NOTICE of PUBLIC MEETING

The Portage District Library Board
will meet in regular session on
July 22, 2019 beginning at 6:00 PM
at the
Portage District Library
in the Lower Level
Long and Gourdneck Lake
Meeting Rooms

for the purpose of
conducting library business

Doors open at 5:30 PM.
PORTAGE DISTRICT LIBRARY BOARD MEETING  
July 22, 2019  
Regular Meeting Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

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

IV. Adoption of the Agenda for the Regular Meeting of July 22, 2019 (1 minute) (Vote)

V. Consent Agenda (5 minutes) (Vote)  
A. Minutes of the regular board meeting held on June 24, 2019. (Info) Pg.1-8  
B. Narrative Report for June 2019. (Info) Pg.9-14  
D. Marketing Report for June 2019. (Info) Pg.18-19  
E. Library Board Linkage for August 2019. (Info) Pg.20  
F. Plans for the Library’s 2019 Staff Development Day (Info) Pg.21

VI. Guest Presentation (30 minutes)  
A. Presentation by Clare Membiela, Library Law Consultant for the Library of Michigan. (Info) Pg.22

VII. Governance (30 minutes)  
A. Millage Proposal and Ballot Language (Vote) Pg.23-27

VIII. Ends Development (30 minutes)  
A. Budget Amendment – Building Improvement Reserve (Vote) Pg.28  
B. Final Review and approval of the proposed FY 2020 Budget and Millage Rate for Public Inspection prior to Public Hearing at the August 26, 2019 (Vote) Pg.29  
C. 2nd Quarter Strategic Planning Statistics (Info) Pg.30-34  
D. Presentation of the library’s 3-Year Technology Plan (2020-2022) (Info) Pg. 35-53

IX. Monitoring to Assure Compliance with Executive Limitations (15 minutes)  
A. 2nd Quarter Financial Report for FY 2019 Budget (Info) Pg.54-56  
B. Monitoring Report on the Executive Limitation Policy for Minutes and Records Retention (Vote) Pg.57-59

X. Library Director’s Reports (15 minutes)  
B. Legislative Update for June 2019. (Info) Pg.62-63  
C. Final remarks by Library Director for the July 22, 2019 Library Board Meeting.

XI. Process Evaluation (5 minutes)  
A. Suggestions for Agenda Items to be included on the August 26, 2019 board meeting  
   1. Minutes of the Regular Meeting held on July 22, 2019  
   2. Public Hearing on the Proposed FY 2020 Budget and Formal Resolution to Adopt the FY 2020 Budget and Set the Amount of Millage Rate to be Levied for the Library  
   3. Report from Library Board Co-Liaisons to the Friends  
   4. Monitoring Report for Executive Limitation on Compensation and Benefits for Library Employees  
   5. Monitoring Report on Executive Limitation for Treatment of Staff  
B. Assessment of this meeting  
C. Miscellaneous Items

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

June 24, 2019

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 Jimmy John’s and the board meeting started at 6:00 PM.

II. Roll Call -
   Board Members Present: Tom Welsh, Carol Bale, Jeanne Friedman, Cara Terry, Donna VanderVries (6:28 PM), Ted Vliek
   Board Members Absent: Michele Behr (excused)
   Library Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Quyen Edwards, Rob Foti, Lawrence Kapture, Abby Pylar, Colin Whitehurst, and Laura Wright
   Guests Present: Nathan Baldermann from Rehmann Robson, Michigan Senator Sean McCann, and Toni Yanni, President of the Friends of the Library

III. Comments or Requests from the Public, Board Members, or Library Staff
   Board Chair Welsh welcomed everyone. He then opened the meeting for any comments from the public, board members, or library staff.

   A. Comment from Trustee Vliek – Trustee Vliek thanked the staff for his birthday card and plant.

   B. Comment from Trustee Friedman – Trustee Friedman said she was able to attended Catalyst University for the first time with some members of the library staff. She said that the event, which took place on Thursday, June 20 at Wings Event Center, was filled with great speakers and that she had a great day. She thanked Library Director Christy Klien for making it possible for her to attend.

   DISPOSITION: The Library Board acknowledged the comments made by Trustee Vliek and Trustee Friedman.

IV. Adoption of the Agenda for the Regular Meeting of June 24, 2019
   Library Board Chair Welsh asked if there were any changes needed to the agenda of the June 24, 2019 board meeting before its adoption, and there were no changes requested by trustees. Welsh asked for a motion to adopt the agenda.

   MOTION: It was moved by Trustee Terry and supported by Trustee Bale that the Library Board adopt the agenda for the regular meeting of June 24, 2019. Vote: 5-Yes, 0-No, 2-Absent (Behr, VanderVries). Motion carried.
V. Audit Presentation
A. Presentation of Audit Report for Fiscal Year 2018 by Rehmann Robson staff
Board Chair Welsh welcomed Nathan Baldermann, representative from Rehmann Robson, to give the yearly audit presentation. He distributed to trustees and staff the “Independent Auditor’s Communication With Those Charged With Governance” and a bound copy of the Library’s Financial Statements with the auditor’s report and management’s discussion and analysis dated June 10, 2019. Mr. Baldermann said he would go over the highlights of the financial statements and then give the board a chance to ask questions at the end. Mr. Baldermann said that the audit for FY 2018 went smoothly and that at the conclusion of the audit, there were no comments or issues found. It was a clean audit and he commended Business Manager Foti for doing a great job preparing for it.

Mr. Baldermann pointed out one slight change that was noted in the report on page two which is a change in accounting principle based on guidance that became effective this year regarding how to account for library materials. This change will be included on an ongoing basis. He directed trustees to review the financial statements beginning on page 8 and the original to actual budget on page 12. Mr. Baldermann noted the new line on page 18 “Capital assets being depreciated: Library collection” as the change he referenced at the beginning for his presentation that is being reported for the first time this year. He concluded by saying he had nothing additional to comment on.

Board Chair Welsh asked if Mr. Baldermann had any other recommendations for improvements. Mr. Baldermann said that there was nothing that came to their attention as being out of order. He added that as things have come up over the years, we have worked with Business Manager Foti to ensure those items are fixed in the current year, so they have nothing else to recommend. Welsh thanked him for his comments.

DISPOSITION: Library Board members received the information about the Audit Report for FY2018.

VI. Guest Presentation
A. Presentation by Michigan Senator Sean McCann
Board Chair Welsh welcomed Senator Sean McCann to speak. The Senator said that he would provide an overview of what is happening currently in the legislature and then take comments and questions. I was elected to represent our district in 2018, so I have been in Lansing for about 6 months. In that time, the biggest thing that has happened that will have an impact on our district is the change to the auto insurance (Michigan No-Fault law, Senate Bill 1) that goes into effect July 2020. The citizens of Michigan have been asking for auto insurance rate relief and we will watch how this new law changes things for consumers over time. Other big topic to address is the state budget as it touches so many aspects of our lives. Roads and infrastructure are big conversation points. The Governor and each party within the House and the Senate are working on their own versions of the budget according to their priorities and they will be working to work on a compromise for the final version following a return to Lansing after Labor Day, unless they are called back sooner.

