td>610</td>
<td>$574.48</td>
</tr>
<tr>
<td>Oct 27</td>
<td>688</td>
<td>$630.69</td>
<td>Oct 21</td>
<td>450</td>
<td>$374.40</td>
<td>Oct 15</td>
<td>771</td>
<td>$577.88</td>
<td>Sept 19</td>
<td>524</td>
<td>$509.58</td>
</tr>
<tr>
<td>Oct 28</td>
<td>615</td>
<td>$603.78</td>
<td>Oct 22</td>
<td>744</td>
<td>$1177.34</td>
<td>Oct 16</td>
<td>1207</td>
<td>$1177.34</td>
<td>Sept 20</td>
<td>769</td>
<td>$694.80</td>
</tr>
</tbody>
</table>

**TOTAL:** 3441 $3181.68 **TOTAL:** 4811 $4371.07 **TOTAL:** 4830 $4265.08 **TOTAL:** 6553 $6052.45
Library Director’s Interpretation:
In 2018, the Portage District Library made interactive and diverse programming a priority. These programs catered to a wide-range of interests and accommodated groups of varying sizes. We were able to take full advantage of staff skills to create videos that highlighted some of our most exciting initiatives and had training videos created that benefit all staff. The library continues to optimize access to its resources by keeping technology for staff and patrons up to date.

Key Terms:
Not Started – No steps have been taken towards accomplishing this project during the first year of the Strategic Plan period.
In Progress – Steps have been taken towards accomplishing this goal, the targets for the year may have been met, but it is an ongoing project that will continue throughout the Strategic Plan period.
Complete – This project is completed in full. No further reporting on this project will be done throughout the Strategic Plan period.

<table>
<thead>
<tr>
<th>Description of Activities &amp; Projects to Accomplish End Statement #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Build a creation station to allow patrons to use software for creation of art and technical design</strong></td>
</tr>
<tr>
<td>• This project will move forward in 2019.</td>
</tr>
<tr>
<td>SUMMARY: This project has been budgeted for completion in 2018. Over the last two years, we have refined our project parameters. In 2019, staff will begin training on the software we have selected to use, and we will launch the creation station in Fall of 2019. STATUS: IN PROGRESS</td>
</tr>
<tr>
<td>2. <strong>Develop more instructional programming for adult patrons</strong></td>
</tr>
<tr>
<td>• Adult Craft Programming series: Make Paper Gift Bags, Learn to Make Faux Stained Glass, Paint Along with Bob Ross, Burlap Wreaths, Wrapping Presents, DIY Ornaments</td>
</tr>
<tr>
<td>• Must be 21+: Adulting series, 10 ways to add more vegetables to your diet, Take a Hike: Walking in Nature.</td>
</tr>
<tr>
<td>• Adult VR Programming Series.</td>
</tr>
<tr>
<td>SUMMARY: This goal is in progress and we have met the benchmarks associated with it. We are expecting to do the same for the remainder of the strategic plan period. STATUS: IN PROGRESS</td>
</tr>
<tr>
<td>3. <strong>Create programming that promotes interactive learning</strong></td>
</tr>
<tr>
<td>• Winter Online Scavenger Hunt for Adults with 9 challenges using the Beanstack product in February and March.</td>
</tr>
<tr>
<td>• Programming sponsored by a Michigan Humanities Council grant based on X: A Novel including a KIA tour of the exhibit” X’s Harlem Now”, Lunch and Learn Brown Bag Discussion, Malcolm X Lit Books Discussion at This is a Bookstore, and a presentation by Dr. Johnson on X: a Novel in Michigan Cultural History.</td>
</tr>
<tr>
<td>• Summer Reading Program 2018 starting with the Kickoff Event on June 16th, Quest Program, and Beanstack reading log website.</td>
</tr>
<tr>
<td>• Tech programs for youth: Ozbots and Girls Who Code</td>
</tr>
</tbody>
</table>
• Collaborative youth program with RAWK (Read and Write Kalamazoo)
• Hands-On Elementary Series Summer 2018
• Teen Art Space (ongoing program started in 2018)
• Large Programs in 2018: CommuniTeen Read, Festival in the Flats, Living History, GeekFest, 1000 Books Before Kindergarten

SUMMARY: The 2019 special Beanstack program for Adults is in the process of being planned, and we expect to implement it Fall 2019. As Youth Staff focused more effort on hands-on, interactive learning, we were less able to provide large-scale family programming. The smaller scale recurring programs were well-received, but fewer patrons were served. In 2019, programming will reflect a better balance of both types.

STATUS: IN PROGRESS

4. Actively highlight the library’s online resources and services on social media and other media outlets

• 2018 Reading Challenge Posts featuring booklists and photos of book displays, Throwback Thursdays featuring photos and descriptions by Local Historian Steve Rossio, funny Friday posts and the following hashtags #artinthelibrary, #PDLStaffPicks, #TuesdayTips
• Purchased Niche Academy to highlight and provide training for specific online resources for patrons as well as provide a platform for additional staff training.

Ads formatted for print, digital signage, website, posters, e-news and self-checkout were created for the following online resources and services: Hoopla, Overdrive, Freegal, Zinio, Tumblebooks, E-Newsletter, PDL2go, Libby and Lynda.

SUMMARY: The Adult Department is writing Tuesday Tips for the library’s Facebook page, and we expect to continue doing so through the Strategic Plan period. Niche Academy will continue to be developed in conjunction with our new website to highlight our online resources. Additional highlights may need to be created for 2019, as the databases provided by the State of Michigan have changed from Gale to Ebsco products as of October 2018. In response to user time constraints when visiting the library, we may also need to investigate providing more quick print reminders for services that staff can give to those who are in a hurry. STATUS: IN PROGRESS

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

• Marketing Manager Colin Whitehurst created a 12 month plan for videos to create in 2018.
• Videos were created to highlight the World Languages Collection, Agents of Kindness initiative, Lego City set-up, Festival in the Flats, the World War 1 Trail Walk, 1,000 Books Before Kindergarten program, VR programming, and numerous training videos for internal use.

SUMMARY: We created 12 videos in 2018 and met our goal. STATUS: IN PROGRESS

6. Provide peripheral technologies (devices that extend computer, tablet and phone functionality) to extend services to patrons in new dynamic formats

• Expanded number of devices offered for Mobile HotSpot Circulation.
• Upgraded the Library Document Station and Library Print Release Station.
• Color printer replaced.
• Upgrade of computer time management software.

SUMMARY: The library has expanded the number of public access hotspots to 17 and expects to continue to expand hotspots in 2019. The upgrade of its library document station has provided a more reliable print/copy/fax/scan service for patrons. The library added redundancy to its printing service that print in excess 80,000 pages per year. In 2019 the library will be deploying new services like patron creation stations and the library expects to add peripheral technology like digital still/video cameras and media conversion equipment.

STATUS: IN PROGRESS
7. Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
   • ESL of SWMI Library Tour and Orientation, May 17 and November 20: staff–led library tour, question/answer session, scavenger hunt, and information on how to sign up for a library card.
   SUMMARY: Adult Services Library Associate Christina Doane has had two ESL visits this year, putting us close to our original goal for the entire Strategic Plan period. Adult Services will continue managing this effort in 2019. We expect to continue at a similar rate through the Strategic Plan period. STATUS: IN PROGRESS

8. Create methods to expand the reach of our Digital Literacy (computer education) programs
   • Coffee and Computers: monthly computer help sessions for both walk-in and appointments on the third Wednesday of each month.
   SUMMARY: Coffee and Computers was completed in 2018. It did not fill any role that is not already filled by our one on one appointments. Our goal in 2019 is to find a new way to promote our one on one services, and to increase the number of patrons reached. STATUS: IN PROGRESS

9. Build programming and services that will reach groups at diverse levels
   • Agents of Kindness programs offered for all ages.
   • CommuniTeen Read event featuring author Elizabeth Wein and her novel *Code Name Verity*. Visited teens in Portage Public Schools and hosted an evening event which also included adult book group members who had read the novel.
   • Youth Staff began working on a project with our long-standing partners at KRESA to provide support for weekly meetings of a speech therapy group, which is led by KRESA staff and will be attended by families and children in the community through June.
   • Youth Staff collaborated with the MiPOBC (Michigan Parents of Blind Children) and the W/SW Chapter of the National Federation of the Blind of Michigan to host a braille event for kids and their families. Families and members of these two organizations were able to talk and try some interactive activities together.
   • Expanded storytime offerings, provided a variety of Family Fun events, provided summer programming specifically targeted at the K-2 and 3-5 grade age ranges, added Teen programming LGBTQ+ Meet-Up and an Art Space.
   SUMMARY: Focusing on providing programming for people with different abilities and levels of familiarity with the library was useful. It facilitated creative collaborations with outside groups, and helped us to raise awareness of library services with new community members. This will continue to be a priority. STATUS: IN PROGRESS

Assessment of End Statement #1 Accomplishments

- A Final Report will be given to the Library Board in December 2018 with a summarization of all that was accomplished in 2018 to fulfill End Statement #1.
Library Director’s Interpretation:
In 2018, being a safe, welcoming and inclusive destination for families and individuals continues to be forefront in our minds. We have made it a priority to connect with families who are new to the United States, speak English as a second language, and include all of the diversity Portage citizens offer. We continue to reevaluate the accessibility of our collections and measure the needs of our patrons through statistics and survey data so that we can use our resources to the best advantage of the community.

Key Terms:
Not Started – No steps have been taken towards accomplishing this project during the first year of the Strategic Plan period.
In Progress – Steps have been taken towards accomplishing this goal, the targets for the year may have been met, but it is an ongoing project that will continue throughout the Strategic Plan period.
Complete – This project is completed in full. No further reporting on this project will be done throughout the Strategic Plan period.

Description of Activities & Projects to Accomplish End Statement #2

1. Evaluate reference and periodical collections, in print and electronic formats, in order to find ways to increase use and lower cost of these services
   • Periodical use surveys in 2017 (opinion surveys, use counts via OPAC, database statistics, and use study)
   • Reference use survey in 2017/2018 (use study)
   • On-going collection of Overdrive statistic collection.
     SUMMARY: We completed two surveys in 2017 and 2018, of patron interest in periodicals and reference. Both surveys have been of use in determining ways to allocate resources in the 2019 budget, and will continue to inform spending in the future by giving us places to trim spending in order to optimize in other areas. STATUS: COMPLETE

2. Offer, programming, services, and collections that will better meet the needs of our immigrant population
   • Youth Staff partnered with the Kalamazoo Islamic Center and several student organizations from WMU, as well as volunteers from the Parchment, Kalamazoo, and Vicksburg libraries, to hold an after-hours community event called Meet Your Muslim Neighbors. Nearly 150 members of the Portage community attended the event to learn more about the Muslim lifestyle and Islamic culture through conversation, displays and cultural artifacts, family activities, great food, and a lecture and Question and Answer session with Imam Hafiz from the KIC.
     SUMMARY: Youth Staff will continue to work with area groups and individuals to support those new to this country. STATUS: IN PROGRESS

3. Improve the accessibility and visibility of existing physical and electronic collections
   • In an effort to increase the visibility of our Classics and Award Winners collection, and our collection of “One Sit Reads”, Youth Staff moved them to a more prominent place. Classics and Award Winners are frequently requested, and the “One Sit Reads” are high-quality, sometimes overlooked illustrated books for advanced readers and thinkers.
Juvenile DVD’s were extensively weeded for age and lack of use. Older DVD’s that remain popular were replaced.