Senator McCann said that he is on the Senate Appropriations Committee as well as other subcommittees including the new EAGLE (energy, great lakes, and environment) Appropriations Subcommittee, the former Department of Environmental Quality. This committee is working on water issues such as funding for PFAS remediation as it has shown up in testing of water all over Michigan including in Kalamazoo County. When it showed up in Parchment water supply, they were able to connect to Kalamazoo municipal water. Wells in Richland and Ross Township are also affected and more rural areas are difficult to remediate.
Senator McCann introduced a bill to cut campaign contributions in Michigan in half. He said he sees this initiative as a follow up to the gerrymandering reform legislation from last year. The Senator referenced the advocacy report in the June Board Packet, referencing when the Michigan Senate passed the Narcan Bill.

Trustee Welsh asked the Senator’s position on the bill currently in the House that would require staffers in every public school in the state. Senator McCann said that there aren’t always companion bills on every topic simultaneously in both the Senate and the House, but he encouraged people to write to their representatives to encourage them to support this bill and have it passed out of committee and moved further down the line. Senator McCann said that he supports libraries. His family uses the Kalamazoo Public Library extensively and he is supportive of the program they implemented that allows Kalamazoo Public School students access to library materials with their student ID (OneCard).

Trustee Vliek asked what the Senator’s best guess was on infrastructure funding as it is looking like the Governor’s fuel tax increase would not be approved. Senator McCann said that is the big question – how to get new revenue and have everyone agree on it. It seems that there is no way to finance and provide ongoing support for infrastructure needs without increasing funding some way and there still are a wide variety of approaches that have been suggested. There has been a good spirit of bipartisanship created from the work done with auto insurance reform and the Senator hopes that will also help the legislature move forward with an agreement on infrastructure funding and a balanced budget that will move Michigan forward.

Trustee VanderVries said that governmental units at the local level have been squashed by Proposal A and Headley combined. Does the legislature have any plans to fix that problem? Senator McCann said that we are well under the Headley cap and there is objective data that says that state general fund revenues haven’t substantially increased in approximately 20 years. He then talked about Proposal A as a different question. While there is some talk of the legislature overhauling it, the immediate issues of the budget and infrastructure needs are ahead of it and maybe that is a conversation that can happen next.

DISPOSITION: Library Board members received the information from Senator McCann and thanked him for his time.

VII. Consent Agenda
   A. Minutes of the regular board meeting held on May 20, 2019.
   B. Review of Heritage Room Policy.

MOTION: It was moved by Trustee Vliek and supported by Trustee Bale, that the Consent Agenda for the regular board meeting of June 24, 2019 be approved. Vote: 6-Yes, 0-No, 1-Absent (Behr). Motion carried.

VIII. Governance
   A. **Follow-up on mid-year Meeting with Library Director**
      Board Chair Welsh said he sat down with Library Director Christy Klien following the April Board Meeting to have a check in with her, share concerns, and ask if she is able to take any additional trainings this year. Klien responded that she sincerely appreciates the Board’s offer to
support her in additional professional training that is of interest to her, but that due to other personal and professional responsibilities, she would have to consider that at a later time.

**DISPOSITION:** Library Board members received the information about the mid-year Meeting between the Library Board Chair and the Library Director.

**B. Report from Library Board Liaisons to the Friends**

Library Board Liaison to the Friends, Trustee Terry spoke about the June Friends Board Meeting which included a future planning session. She reported that the June book sale was a rousing success with approximately $4,800 in sales. She said that she was at the Saturday sale towards the end and was astounded at how much inventory had been cleared out. Next week on Tuesday, she was in to do volunteer scanning and the Friends donation box was so full of donations there was nowhere to put them. The June meeting was a brainstorming session to talk about trying new things. Ideas included: offering debit/credit payment with a service fee, selling more items online, publicize where unsold books are donated, adding a membership login on website, using Facebook live during book sales, putting up signs in coffee shops etc, and generally more advertising.

Friends President Toni Yanni said that they are always looking to recruit more members and volunteers, especially those who can help with moving books. The Friends offer a $20 membership for the year and everyone is invited to be a member. Membership perks include access to the early bird book sale. The Friends are also considering adding another bag book sale and using a larger meeting room so that they can offer more books.

Trustee Vliek asked how many people hold a Friends membership and Yanni responded that the number fluctuates around 110 members.

Library Director Klien said that with Friends President Toni Yanni present, she wanted to bring up another topic of discussion – a replacement option for Fine Forgiveness. The Board is aware that following Food for Fines last year, the library received a legal opinion about not continuing that program. The Library’s Admin team has been brainstorming and researching options to continue to offer fine forgiveness as it is an avenue that those patrons who have their accounts blocked (for accruing fines and fees over $25) to regain access to library materials. One option that has been suggested is that the Friends might be willing to provide a grant to the library to pay off patrons overdue fines. Klien said that the Friends President was willing to consider this request with the Friends Board although their next official meeting isn’t until mid-August. There was some discussion about capping the amount of the donation and whether or not it would affect Friends donations for other initiatives such as the Wish List. The Library Board considered dates between August and December, realizing that there was no perfect time. Staff were concerned that delaying the program restricts patron access longer and this led to a discussion about equity and the library’s role in providing service. Trustee Friedman said that she liked the idea of an amnesty program to clear students’ overdue fines before the new school year begins.

After discussion and debate on the details of how this one time initiative would work, Board Chair Welsh asked for a motion.

**MOTION:** It was moved by Trustee VanderVries that the Library offer an amnesty day to patrons the week of August 5, 2019, provided that they take an action (come in, call, and return overdue materials) to have their overdue fines waived. Board Chair Welsh called for a vote.

Vote: 4-Yes, 1-No (Bale), 1-Absent (Behr), 1-Abstain (Welsh). Motion carried.

**C. Initial Discussion about Plans for the 2019 Library Board Retreat**

Library Director Klien said that typically the Library Board has a retreat in October or November, though it can be held at any time. In the past five years, the Board has worked on Strategic
Planning initiatives and has received training from a fundraising consultant. This topic is always on the agenda in the month of June, but Klien asked if the Board be comfortable with holding off on this conversation. The Board agreed to defer the conversation until after the “Future Funding” discussion and return to this topic in July.

**DISPOSITION:** Library Board members will consider options for the 2019 Library Board Retreat at the July Board Meeting.

IX. **Ends Development**  
A. **Presentation of Preliminary FY 2020 Budget for Portage District Library.**  
( NOTE: The proposed FY 2020 Budget is separately numbered and included at the end of the packet.)