Tech Services and Youth Staff completed an overhaul of the Easy Non Fiction collection. The work involved standardizing and simplifying the call numbers of this collection so that like subjects are more consistently grouped together.

Adult Services staff worked with Technical Services Librarian Abigail Pylar to change over the AGN labels (Adult Graphic Novels) to match the youth department in anticipation of Collection HQ.

Youth Staff completed a repackaging project for preschool Playaway bookpacks (picture books and accompanying Playaway audiobook). These items were previously packaged in large, battered plastic boxes, and were not circulating very robustly. Since the repackaging, 40-60% of the Playaway bookpacks are checked out at any given time.

SUMMARY: In addition to making cataloging in certain subject areas more intuitive, we are looking at other ways we can streamline collections through labeling or consolidating subject headings. With the addition of the collectionHQ tool, staff will continue to hone collections to better meet the needs of the community. The library has installed and is currently running the custom reports necessary for the ongoing functionality of the collectionHQ product. E-collections are not yet available in our online catalog. Additional work on this project will begin mid-year 2019, along with work on the display of the public access catalog. The weeding target is now where it should be for numbers of items purchased per year. The larger goal of 20% reduction planned as a way to make room for building changes and renovations will require much planning and analysis of usage trends which is now possible. With Collecton HQ implementation, we are just beginning to finalize collection maintenance and weeding practices and expectations for 2019. STATUS: IN PROGRESS

4. Create tools to measure the needs of the community

Representatives from each department reviewed the functionality of Collection HQ as a potential tool for better collection management, identifying trends in collection usage, and reporting areas where more materials are needed. Discussed and viewed experience by Kalamazoo Public Library with the product. Purchased in April 2018. Custom Reports installed in July 2018. Two years of transactional data uploaded in August 2018 for the ongoing functionality of the product. Staff training via webinar took place in early November 2018. Technical Services Librarian Abigail Pylar’s goal was to complete inventory and collection checks by the end of November 2018.

We have conducted a survey to determine which devices patrons use when accessing eBooks.

We have conducted a survey to gather feedback about our local art and displays.

SUMMARY: The eBook survey was instrumental in making decisions about our eBook vending service, and the local art survey has given us ongoing information about how patrons perceive our efforts there. We will continue to actively survey patrons through 2020. BlueCloud Analytics reporting tools are available. Rolfe Behrje and Jill Austin have been trained and currently are working to compare them with the information and reporting tools available in CollectionHQ. We need to determine where to put our efforts in designing new reports in BlueCloud Analytics to have the best information possible for decision making. STATUS: IN PROGRESS

Assessment of End Statement #2 Accomplishments

- A Final Report will be given to the Library Board in December 2018 with a summarization of all that was accomplished in 2018 to fulfill End Statement #2.
Library Director’s Interpretation:
In an effort to be a leader in strengthening our community, the library continues to pursue opportunities to partner with other organizations and prioritize outreach. Our collaborations with Portage Public Schools have had a positive effect on the youth in our area. We have listened to our patrons as they seek 24/7 access to the library’s e-Materials and will work throughout the Strategic Plan period to create an updated library website that will help guide our patrons to the resources they want.

Key Terms:
Not Started – No steps have been taken towards accomplishing this project during the first year of the Strategic Plan period.
In Progress – Steps have been taken towards accomplishing this goal, the targets for the year may have been met, but it is an ongoing project that will continue throughout the Strategic Plan period.
Complete – This project is completed in full. No further reporting on this project will be done throughout the Strategic Plan period.

Description of Activities & Projects to Accomplish End Statement #3

1. **We will build outreach services that will meet the needs of people outside the building and outside of our traditional hours.**
   - Adult Services staff participate in KPL’s Reading Together Committee.
   - After many months of work to connect with staff at Portage Community High, Youth Services Librarian Kristy Zeluff provided weekly storytimes there as part of the parenting class offered to high school-aged parents (SOCC – Students on Campus Childcare). Instruction was provided on ways to connect with your child through reading and the value it holds for a child’s brain development. Books Bags were provided by a generous private donation. The group took a field trip to the library.
   - Youth Staff participated in various events at local elementary schools including: One Book One School at Woodland Elementary, Literacy Nights at Amberly and Haverhill Elementary, a special assembly at Moorsbridge Elementary, as well as Summer Reading Program assemblies at every Portage Elementary School before they are released for the summer.
   - Head of Youth Services trained at the MLA Leadership Academy in 2018.
   - Teen Librarian collaborations with Middle School Librarians, Middle School Battle of the Books, High School Lunchtime Legos and Origami and after school MakerSpace programs, 42 presentations between May 22 and June 11th to get 6th-8th grade students excited about the Summer Reading Program and provide book talks.
   - Monthly storytime and craft with Woods Edge students.
   - Youth Staff were guest readers at Kalamazoo Public Library’s Party in the Park in May.
   - Book Bike outreach activities included a visit to Woodland Elementary, BookBike Storytime at Celery Flats with a PPS Kindergarten teacher,
   - Portage District Library's first annual Festival in the Flats was a wonderful experience for the over 600 children and caregivers who attended. Geared to the Pre-K children of Portage, the event highlighted the five practices of early literacy: read, write, sing, talk, and play. A gift from the
Friends of the Portage District Library allowed PDL to give a gift bag containing a book, snack, water, and tips on the early literacy practices to each of the 241 pre-K children who attended. Volunteers from the community all came together to read, write, talk, sing, and play with Festival attendees. We hope to provide this program again next year.

- Youth Staff visited local Kindergarten classes in September, educating kindergarteners and young 5’s students about library services and encouraging them to sign up for library cards.

**SUMMARY:** The staff in charge of the Adult portion of this project was on medical leave for much of 2018. In 2019, this initiative will be shared by more staff, and move forward. Outreach will continue to be a priority. Next year, Youth Staff will focus on anticipating the needs of the schools and providing possible outreach possibilities. **STATUS:** IN PROGRESS

2. **Realigned budgets from other materials lines in Adult Services to boost electronic material needs and to fill holds.**

- In 2017, we refined our statistics gathering for Overdrive to determine how well we are filling holds, and have allocated funds in both 2018 and 2019 to make sure we can fill more holds in an efficient manner.

**SUMMARY:** We will continue to use Overdrive statistics to determine whether we have appropriately allocated funds for eMaterials. **STATUS:** IN PROGRESS

3. **Improve service access to Portage Public School students through a collaborative student registration process.**

- Spring 2018, 6th grade library card registration drive including a library tour and orientation to PDL services.
- Continuing discussion with Library’s Attorney, Anne Scurynck, regarding potential project with Portage Public Schools for a collaborative student library card registration process. There are many concerns to address in library policy, procedures, and other library service contract obligations before approaching the school district with a proposal.
- The annual Kindergarten Library Card signup initiative took place in September. Forms were returned to the library for processing by the Circulation Department and 420 new members were added.
- Following a November 7 visit by North Middle School 6th graders, we are completing a follow-up registration/replacement library card process through their media specialist.

**SUMMARY:** With the initial investigation of a collaborative student registration process underway, we still need to meet with Portage Public School Administration to discuss feasibility and possible plans for moving ahead. **STATUS:** IN PROGRESS

4. **Update the Library Website.**

- Website hierarchy created in February 2018. Requested quotes from various companies in the spring. Analyzed third party applications in the summer to be able to report which ones will need to be integrated into the new website and how. Website navigation received a number of revisions in the fall following feedback from staff. Database list update completed. The library will be receiving “wire frame” template designs to consider for the new website in December 2018.

**SUMMARY:** We are on track to complete the website in 2019. **STATUS:** IN PROGRESS

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**Assessment of End Statement #3 Accomplishments**

- A Final Report will be given to the Library Board in December 2018 with a summarization of all that was accomplished in 2018 to fulfill End Statement #3.
Library Director’s Interpretation:
The library is at the center of the Portage community because of its location, but has also established its identity as the “community center” in various ways such as: providing gallery space to showcase local talent; bringing in displays from area organizations; offering Conversations Circles and tours for ESL groups; and facilitating Harwood Community Conversations. The library has also embarked on some unique projects through its Local History Room that have been well received.

Key Terms:
Not Started – No steps have been taken towards accomplishing this project during the first year of the Strategic Plan period.
In Progress – Steps have been taken towards accomplishing this goal, the targets for the year may have been met, but it is an ongoing project that will continue throughout the Strategic Plan period.
Complete – This project is completed in full. No further reporting on this project will be done throughout the Strategic Plan period.

<table>
<thead>
<tr>
<th>Description of Activities &amp; Projects to Accomplish End Statement #4</th>
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<tr>
<td><strong>1. Displays and use of space to showcase local arts and organizations.</strong></td>
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<tr>
<td>• Local artists who had displays in the library in 2018 include: Sudi Rouhi, Jonathan Wijnberg, Hannah Owens, Nancy Arnt, Steve Ellis, Linda Isakson, and Zoe Blough.</td>
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<tr>
<td>• Local organizations who had displays in the library in 2018 include: Community Art from Region 5 students, Portage Public School Students and Portage Continuing Education, Norsemen of Michigan Living History Society, Midwest Miniatures Museum, Weavers Guild of Kalamazoo, MRC artWorks, and a number of community collaboration displays curated by Rod Dumont.</td>
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<tr>
<td>SUMMARY: This initiative is ongoing. In addition, we have started to gather comments from patrons in order to show the impact the art walls have on our community. STATUS: IN PROGRESS</td>
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| **2. Provide information and services for users new to the area or new to the U.S.** |
| • Youth Services hosted a weekly Conversation Circle for those who wished to practice their English. |
| • Families new to the United States attended a social night in April 2018 in a collaborative effort with the ELL (English Language Learners) Liaison from Portage Public Schools. |
| • Adult and Youth Services Departments collaborated with our partners at ESL of SWMI for a library field trip. ESL staff prepared a fantastic scavenger hunt to introduce students to different areas of the library, and the group enjoyed a potluck meal and slideshow of scavenger hunt photos after the challenge. Attendees reported that they felt more comfortable using library resources after the trip, and some students registered for their first Portage District Library card. |
| • During the summer, the youth services department looked at creative ways to use the space to best fit community needs. Staff were 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. The library will be providing 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.

SUMMARY: Youth Staff continues to learn more about what each group needs and what we can realistically provide.

STATUS: IN PROGRESS

3. The Heritage Room will initiate a long-term CONTENT-dm Scanning Project
   - Local Historian Steve Rossio scanned and repaired items in the John Todd Photographic Collection on schedule and the goal was completed by August 2018.
   - From April 17th through April 21st, Local Historian Steve Rossio spent one week at the National Council on Public History conference where he attended numerous excellent secessions, presented for one session with his topic being: “Creating Metadata for your Digital Project” and was part of a panel discussion in another.