Library Director Klien gave trustees an overview of the budget process that is followed at the library. Klien and Business Manager Foti provide budget request sheets to supervisors of all budget lines and they are asked to justify an increase, decrease, or to keep their budgets the same on every line. Klien and Foti also meet with the Deputy City Assessor to receive revenue projections. She said that all requests for budget lines for 2020 had been received and, when possible, included in the preliminary FY 2020 budget. Estimated needs have been included for 2021. She reminded trustees that after this board meeting any adjustments or recommendations by the board would be made and the 2020 budget would be reviewed again in July. Following the July Board Meeting, a copy of the proposed budget will be made available for public review at both Information Desks. In August, a public hearing is held to formally adopt the FY 2020 Budget.

Klien said that what you see in front of you is a balanced budget. We did receive requests for special projects that are not funded in this budget. We know that there is often a fund balance at the end of the year and we can consider using some of that money for some of these proposed projects. There is also the potential to request funding from the Friends via a “Wish List” for items or programs that fall outside our budget lines. Klien also mentioned that there was a request for funds for a new disc-resurfacing machine which, while saving us money on materials in the long run, is a significant investment. While our current one does still work, it has outlasted its expected use by 3 years. We do have reserve funds that we may come to the Board to request if at any point in the next year the resurfacing machine no longer works.

Board Chair Welsh asked if this budget took into account possible architects fees. Business Manager Foti responded no, if we move forward, each proposed building project phase has its own architect fees encompassed in the project.

Klien said she would continue with an overview of each category and have Business Manager Foti chime in when needed:

Klien said they are predicting an increase in tax revenue next year of 3.9%. She said this budget reflects a decrease of revenue from penal fines as that is the trend they have observed over the past few years. Investment revenue is increasing over time.

Salaries and wages are up about 6%. Klien reminded trustees that the Library has open positions right now that we are budgeting at a higher rate pending who is hired.

In the Library Materials category, we have been shifting budgets due to where library staff observe the most need due to use by patrons. The budget lines that have seen the largest increase are eBooks (OverDrive) and the Hoopla service.
In the Supplies category, there is an increase in the office supplies line. This is for the purchase of library cards this year. Due to the cost of print set up, it is more cost effective to order them in larger batches every few years.

Business Manager Foti was encouraged to look at bank options since we have been with 5/3 Bank for 7 years. The change in the Online Subscriptions line is due to the fact we are looking at a replacement for the Boopsie app. It has been sold to another company and is not receiving adequate and timely support.

In the Building Line, Klien and Foti have budgeted for gas and electric cost increases. They have also made some room in this budget line for projects a new Facilities Manager would have time to work on.

In the Other Charges Line, Equipment Repair and Maintenance has an increase for anticipated costs related to keeping Library equipment in good repair and for SaaS initiatives. There is a small increase in programming in all areas Adult, Youth, and Heritage Room.

Klien again reminded trustees of the budget process. She asked that they continue to think about the budget and suggest changes before the July meeting so that a proposed FY 2020 Budget can be presented at that time. At the August Library Board Meeting, there will be a Public Hearing to approve the 2020 Budget.

**DISPOSITION:** Library Board members received the first draft of the FY2020 Budget.

**B. Future Funding Discussion**

Marketing Manager Colin Whitehurst presented trustees with research that has been undertaken by Administrative Staff regarding funding for the Library’s future. Voters approved for the City of Portage to levy 1.00 mill for the Portage Public Library in 1974, which helped fund construction of the original building at 300 Library Lane. In 1992, a .50 mill increase was approved by voters to fund the expansion of the building’s atrium, Youth Services area, meeting rooms on the lower level, and funds for operational expenses. When voters approved the Library’s transition to an independent district library in 1998, the Library only asked to maintain the current levy of 1.50 mills already being assessed for the Library by the City of Portage. Since that time, Portage has continued to grow and the Library has received projections that the city expects to see over fifteen hundred new parcels developed in the next 15 years alone. The Library Board and Staff have worked diligently on a Strategic Plan through 2020. In reviewing that plan and discussions for the next strategic plan, it has become evident that to meet the growing and changing needs of the community it will require more space within the building, additional staffing, and more funding for programming and changing collections.

The Library has done its due diligence and met with an architect to work on a preliminary master building plan that will meet the community’s current and future needs. Information gathered through conversations with staff and community members has identified the need for a modest expansion. The architect outlined a plan that would incorporate three potential phases over four to five years and provided rough cost estimates. These plans have been used to estimate funding needs and have not been finalized. Additional community input will be gathered and will be a valued element of any expansion.

The Library has met with the City Clerk to gather research on other possible ballot initiatives in upcoming elections, as well as potential costs to the Library for election costs in precincts that are in the library district, but not in the City of Portage (Pavilion #3, Texas #4, Texas #5). Whitehurst presented trustees with sample ballot language taken from another Michigan district library that
recently went out for additional millage. He explained that most of the ballot language is dictated by law and is quite complex. A large part of our job, if we move forward, will be educating the public regarding what the ballot language means, as well as the Library’s funding needs for the future. The ballot language would ultimately be written by the Library’s lawyer to ensure its accuracy.

Trustees were presented with information regarding the impact on the average household, should an additional millage be levied, as well as the additional annual tax revenue that would be collected on two potential levies, 0.50 mills versus 0.65 mills. Business Manager Foti said he is not advocating for one amount over another, but wanted trustees to be aware of the revenue each rate would create so that they could make an informed decision. Foti also shared a rough plan stating how new tax revenue over the course of the 10 year millage could be used to initially fund Capital projects and then shift towards Operating expenses as the building phases are completed. There was discussion that the Library has done a good job maintaining fiscal responsibility and there are funds in the Library’s fund balance to pay for the first phase of the project or other small library improvements. It was further stated that in the current budget there is no way to fund all of the changes that have been identified through Library Board, staff, and community input. Director Klien stated that in every projection they have looked at, there will not be enough increase in tax revenue at our current millage rate to keep up with all of the increases in costs associated with staffing, maintenance, technology and collections, while performing capital improvements to meet the growing needs of the community. If the Library Board decides not to move forward with asking for an additional millage, we will have to make some serious decisions regarding our budget. Trustees thanked the library staff for the comprehensive report on the research they have done leading up to the Library Board’s decision.

MOTION: It was moved by Trustee Vander Vries and supported by Trustee Friedman to move forward with a ballot initiative for an additional 0.50 mills for the Library for ten years.

Vote: 6-Yes, 0-No, 1-Absent (Behr). Motion carried.

At the July Board Meeting, and with all members present, trustees will again be asked to vote to put a ten year 0.50 mill increase in funding on the ballot in November 2019 and to approve the specific ballot language as written by the Library’s legal counsel.

X. Library Director’s Reports

A. Legislative Update for May 2019.
   Trustee Welsh asked if there were any additional comments regarding the Legislative Update or Senator McCann’s presentation. Trustee VanderVries said that since it is summer, there isn’t very much activity happening at the moment.