SUMMARY: The goal for 2018 has been completed and the project is on target. STATUS: IN PROGRESS

4. Heritage Room Book Expansion Project
   - Local Historian Steve Rossio attended book shows to acquire new items for the Heritage Room. A number of valuable volumes were added to the collection.
   - In September there was a very rare and special donation made to the Heritage Room. The Kalamazoo Public Library discovered the original bound school board minutes book from the Portage Prairie Edge School (District Number 8) that once stood near Shaver and Oakland Drive. The record book begins in 1848 and ends in the late 1800’s. What makes this book even more special is that the Prairie Edge School is the building that now resides in Celery Flats.

SUMMARY: Several rare and unique items were added to the Heritage Room Collection in 2018. STATUS: IN PROGRESS

5. Future History Project: South Westnedge Avenue Documentation
   - Data collected will include:
     a) Photographs of existing businesses (both interior and exterior)
     b) Any ephemera available from the business at the time of documentation such as business cards, advertisements, etc.
   - Create a template including a place for business name, address, contact person, and the like.
   - Create a file system to organize collected material.
   - Contact the managers/owners of the various locations to obtain permission to photograph the interior and exterior, collect ephemera, etc. If no permission is granted then only exterior images will be taken.
   - Place collected material onto the CONTENTdm database.
   - The Document Westnedge project focused on the east side of South Westnedge between Milham Avenue and Mall Drive this year. Local Historian Steve Rossio 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 him to photograph and document said structures before their demise.
   - 2018 photographic portion of the area between Milham and Mall Drive was completed by Local Historian Steve Rossio in the Fall of 2018.

SUMMARY: The 2018 section of South Westnedge was documented thus completing the 2018 portion of this goal. STATUS: IN PROGRESS

6. Portage Cemetery Documentation Project
   - The original plan for this project included: Creating a template for documenting the headstones. Creating a file system to organize collected
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End Statement #1-4 Final Report on Activities & Projects for 2018

Material. Document specific information from each stone and place in the CONTENTdm database.

SUMMARY: Nothing was done towards goal in 2018. A revision of this goal may be needed. Status: Not Started

7. World War I 100th Anniversary Commemorative Walking Trail 2018
- Funding for this ambitious project was requested and approved by the Friends of the Portage District Library at their February Board Meeting. Sign companies were researched and The Sign Center was selected to produce the signs for the walking trail.
- Research on sign topics for the trail and accompanying images took place throughout the spring and final content was submitted in April 2018.
- Local Historian Steve Rossio worked with the City of Portage to coordinate efforts and receive approval for sign locations along the Bicentennial Trail that goes from the library to Celery Flats. Signs were installed in May 2018 and a dedication was held on Saturday, May 19th.
- A teacher from Portage Central High School used the walk as part of her fall history curriculum.
SUMMARY: The WWI Trail Walk was a complete success and received numerous rave reviews. Status: Complete

8. Harwood Community Conversations
- Six community conversations were planned for the year by the library’s Harwood Committee which consists of Library Director Christy Klien, Marketing Manager Colin Whitehurst, Local Historian Steve Rossio, and Youth Services Librarian Andrea Smalley.
- The library hosted six Harwood Community Conversations by October 2018; one of the conversations included middle and high school students.
- The library put up interactive displays on each floor that highlighted the community conversations and encouraged our library patrons to answer three questions. The responses from the interactive displays were compiled with the results of our in-person conversations.
- The Harwood Committee met on October 2, 2018 to discuss the themes of the conversations and to make initial plans for reporting out and getting feedback from participants.
SUMMARY: The six community conversations that were held in 2018 encompassed the aspirations of the children, teens, and adults of the Portage community. Common themes emerged in the conversations. People desire the community to be open and inclusive and connected and safe. A project report document has been drafted and will be distributed to our conversation participants and to our community. The committee will be meeting at the end of December to discuss the future plans for the community conversations. Status: In Progress

Assessment of End Statement #4 Accomplishments

- A Final Report will be given to the Library Board in December 2018 with a summarization of all that was accomplished in 2018 to fulfill End Statement #4.
Library Director’s Interpretation:
Creating efficiencies in the library’s operational objectives will continue to be a focus throughout the Strategic Plan period. While some projects have not moved as quickly as we hoped, the library’s cautious and thoughtful approach will ensure that the best decisions for the long-term benefit of the library will be made. Professional development for staff ensures a strong front line for patron interactions and is a benefit to the organization. In 2018, the library made a lot of progress in its SaaS transitions which will only improve user transactions, create secure online experiences, and prevent interruptions of service. The Technical Services Department has been working to streamline materials processing procedures and use the collectionHQ product to make materials that patrons want available as quickly as possible.

Key Terms:
Not Started – No steps have been taken towards accomplishing this project during the first year of the Strategic Plan period.
In Progress – Steps have been taken towards accomplishing this goal, the targets for the year may have been met, but it is an ongoing project that will continue throughout the Strategic Plan period.
Complete – This project is completed in full. No further reporting on this project will be done throughout the Strategic Plan period.