   Board Chair Welsh noted that eMaterial circulation has continued to increase year over year. Systems Administrator Behrje said the Library is collecting Lynda.com use statistics in addition to Hoopla and OverDrive. These statistics support an increased budget in those lines for 2020.

C. Final remarks by Library Director for the June 24, 2019 Library Board Meeting.

   Klien said that as trustees noticed on their way in, concrete work is being done in the front of the building and should be complete by the end of the week.

   The Lego City Returns to the Library and will be set up in the meeting rooms. We would love to have trustees sign up to help monitor the room as a form of linkage if available.
Clare Membiela, Library Law Consultant for the Library of Michigan, will be our guest presenter at next month’s board meeting. She will be speaking about the most common legal issues libraries face and I will ask her to talk more about our potential new millage and what board members can and cannot do regarding an issue on the ballot.

Klien said that in the Strategic Plan, we had scheduled for the Creation Station Technology enhancement project to be available to the public in 2019. Currently, the Adult Department is low staff with open full and part time positions. They are currently placing a priority on staffing public service. Head of Adult Services Lawrence Kapture has proposed to move forward with this project with staff training at the end of this year and then to go live to patrons at the beginning of 2020. His thought is that the full time position needs to have a technology focus and be a trainer for staff and patrons alike. Trustees were supportive of the timeline change and agreed that it made sense for this new initiative to have a strong beginning.

DISPOSITION: Library Board members received the Library Director’s Reports.

X. Process Evaluation
   A. Suggestions for Agenda Items to be included on the July 22, 2019 board meeting
      1. Minutes of the Regular Meeting held on June 24, 2019.
      2. Final Review and Approval of Proposed Fiscal Year 2020 Budget and Millage Rate for public inspection prior to Public Hearing at the August 26, 2019 board meeting
      3. 2nd Quarter Report for Fiscal Year 2019
      4. Presentation of the library’s 3-Year Technology Plan (FY 2020-2022)
      5. Monitoring Report on Executive Limitation for Minutes/Records Retention
      6. Plans for the library’s 2019 Staff Development Day

   B. Assessment of this meeting – There was agreement among trustees that this had been a long and productive meeting.

   C. Miscellaneous Items – Board Chair Welsh thanked trustees for their time and patience during tonight’s full meeting agenda.

XI. Adjournment –
   Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the regular board meeting of June 24, 2019.

DISPOSITION: The regular board meeting of June 24, 2019 was adjourned at 9:02 PM.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary
Library Director’s Narrative Report for July 22, 2019  
(Activities at the end of June and beginning of July 2019)

Administrative Activities:
During the months of June and July 2019, 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.
- Interviewed candidate for Facilities Manager position on June 24.
- Attended PDL Library Board Meeting on June 24.
- Met with City of Portage’s City Manager on June 26.
- Conducted the Rotary Club of Portage’s Pass the Gavel Ceremony on June 26.
- Attended my final Portage Community Center Board Meeting on June 26. (Term Limit)
- Met with representatives from HRM Innovations to discuss our open Facilities Management position on June 27.
- Participated in the Portage Rotary meetings on Wednesdays during the month of June and July.
- Supervised a shift of the Lego City program on July 1.
- Conducted a conference call with attorney to discuss potential ballot language on July 8.

Maintenance and Building Services
- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.
- Completed outdoor concrete replacement project.
- Testing tables and umbrellas on the main level.
- Ordered replacement parts for library flagpoles.
- Repaired live electrical circuit under sidewalk.
- Installed temporary portable A/C unit for Server Room (MDF).
- Received quote for Server Room air conditioner replacement.
- Repaired Server Room air conditioner.
- Requested quote for Preschool/Juvenile/Atrium AHU and Chiller.
- Requested quote for Atrium Entrance Split System.
- Requested quote for Lower Level Meeting Room AHU and Chiller.
- Requested quote for Main Level AHU and Chiller.
- Continued to replace building security lights.

Personnel Information:
The library undertook the following Human Resource and Financial activities since the June 24, 2019 Board meeting:

- Christy Klien and Rob Foti interviewed a third candidate for the Facilities Manager position. After careful consideration, a job offer was not made to this individual.
- The Professional Development Team is continuing their work on this year’s Staff Development Day agenda. The Library’s Staff Development Day is traditionally held on the last Friday of September each year and focuses on bringing staff together for team building and education on a series of topics.
A review of previously received applications is taking place for the two open Library Assistant positions in the Circulation Department. A phone screening will be conducted by Circulation Supervisor Jill Austin to determine if the candidate’s availability will meet the Library’s requirements. Once that is complete, job interviews will be scheduled.

Chris Teugh was hired to fill the Library Associate position in Adult Services left open by Katie Brinker’s departure. Chris will be here on a temporary basis through the summer.

**Ends Statement #1**

*Optimize access to resources for information, education, and entertainment.*

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

Project Updates:

**Adult Services Programming Highlights**

- **SHARE Your History: An Oral History Experience** - June 8 - Number of attendees: 7. Portage District Library welcomed Donna Odom, Executive Director of the Society for History and Racial Equity, and Professor Bruce Mills of Kalamazoo College, to speak about the importance of oral history for families and communities. Attendees viewed a clip from presenters’ joint project, Exploring the Wisdom, which featured interviewee Cal Street talking about what it was like to be one of the first black students to integrate Loy Norrix High School.

- **Summer Reading Kickoff** - June 15th - Number of attendees: 97
  It was a very successful kickoff. 97 adults were signed up by the end of the day. Adults were happy to have something for them in addition to what Youth Services was offering for children. Everyone had a good time.

- **Paint Along with Bob Ross Again** - June 19th - Number of attendees: 7
  Back by popular demand, we are painting with Bob Ross again. Harder paintings were chosen this year, but the students rose to the challenge with great results.

- **Aquatic Invasive Species: Identification, Management and How You Can Help** – June 20th
  A look at aquatic invasive species in our area waters, tips on identification and what to do if you find these invaders. There was also an overview of the Ft. Custer Recreation Area lakes management project where biological controls are used to manage invasive species. The beetles and weevils used as bio controls were on display for attendees to observe.

Create programming that promotes interactive learning

- **The Summer Family Fun series** began with a visit from Crescendo Music. “Just Move Fitness” gym hosted the next weekly event, and Youth Staff held a “Games and More” event the following week. This series encourages preschoolers and their caregivers to learn through creative movement, music, stories and activities.

- **The annual Teen Cake Decorating Competition** again attracted a large crowd. Teens competed in several categories to create the best works of edible art.
- The “Drums + STEAM” event, led by drummer and teacher Kevin DePree, showed young attendees how science, math, technology, and art work together to create music. Children of all ages participated in a drumming session with Kevin and danced to the beat.

Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
- ESL of SWMI Orientation Tour - June 11th at 10:00 AM - 24 people attended
The Adult and Youth department teamed up to orient a group of students from ESL of SWMI to what the library can offer them. Youth Services Librarian Andrea Smalley helped guide teams on a scavenger hunt in the youth area for need to know spaces as Adult Services Library Associate Christina Doane did the same for the Adult areas. Afterward, Christina conducted a short presentation and the attendees enjoyed a PowerPoint presentation of the selfies they’d taken during the scavenger hunt. The group then split up, with those interested attending family fun story time, while others got library cards for the first time. All students were appreciative and the instructors were happy to be working with us again on a successful outing. “Thank you so much for a wonderful day at PDL!”-Vicki Konzen

Create methods to expand the reach of our Digital Literacy (computer education) programs
- In June, we began a series of Tech Café events that will run all summer. The Tech Café us a drop-in event that allows participants to explore virtual reality (VR) at the library. One Oculus Go experience will be featured each month, but there will be many other adventures to try. Refreshments were provided.
- Free online training courses are another area explored at the Tech Café.

Build programming and services that will reach groups at diverse levels
- Staff kicked off Summer Reading programs with an all-ages event on June 15. Participants could learn about reading programs and upcoming events, and then enjoy several hands-on activities geared for different age groups and abilities.
- Elementary-age children participated in the first workshop geared to this age group – “Turn Tiles into Unique Coasters”. Attendees used science to create works of art that they could take home.

**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:**

Offer, programming, services, and collections that will better meet the needs of our immigrant population
- The Library is again hosting ESL classes for both elementary and secondary students in the Portage area. Classes are run by Portage Public School teachers and students are invited through the school district.
- Youth and Adult staff hosted a multigenerational group of ESL students and their families through ESL of Southwest Michigan. They met for a tour of the library, refreshments, and they attended the Summer Family Fun event as well.

Improve the accessibility and visibility of existing physical and electronic collections
- Youth Staff, with Cataloger Abigail Pylar, launched new booklists and displays this month. This will increase awareness of collections and improve the efficiency of Youth Staff’s reader’s advisory during this busy summer period.
**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 Book Bike storytime with Thea Vaughn, a Portage Public School kindergarten teacher. Many of her past and future students and their families attended.
- Youth Staff concluded the Summer Reading visits at the remaining Portage Public Elementary Schools.
- Youth Staff again visited each school this May and June.
- Youth Staff also completed the last of this year’s booktalks in the middle schools.
- Youth Staff is traveling weekly to the Curious Kids main site to collaborate on a book club for elementary students.

Update the Library Website
- Round One of the new website’s coding has been completed by the web design company. Marketing Manager Colin Whitehurst will be preparing processes by which stakeholders of information on individual pages can review the content needed for migration from our old page to our new page.

**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
- Pride Month w/ booklist, Save The Planet (climate change, recycling, etc), 900s End cap. D-Day, 700s End cap: video game books, Fiction End Caps – Read the Rainbow, SF/GN End Cap – Swampthing
- Adult Services Librarian Katharyn Jones highlighted cooking mysteries in the mystery section for the month of June, changed the carousel on the Books and More tab to feature non-fiction resources about space, and wrote a Tuesday Tip about PDL’s online fitness resources and the upcoming fitness programs at the library.
- Community Gallery: Endangered Animals
- Solo Gallery: Pamela Lyles

Heritage Room Book Expansion Project
Two new collections have been added to the Heritage Room.
1) The World War I memorabilia of one Private Brockie. Private Brockie was from Kalamazoo and served in the Sanitary Detachment, 32nd Division (under Colonel Westnedge) during World War I. His story was featured on one of the trail walk signs and his family decided to officially donate his items to the Heritage Room. Items include photo postcards, photographs, dog tag, uniform insignia, books, etc.

2) A large collection of items have been donated that represent high school life at Portage Northern from 1984 to 1988. Items include a parking permit, school newspapers, school programs, prom tickets, French Club items, locker combination, t-shirt, etc. It is an interesting and rather complete look at the over-all
life of students attending Portage Northern during the MTV era of the mid 1980’s.

Portage Public Schools Project
Local Historian Steve Rossio is currently working on phase two of the project which is the sorting of material within the various “sections.”

**Operational**

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

Projects:
Facilities Master Plan
- We are currently waiting for an updated proposal fee for Phase One of the building project. Phase One consists of replacing carpeting and flooring, refreshing paint, replacing larger study tables with smaller, more flexible tables, and possibly the addition of some small study/meeting rooms.

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 last met on July 9 to discuss plans for 2019 Staff Development Day. The committee is working to finalize our guest speakers and activities for September 27, 2019.

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. SaaS migrations with updates:

Productivity Software – Microsoft Office 365
Implementing where applicable Office 365 security measures, malware prevention policies and application hardening through the office 365 administrative center(s). The library’s current score is 158 (three times higher than the typically Office 365 client of our size. The library is currently looking at Duo for Multi-factor authentication.

Telephone Service and Appliances: Cisco Call Manager and Related Products
Continuing to develop of weather emergency notifications via telephone system to replace unreliable weather radios.

Library Volunteer Management – Volgistics –
Attended webinar regarding automated background checks for library volunteers. Discussed the library’s current practice and have requested quotes for the service.

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

- Technical Services is continually working on getting items out to the public in an efficient and timely manner. With this in mind, they are always looking into ways to expedite the process.
- Head of Technical Services Abby Pylar will continue to monitor the reports on Collection HQ to see their completion by collection managers.
- Head of Technical Services Abby Pylar will continue to work on the organization and uniformity of items in the catalog throughout the year.
- Head of Technical Services Abby Pylar is also working with Local Historian Steve Rossio in the Heritage Room to complete a thorough inventory, identify which items are not in the catalog, and then add those items in.
- Head of Technical Services Abby Pylar and Processing Clerk Fran Cooper are working with the Youth Department to create uniformity within certain categories of their collections. They are creating labels and fixing the catalog records for the books in groups such as Disney, Superheroes, and Lego.
- Technical Services is working on getting the complete names of authors into the call number for all of the fiction materials. This will help the volunteers search for items more efficiently when they are using the scanners or helping the librarians with weeding projects.
- Head of Technical Services Abby Pylar is coordinating with Youth Services to update the booklists that are used in Readers Advisory. Many have not been updated in a few years, and we are creating new lists.
Executive Limitation Policy on Financial Condition and Activities: With respect to the actual, ongoing financial condition and activities, the Director shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditure for board priorities established in Ends Policies. Accordingly, he or she may not:

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

**Director’s Response:**

<table>
<thead>
<tr>
<th>Fund</th>
<th>5/31/2019</th>
<th>Changes</th>
<th>6/30/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Reserve (13%)</td>
<td>$ 520,223</td>
<td>-</td>
<td>$ 520,223</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>
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<td>111,305</td>
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<tr>
<td>HVAC Reserve</td>
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<td>-</td>
<td>15,000</td>
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<tr>
<td>Patio Feasibility Reserve</td>
<td>4,700</td>
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<td>4,700</td>
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<tr>
<td>Lobby Reserve</td>
<td>7,500</td>
<td>-</td>
<td>7,500</td>
</tr>
<tr>
<td>Personal Property Tax Reserve</td>
<td>805,946</td>
<td>-</td>
<td>805,946</td>
</tr>
<tr>
<td>Reserve for Encumbrances</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Unassigned Fund Balance</td>
<td>4,744,606</td>
<td>-</td>
<td>4,744,606</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.
Library Director’s Report on Financial Condition for June 2019

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

June Marketing Highlights:

· Met with our Millage Committee several times to research, plan, and prepare for the Millage Conversation at the June Board Meeting.

· Created Advertising for Summer Programs.

· Designed graphics for our upcoming Amnesty Week and began advertising.

June Social Media Highlights:

Facebook

69 New Page Likes | 90 Post Shares | 1,221 Post Likes | 109 Comments | 44,653 Total Reach

Twitter

2,286 Tweet Impressions | Likes 8 | Re-tweets 2 | 53 Profile Visits | 1 Mentions | 6 New Followers
Get a New Start at The Portage District Library
PDL Amnesty Week
AUGUST 5TH - 10TH, 2019

The Portage District Library will host an amnesty week during which we will waive overdue fines. Visit us between August 5th and August 10th and return any overdue items and enjoy using your library card again, but now with a fine-free account! Why are we doing this program? Overdue fines provide an opportunity to pay for lost or damaged materials, but we’ve removed that barrier to get you back in the library!

Airplane Inspections
Wednesday, July 31st, 10:30 AM - 1:30 PM

Kids will enjoy learning about airplanes and their parts. This program is designed for children ages 6 and up.

Art Detectives
Wednesday, July 31st, 10:30 AM - 1:30 PM

Join the Art Detectives as they explore the world of art! Participants will have the opportunity to engage with various art forms and create their own masterpieces.

Aquatic Invasive Species: Identification, Management and How You Can Help
Thursday, June 20th, 4:30 PM - 6:00 PM

Learn about aquatic invasive species and how you can help manage them. This program is designed for ages 10 and up.

Classic Movie: On the Avenue
(1955) When wealthy novelist Nick Caraway (Morgan Freeman) decides to open a bowling alley and invest in a new neighborhood, the life of his best friend, Jay Gatsby (Lev Gorn), is forever altered.

Drums + STEAM
Wednesday, June 20th, 6:30 PM - 7:30 PM

Join us for a fun drumming activity that combines music, movement, and STEAM learning. This program is designed for ages 5 and up.

Go VR
Tech Cafe: Go VR
Wednesday, July 31st, 12:00 PM - 2:00 PM

Experience virtual reality like never before! Explore worlds and immerse yourself in new experiences. This program is designed for ages 8 and up.

Legod City
July 4th (Closed July 4th for Independence Day)

Back by popular demand, Seva the city mayor of LEGOOS! The West Michigan Lego Train Club has teamed up with their amazing creations, some great local landmarks and new additions for the year. Explore Lego anytime during open hours.

Oral History Interviewing Tips
Please enjoy the following guide to conduct your own Oral History Interview.

Choosing Your Interviewee
Your information about the interviewee is that they have to come from a unique historical event or an era. Accuracy is a good candidate to an oral history interview.

Time Your Interview
Time your interview to double check your equipment before an interview. The interview should be more than you were about the process, having equipment that does not work will dampen your enthusiasm and will make you look unprepared.

Bring Games
Bring games, toys, puzzles, or other activities that will keep your audience engaged.

Field location away from interruptions
If you’re conducting the interview in a field setting, having a faster pace can make it easier for the interviewee to return into focus. Use the field setting will assist with the interviewee.

Wrong Answers
Don’t question the interviewee if you make a mistake, which simply make a question with another opportunity to make a mistake.

Character Talk: Spider-Man
Tuesday, July 9th, 7:00 PM - 8:00 PM

A conversation about the character Spider-Man will be led by a local former comic editor and sometime former librarian. Fans of all ages will enjoy this free family-friendly event.

Establishing Native Plant Gardens to Attract Butterflies
Saturday, July 30th, 2:00 PM - 3:00 PM

Join us as we explore the benefits of butterfly gardens and how to create them in your own garden. This program is designed for ages 10 and up.

Reading the Fine Print: Decoding Food Sustainability Marketing Claims
Saturday, August 3rd, 10:00 AM - 11:00 AM

Learn how to decode the language used in food marketing and identify claims that are misleading or not supported by scientific evidence.

Sidewalk Chalk Art with David Zinn
Wednesday, July 24th, 10:30 AM - 12:30 PM or 1:30 PM - 3:30 PM

Take your sidewalk creativity to a new level! Local artist David Zinn will show you the basics of chalk art and offer tips and techniques for creating your own chalk art. This program is designed for ages 8 and up.

Kalamazoo Institute of Arts
Art Detectives
Wednesday, July 31st, 10:30 AM - 1:30 PM

Join the Art Detectives as they explore the world of art! Participants will have the opportunity to engage with various art forms and create their own masterpieces.

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Join the Art Detectives as they explore the world of art! Participants will have the opportunity to engage with various art forms and create their own masterpieces.
To: Portage District Library Board  
From: Christy Klien, Library Director  
Date: July 16, 2019  
Subject: Upcoming Library Board linkage opportunities in July and August 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 July & August 2019:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity or Program Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/23</td>
<td>10:00 AM</td>
<td>Summer Family Fun: Jump, Turn, Dance and Learn</td>
</tr>
<tr>
<td>7/24</td>
<td>2:00 PM</td>
<td>Tech Café: Free Online Training Courses</td>
</tr>
<tr>
<td>7/25</td>
<td>5:00 PM</td>
<td>BookBike Passport – Central Park</td>
</tr>
<tr>
<td>7/26</td>
<td>2:00 PM</td>
<td>3rd-5th Grade – Make a Book</td>
</tr>
<tr>
<td>7/29</td>
<td>9:30 &amp; 10:30 AM</td>
<td>Baby and Toddler Storytime</td>
</tr>
<tr>
<td>7/31</td>
<td>5:30 PM</td>
<td>KIA Art Detectives</td>
</tr>
<tr>
<td>8/3</td>
<td>9:00 AM</td>
<td>Friends Book Sale</td>
</tr>
<tr>
<td>8/6</td>
<td>6:30 PM</td>
<td>Super Science of Super Heroes and Villains</td>
</tr>
<tr>
<td>8/7</td>
<td>6:30 PM</td>
<td>Fitness in the Library: Kickbooksing *Registration Required.</td>
</tr>
<tr>
<td>8/11</td>
<td>10:00 AM</td>
<td>BookBike Passport – Portage Farmers Market</td>
</tr>
<tr>
<td>8/20</td>
<td>6:30 PM</td>
<td>Teen LGBTQ+ Meet-Up</td>
</tr>
<tr>
<td>8/21</td>
<td>6:00 PM</td>
<td>Paint Along with Bob Ross Again *Registration Required Begins 7/22 at 6:00 PM</td>
</tr>
<tr>
<td>8/24</td>
<td>2:00 PM</td>
<td>Reading the Fine Print: Decoding Food Sustainability Marketing Claims</td>
</tr>
</tbody>
</table>
REMININDER:

At the October 22, 2018 Library Board Meeting, trustees voted to approve the Portage District Library’s Schedule of Library Closings in 2019 which included the closing date for the Library’s 2019 Staff Development Day. This year’s Staff Development Day will be held on Friday, September 27, 2019.