### Description of Operational Activities & Projects in 2018

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<tbody>
<tr>
<td>1. Facilities Master Plan</td>
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<td>The Master Planning Committee first met with C2AE architects to review draft concepts on February 22.</td>
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<td>The committee met again on March 15 to discuss the concepts and areas of priorities.</td>
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<td></td>
<td>Business Manager Rob Foti and Library Director Christy Klien met with Dennis Jensen of C2AE to further discuss and provide feedback for the draft concepts on March 29, 2018.</td>
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<tr>
<td></td>
<td>Rob Foti and Christy Klien met with the City Manager and the Director of Parks to give updates on the building plans and possible directions for the Senior Center and library. The Master Planning Committee met on May 3 to continue our discussion on building and service priorities as well as different concepts for future expansions and remodeling.</td>
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<td></td>
<td>Our Fundraising Team met with Fundraising Consultant, Keith Hopkins to discuss options for fundraising for the library’s future expansion/renovations. We are currently awaiting the results of the Senior Center’s feasibility study to make a better determination as to the direction the Library should pursue with its building project.</td>
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<td></td>
<td>Rob Foti and Christy Klien met with the City Manager, the Assistant City Manager, and the Director of Parks to get an update on the Senior Center Project. The City was having the building appraised by an independent appraiser and would forward the appraisal to the library for consideration to purchase.</td>
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SUMMARY: The Facilities Master Plan project did not progress as quickly as we had originally planned. External factors such as the Senior...
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Center’s plans of potentially relocating and selling their current building halted the library’s project for a good portion of the year. We have received the appraisal of the Senior Center and in January 2019 we will bring the architect and building committee back together to determine the best direction the library should take in developing our plans. STATUS: IN PROGRESS

2. Professional Development (Develop a schedule, conduct employee training and certification in topics such as employee benefits, emergency procedures, safety/first aid, equipment use)
   • The Professional Development Committee began meeting in early February and met twice a month to plan staff wide training opportunities.
   • The Professional Development Committee discussed monthly staff training offerings and planned the annual Staff Development Day. During March and April, training focused on our Strategic Plan, in May training on the Bookbike and Mobile Circulation was held, and in June training focused on the Summer Reading Program, so that all staff remained informed.
   • An additional survey was distributed to staff to determine the greatest interest or need of staff for training.
   • On April 24 and May 8, the Professional Development Committee reviewed Niche Academy, a training product that will help the library provide training tutorials for patrons as well as staff. The trainings can be customizable to the library and we are able to create and add our own tutorials.
   • The library held active shooter training for staff, volunteers, trustees, and Friends on July 25, 2018 and November 1, 2018 with the Portage Police Department.
   • Staff Development Day was held on Friday, September 28, 2018, and included emergency preparedness activities, sexual harassment training (by a member of the law firm, Varnum Law, LLP), health and wellness presentations, and a PDL Shark Tank team building activity.
   • The Library will be offering First Aid/CPR/AED training to all employees interested. Training will be conducted through the Red Cross and will allow employees who pass the 6.5 hour course to be certified for 2 years.

SUMMARY: 2018 has been a productive year for the Professional Development Committee. Many trainings have been offered to the staff throughout the year and plans are in place for continued training on a yearly basis. Staff members were surveyed on their self-identified areas of training needs and the committee focused offerings to address those needs. The committee is currently working on developing tutorials on the web based product and will continue that focus in 2019. STATUS: IN PROGRESS

3. Create a library of informational how-to videos and learning aids for staff use in areas of technology, office machines, and processes

SUMMARY: Written training procedures are being created for several processes in the Business Services department. These include such areas of accessing and accounting for the cash from the coin machines associated with the print, copy and coffee vending services. Additionally, other areas include payroll and accounts payable processes. This area will increase in 2019 with a new person taking over the Business Services Clerk role. STATUS: IN PROGRESS

4. Develop a paperless purchasing workflow that will increase efficiency of staff ordering and provide the necessary documentation of approvals for auditing purposes

SUMMARY: The Library will be converting to a hosted solution for its financial software system in early 2019. At that time, the Library will also be upgrading to a newer version of the product. With this conversion, processes will be looked at and scrutinized for improvements. Purchase Orders and the processing of invoices will be a main focus. STATUS: NOT STARTED
5. **Convert paper employee files to paperless and develop a schedule for new/updated documents and workflow for obtaining in electronic formats**

   SUMMARY: The Library has already begun this process by converting all new paperwork to an electronic version. Additionally, the Maxwell Health Employee Portal is being used to circulate necessary paperwork to new and existing employees for completion with the use of electronic signatures. STATUS: IN PROGRESS

6. **Develop a paperless workflow for applicants to apply for positions, staff to monitor candidates throughout the process**

   SUMMARY: This project will not begin until 2019. STATUS: NOT STARTED

7. **Maintain Symphony database of item and user records**

   - Performed an audit in the beginning of the year of location codes used by staff to identify to users where items are located in the library. The information was used to determine if collections are properly labeled as they are presented to the public and if they are being properly reported to MeLCat.
   - 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.
   - Staff from the Technical and Circulation Services Departments are working together to investigate and solicit staff input for establishing appropriate criteria for removal of disused item and bibliographic records. Additionally, inventory processes have commenced as part of an effort to improve catalog and item availability records.
   - A full inventory of library collections was completed by Abigail Pylar from the Technical Services Department. All un-accounted for materials are no longer visible to the public from our catalog. As part of this project, we are defining appropriate time schedules for moving items from various unavailable statuses to discard over time and creating processes for handling any necessary replacement of items.
   - Bibliographic and item detail corrections in Symphony are currently being made to provide more accurate information. Circulation Department staff have updated item pricing for almost 11,000 items.

   SUMMARY: We have an outline of policy and procedures for handling user accounts with old fines and replacement fee balances as proposed by our attorney. Some discussions remain regarding treatment of accounts where we may still have some discretion.

   We are still investigating the best process for actually removing discarded item records from our Symphony database. There is currently a backlog of discards that is too large to remove at one time.

   Connecting user accounts is not currently viable, however, we will continue to watch for product innovations that would improve this possibility. In 2019, a regular process for monitoring accuracy of address formatting will be undertaken as a project in the Circulation Department. We will still investigate options for paid services that could help assure legitimacy of address information provided by members.

   STATUS: IN PROGRESS

8. **Manage self-checkout functionality and strive for greater use of self-checkout by library users**

   - A plan was made to perform data collection and a survey of self-checkout users to determine the types of roadblocks they experience at self-checkout and how we can provide meaningful improvements in the process. The survey is part of an independent study project for Kruti Patel, a former member of the Circulation Department staff. Marketing Manager Colin Whitehurst created signage and supporting documentation for this project.
• We received a total of 235 completed surveys. Initial analysis indicated a great degree of satisfaction with self-checkout.
• The Portage District Library recently completed minor patching of its self-checkout systems. This patch should help in the ongoing reliability of the service.
• Reviewed open comment section of the self-checkout survey. Many comments were very positive or centered on making sure that the library wouldn’t get rid of staff in favor of technology. Some comments provided insight into the types of difficulties users are still experiencing. A few comments related to functionality patrons were unaware existed at self-checkout.
SUMMARY: Self-checkout customization plans are on hold until our web design is complete. In 2019, it will be time to discuss planning for self-checkout replacement. STATUS: IN PROGRESS

9. Sponsor annual community support initiatives
• The Library held a Personal Care Item Drive for the Portage Community Center during the month of February. This year we collected 189 items. While that count is down from last year, most of the items provided this year were more costly, such as laundry detergent, incontinence supplies, paper towels, and toilet paper.
• The library sponsored an American Red Cross Blood Drive on Thursday, May 17th.
• 2018 Food for Fines was October 22-28. We collected over 3,441 items to donate to the Portage Community Center.
• The library is an Angel Tree Donation site from November 12 – December 16. Currently, 237 items have been collected. A final count and delivery will be made on December 17.
SUMMARY: We will be investigating new approaches to amnesty for 2019. STATUS: COMPLETE

10. Make use of new technologies like RFID (Radio Frequency Identification) to empower patrons with self-service and to manage its ongoing operations effectively
• Portage District Library completed testing of the new Digital Library Assistant (DLA) product. This early beta edition is being returned to Bibliotheca along with the library’s recommendations.

SUMMARY: The library tested Bibliotheca’s new RFID reader and elected not to purchase it as the new services were upgradeable on our current DLA devices. The library will be upgrading its internal C-series automated book drop check-in device in 2019 and is currently reviewing RFID gates to replace its existing security gates. In the recent upgrade of its self-check stations, the library added cash and coin to its available payment types. We will continue to actively monitor new technology advances in the library sector. STATUS: IN PROGRESS

11. 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.

The following list provides network services and their migration status at the end of 2018:

Software Patching: Ninite Pro – [COMPLETE] All computers are configured to receive patching services for 3rd party products. Currently 98% of all
computers are patched within the day of a patch release.

Accounting: Financial Edge – [IN PROGRESS] The Library continues to test live data. The library is currently working to schedule migration dates.

Document Management PaperSave – [IN PROGRESS] The Library continues to test live data. The library is working to schedule migration dates.


DNS and Filtering: OpenDNS Umbrella – [COMPLETE] The migration to OpenDNS has been completed for one year and a recent upgrade has added granularity to analytics and reporting. We have also added bypass mechanisms for categories, command and control and crypto mining protections. The library is currently working on increased visibility and granularity by employing roaming/mobile computers features.

Integrated Library System: SirsiDynix Symphony - [IN PROGRESS] The library upgraded to 3.5.0 on November 28, 2018 and will migrate to SaaS during the week of December 17th. Upon completion of its migration, the library will then begin planning its upgrade to 3.5.3 and transition to https across all of its library ILS services.

Integrated Library System: SirsiDynix BlueCloud Analytics - [COMPLETE]

Integrated Library System: SirsiDynix Web Services - [IN PROGRESS] The library upgraded to 3.5.0 on November 28, 2018 and will migrate to SaaS during the week of December 17th. Upon completion of its migration, the library will then begin planning its upgrade to 2019.1 and transition to https across all of its library ILS services.

Integrated Library System: SirsiDynix SIP Services - [IN PROGRESS] The library upgraded to 3.5.0 on November 28, 2018 and will migrate to SaaS during the week of December 17th. Upon completion of its migration, the library will then begin planning its upgrade to 3.5.3 and transition to https across all of its library ILS services.

Integrated Library System: CollectionHQ - [IN PROGRESS] All preparation steps for Collection HQ have now been completed. The library has installed and is currently running the custom reports necessary for the ongoing functionality of the product.

Fund Raising – Little Green Light - [IN PROGRESS] The library is mapping DonorPerfect fields to LGL fields to assure a complete and accurate migration. The SaaS migration is expected to occur after most of the annual appeal donations have been received.

Productivity Software – Microsoft Office 365 - [IN PROGRESS] The library is currently running in hybrid mode and is testing porting mailboxes to Office 365. The library has also installed STMP services locally to relay mail from approved devices. The library has had a small delay while it resolved licensing issues with Microsoft.

Directory Services – Azure AD and Secant Cloud Hosted – [COMPLETE] The library has completed its setup of Active Directory syncing between Office 365 and local Active Directory. Local AD, File Services, DCHP, DNS, SMTP, Ninite, Print Services, public access services have been deployed on the library’s cloud hosted server at Secant Technologies.

Telephone Service and Appliances: Cisco Call Manager and Related Products - [IN PROCESS] The library has upgrades scheduled for year-end for Cisco Call Manager, Unity, Emergency Responder, Informacast and Infotrel. These upgrades will provide more reliable VoIP services, add new dynamics to paging and alerts. The library is also experimenting with two radio devices for staff safety and mobile communication between public service desks.