This year’s Staff Development Day theme centers on empathy and kindness. Plans for the day include: outside speakers from Kent District Library, Portage Community Center, Kalamazoo Community Mental Health and Substance Abuse Services, as well as a therapist from our Employee Assistance Program. Staff will also receive training in the library’s emergency procedures.
Clare Membiela is the Library Law Consultant for Library of Michigan Statewide Library Services. Clare joined the Library of Michigan team in 2016 after working as a Law Librarian at WMU Cooley Law School. Before moving to Michigan, Clare worked as a Law Librarian at the University of Miami Law Library. She has an MLS and a J.D. As Library Law Consultant, Clare’s job is to provide Michigan public libraries with research and information on legal issues.
To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 18, 2019
Subject: Millage Proposal

BACKGROUND:
At the June 24, 2019 board meeting there was a discussion on the direction the library should take with its funding and services. Administrative Staff presented the Library Board with a history of the Library’s funding and comprehensive research to help them make an informed decision on whether or not to move forward with a ballot initiative requesting an additional millage for library funding.

At the conclusion of the presentation and subsequent discussion by Trustees, it was moved by Trustee Vander Vries and supported by Trustee Friedman to move forward with a ballot initiative for an additional 0.50 mills for the Library for ten years. Vote: 6-Yes, 0-No, 1-Absent (Behr). Motion carried.

Trustees requested Library Director Christy Klien consult the Library’s legal counsel regarding specific ballot language. She has completed this task and the “Resolution Submitting Millage Proposal” and “Library Millage Proposal” are attached for Trustees to review prior to the July 22, 2019 Library Board Meeting.

RECOMMENDATION:
At the July 22, 2019 Library Board Meeting, with all members present, trustees will be asked to vote on two items regarding this topic.

1.) Should the Portage District Library Board put on the ballot in November 2019 a request for an additional 0.50 mills in funding for 10 years for district library purposes?

And if so,

2.) A vote to approve the Resolution Submitting Millage Proposal.
RESOLUTION SUBMITTING MILLAGE PROPOSAL

At a meeting of the Board of Trustees of the Portage District Library, County of Kalamazoo, State of Michigan, held in the District Library on July 22, 2019, at _____ p.m.

PRESENT: __________________________________________________________

ABSENT: __________________________________________________________

The following preamble and resolution were offered by _________________ and supported by ________________________:

WHEREAS, the Portage District Library (“District Library”) is a district library subject to the provisions of the District Library Establishment Act, 1989 PA 24, MCL 397.171 et seq. (“DLEA”); and

WHEREAS, the District Library is comprised of all that territory (“District Library District”) which is currently located in the jurisdictional limits of the City of Portage and the Portage Public Schools, except for the portion of the Portage Public Schools that is located within the Kalamazoo Public Library district; and

WHEREAS, the Board of Trustees of the District Library determines that it is in the best interests and welfare of the District Library district and its residents that revenue be authorized for all district library purposes; therefore, the District Library has determined to request from voters of the District Library District a new additional millage of .5 mill, subject to applicable Headlee rollbacks, for a period of ten (10) years, beginning with the December 2019 levy; and

WHEREAS, the Board of Trustees determines that it is in the best interests of the District Library District that such millage be voted on at an election to be held in the District on November 5, 2019.

NOW, THEREFORE, BE IT RESOLVED, by the Library Board of the Portage District Library that:

1. The Portage District Library certifies the proposition shown on attached Exhibit A shall be submitted to a vote of the qualified electors of the District Library District of the Portage District Library, County of Kalamazoo, State of Michigan, at an election to be held on Tuesday, November 5, 2019.

2. The Secretary of the Board of Trustees of the District Library (“Secretary”) is directed to file a certified copy of this Resolution with the School District Election Coordinator of the Portage Public Schools (“School District Election Coordinator”) and the Kalamazoo County Clerk, on or before August 13, 2019 at 4:00 p.m.

3. The Secretary is directed to request the School District Election Coordinator or
the County Clerk (whoever is authorized by law) to publish notice of the close of registration in the manner required by law. *The District Library Establishment Act requires that the notice of close of registration contain the ballot language of the proposal attached as Exhibit A to this Resolution.*

4. The Secretary is directed to request the School District Election Coordinator or the County Clerk (whoever is authorized by law) to publish notice of the election in the manner as required by law.

5. The Secretary shall work with the School District Election Coordinator and the County Clerk to have prepared and printed, as provided by law, separate ballots for submitting said propositions, which ballots shall contain the proposal contained in the ballot language attached as Exhibit A.

6. The President of the Library Board of Trustees of the District Library is authorized to make any non-substantive changes to the proposed notices or ballot language authorized by this resolution if changes are requested by the School District Election Coordinator or the County Clerk and said changes comply with the Michigan Election Law and are consistent with the laws governing district libraries.

7. The Treasurer of the Library Board of Trustees of the District Library is directed to pay, to the extent required by law, the costs of conducting the election required by this Resolution and by law.

8. All resolutions and parts of resolutions insofar as they conflict with the provisions of this Resolution are rescinded.

AYES: Trustees: ___________________________________________________

NAYS: Trustees: ___________________________________________________

RESOLUTION DECLARED ADOPTED.
STATE OF MICHIGAN  )
COUNTY OF KALAMAZOO   )

   I, the Secretary of the Board of Trustees of the Portage District Library, hereby certify that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Portage District Library, County of Kalamazoo, State of Michigan, at a meeting held on July 22, 2019, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, as amended, and that the minutes of said meeting were kept and will be or have been made available as required by said Open Meetings Act.

______________________________
______________________________
Secretary
Portage District Library
EXHIBIT A

Portage District Library

Library Millage Proposal

Shall the Portage District Library, County of Kalamazoo, Michigan, be authorized to levy a new additional millage in an amount not to exceed .5 mill ($.50 on each $1,000 of taxable value) against all taxable property within the Portage District Library district for a period of ten (10) years, 2019 to 2028, inclusive, for the purpose of providing funds for all district library purposes authorized by law? The estimate of the revenue the Portage District Library will collect if the millage is approved and levied by the Portage District Library in the first year (2019) is approximately $1,204,000. By law, revenue from this millage may be subject to capture by the Portage Brownfield Redevelopment Authority and the Kalamazoo County Brownfield Redevelopment Authority.