Web Server: Secant Hosted WordPress[COMPLETE] - The library has built a Cpanel Wordpress server for testing the new website. This service is now
Public Access Computers: Envisionware PC Res / LPTOne / Library Document Station - [COMPLETE] The library has migrated Envisionware to a cloud hosted server at Secant Technologies. In 2019, the library will be replacing public access computers and will be upgrading its PCRes/LPTOne/Mobile Print software.


Help Ticketing: Spiceworks Online- [IN PROGRESS] The library is actively testing the new ticketing portal. Migration to the new ticketing system will occur when the library moves to Office 365.

Database Proxy: OCLC EzProxy – [IN PROGRESS] The library has built an EZPROXY server for authenticating patrons for database access. Moving to the EZPROXY server into production/live status will occur early 2019.

Local History Archives: OCLC ContentDM – [IN PROGRESS] The library is currently working with OCLC to migrate ContentDM to SaaS. The library has 200 records that must be completed before we can start this process.

Access Control System – Schlage SMS – [Not Started]

HVAC Control System – Solidyne ICMS – [Not Started]

Digital Signage – SaaS - [COMPLETE] The library added cabling for wired network connections for its digital signage products. These wired connections provide a more reliable and consistent viewer experience.

Library Statistics and Reporting – DeskTracker – [COMPLETE] DeskTracker is used for statistical reporting of public service desk questions and programming and attendance.

Library Volunteer Management – Volgistics – [COMPLETE] Volgistics is used for general and summer reading volunteer tracking, as well as reporting.

SUMMARY: The library is making good progress toward its SaaS migration. This migration will make the library more resilient, agile and reliable in the future. Portage District Library patrons expect their library to be available 24X7 digitally and expect network services to be available throughout the building during all of its open hours. While no one is perfectly resilient and redundant, by moving to SaaS, the library network and digital services will be more available and less affected by power outages and machine failures. The library expects SaaS migration to be substantially completed in 2019. STATUS: IN PROGRESS

12. **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**

SUMMARY: This goal is an ongoing library goal and is meant to address ever-changing landscape of communication tools. As the library upgrades to Office 365, the library will have new tools: a hosted integrated email system, new private messaging tools (Yammer), and new collaboration tools (Planner, Sharepoint, Teams) to interact with each other. Additionally the library has added hotspots for both staff and patrons for mobility, is currently testing 2-way radios for public service desk communications and security and working on an advanced paging and messaging through its Informacast platform. STATUS: IN PROGRESS
13. 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

SUMMARY: The Portage District Library monitors its internet bandwidth and make adjustments periodically. The internet bandwidth currently in place at the library is sufficient to support its daily operations for both the public and its staff. As the library transitions to SaaS in 2019, the library will continue to monitor these operations and make adjustments accordingly. In addition to monitoring its internet bandwidth, the library has begun reviewing backup internet connections and using OPENDNS umbrella for security and reliability of its Web filtering, malware, DNS services and has begun a managed firewall service to replace its on premise firewall to advance the security of its local and BusinessCloud servers.
STATUS: IN PROGRESS

14. Technical Services will efficiently help acquire, process, and deliver accurate complete materials in a timely manner that will aide in borrowers search and retrieval of the information that they desire

- The technical services department outlined a plan for library material acquisitions and processing. The technical services staff intends to use this outline to standardize library material ordering and processing.
- The technical services department began researching potential upgrades to its physical processing profiles to continue to expedite material received from its vendors.
- To improve the responsiveness and encourage uniformity Abby Pylar, Cataloging and Acquisitions Librarian, attended Adult and Youth Staff meetings to clarify and reinforcement of ordering procedures, vendor processing and accounts.

SUMMARY: Increasing efficiency and accuracy is an ongoing goal for the Tech Services department. The inter-departmental meetings, adjustments to vendor processing profiles and internal processing have helped technical services produce more shelf-ready material faster, more standard-based consistent labelling and reduced returned materials for reprocessing. Projects like our inventory, fixing label chads, and ongoing library material scans have allowed the library to address existing materials in addition to new materials. STATUS: IN PROGRESS

15. Create a sustainable Maker area for Youth

- During the first quarter, we experimented with a classroom model for activities for the LLAMAS Area, but found that its proximity to the preschool room and lack of monitoring created problems with inappropriate use. Patrons are currently enjoying a switch to more comfortable seating and a selection of games and puzzles appropriate for varying age levels.

SUMMARY: This year, Youth Staff experimented with small-scale, hands-on programming similar to what would be provided in a maker area. Staffed, registration-required or drop-in programs worked well and staff was better able to facilitate interactive learning. STATUS: COMPLETE
At the December 17, 2018 board meeting, I have requested that an item be placed on the agenda under Library Personnel pertaining to year-end recognition of library staff efforts in 2018. In years past, the Library Board had instructed the Library Director and Business Manager to do some calculations to distribute a portion of unspent funds as recognition payments to library employees who were employed during that calendar year.

I would appreciate having a discussion at our December board meeting to get opinions of trustees, the Library Director, and the Business Manager about the possibility of implementing year-end recognition of staff efforts in 2018.
The evaluation process for Library Director Christy Klien has now been completed. All trustees provided input on performance evaluation forms that were compiled by the Library Board’s Personnel Committee. On Tuesday, December 4, 2018, I met with Christy to go over the compiled results and outcome of this evaluation process.

At the December 17, 2018 board meeting, there will be a recommendation presented by the Library Board Personnel Committee for Library Director Christy Klien’s compensation for 2019, as well as her contract renewal.