Yes ☐

No ☐
To: Portage District Library Board
From: Christine Klien, Library Director
Date: July 16, 2019
Subject: Request to move funds from Unassigned Fund Balance to a newly created Building Improvement Reserve.

BACKGROUND:
The Library has been working with C2AE to develop a plan to complete needed upgrades and improvements to the Library through a phased approach. The first of these phases includes necessary replacement of carpeting throughout the Library, painting of walls, refreshing of restrooms with new flooring and fixtures, addition of several small meeting spaces, replacement of out of date furniture and fixtures in public areas, and additional upgrades to mechanical, electrical, lighting and plumbing as required by other upgrades. A final plan for all areas and items to be upgraded is currently under review. Many of the items that the Library is looking to upgrade are in need of replacement or repair based on their condition or time of original installation. Carpeting in the Library was last replaced in 2005 and due to wear and tear is in need of replacement. The Library’s restrooms were last upgraded in 1996 during the building expansion. Various pieces of furniture throughout the Library are in need of repair or, due to changes in how the furniture is currently used, replacement.

RECOMMENDATION:
I recommend that the Library Board approve the creation of a new Building Improvement Reserve and authorize the Library to move $2,000,000 from its Unassigned Fund Balance into this line. This new line will enable the Library to earmark funds for this project. Once a more detailed plan is created, the Library will come back to the Library Board to ask approval to spend funds from the Building Improvement Reserve. Additionally, the Library would like to move the $7,500 in the Lobby Feasibility Reserve and the $15,000 in the HVAC Controls Reserve into the Building Improvement Reserve. These projects were once stand-alone projects that would now be part of a larger project, if they were to be undertaken.
At the July 22, 2019 board meeting, board members will be asked to make a final decision on the budget for Fiscal Year 2020 and the millage amount to be levied. Ever since 2009, the Portage District Library Board has set the library’s millage at 1.50 mills ($1.50 per $1,000) to be levied on real and personal property, and that millage levy is being recommended for FY 2020 as well.

A formal public hearing will be held on August 26, 2019, (subject to Library Board action at the July 22, 2019 board meeting) at which time the Portage District Library Board, as the library’s authorized governing body, with all the powers granted to such a district library board (per District Library Establishment Act, 1989 PA 24 (MCL 397.171 et seq.), will determine the amount of money necessary for the operation of the library and officially set the millage levy amount on the taxable property in the Portage District Library service area, by passing a resolution to formally adopt the Fiscal Year 2020 Budget and set the millage.

There have been a few adjustments to the Reserves category made to the Preliminary FY 2020 Regular Operating Budget that was presented at the June Board Meeting. A Proposed Budget Packet for FY 2020 dated July 22, 2019 will be printed and numbered separately from the rest of the board meeting agenda packet.

Thank you!
**Quarterly Statistics for Strategic Plan 2018-2020**

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

We will accomplish this by providing a collection of tools to facilitate creating and learning (1.1) and by reaching the community at their diverse literacy needs. (1.2)

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

<table>
<thead>
<tr>
<th>Target</th>
<th>1&lt;sup&gt;st&lt;/sup&gt; Quarter</th>
<th>2&lt;sup&gt;nd&lt;/sup&gt; Quarter</th>
<th>3&lt;sup&gt;rd&lt;/sup&gt; Quarter</th>
<th>4&lt;sup&gt;th&lt;/sup&gt; Quarter</th>
<th>Year to Date</th>
<th>2019 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>75 % patrons responded that they learned something in a guided learning event</td>
<td>77.5%</td>
<td>86%</td>
<td></td>
<td></td>
<td>81.75%</td>
<td>75%</td>
<td>109%</td>
</tr>
<tr>
<td>50% of programs offered will provide guided learning activities (Adult/Youth)</td>
<td>A 69% Y 53%</td>
<td>A 69% Y 52%</td>
<td></td>
<td></td>
<td>A 69% Y 52.5%</td>
<td>A 50% Y 50 %</td>
<td>A 138% Y 105%</td>
</tr>
<tr>
<td>20% increase of hits of online learning tools</td>
<td>32%</td>
<td>77%</td>
<td></td>
<td></td>
<td>54.5%</td>
<td>20%</td>
<td>105%</td>
</tr>
<tr>
<td>Implement 12 software/devices that allow people to create and learn</td>
<td>**</td>
<td>**</td>
<td></td>
<td></td>
<td>0</td>
<td>12</td>
<td>0%</td>
</tr>
<tr>
<td>12 videos are created</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td>2</td>
<td>12</td>
<td>16%</td>
</tr>
</tbody>
</table>
- Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
- Create methods to expand the reach of our Digital Literacy (computer education) programs
- Build programming and services that will reach groups at diverse levels

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2019 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Services will provide 3 programs annually targeting each literacy level (Beginner, Intermediate, Expert)</td>
<td>B 5</td>
<td>B 7</td>
<td></td>
<td></td>
<td>B 12</td>
<td>B 3</td>
<td>Target Met</td>
</tr>
<tr>
<td></td>
<td>I 3</td>
<td>I 3</td>
<td></td>
<td></td>
<td>I 6</td>
<td>I 3</td>
<td>Target Met</td>
</tr>
<tr>
<td></td>
<td>E 2</td>
<td>E 6</td>
<td></td>
<td></td>
<td>E 8</td>
<td>E 3</td>
<td>Target Met</td>
</tr>
<tr>
<td>Help 150 patrons become more info-literate *</td>
<td>161</td>
<td>191</td>
<td></td>
<td></td>
<td>70</td>
<td>150</td>
<td>Target Met</td>
</tr>
<tr>
<td>Have 50 people in the library for ESL tours *</td>
<td>32</td>
<td>56</td>
<td></td>
<td></td>
<td>24</td>
<td>50</td>
<td>Target Met</td>
</tr>
</tbody>
</table>
Ends Statement #2
Be a safe, welcoming, inclusive destination for families and individuals.

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

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

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2019 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>80% of user satisfaction with collections and instructional events</td>
<td>96%</td>
<td>87%</td>
<td></td>
<td></td>
<td>91.5%</td>
<td>80%</td>
<td>114%</td>
</tr>
<tr>
<td>Active holds older than 3 month less than 200 titles</td>
<td>208</td>
<td>224</td>
<td></td>
<td></td>
<td>224</td>
<td>Less than 200</td>
<td>Target Not Met</td>
</tr>
<tr>
<td>21 Special programs will target groups representing different perspectives or cultures *</td>
<td>7</td>
<td>11</td>
<td></td>
<td></td>
<td>5</td>
<td>21</td>
<td>52%</td>
</tr>
<tr>
<td>25% of kits will change annually to reflect changing needs of the community</td>
<td>0</td>
<td>5%</td>
<td></td>
<td></td>
<td>5%</td>
<td>25%</td>
<td>20%</td>
</tr>
<tr>
<td>20% reduction in total physical collection size</td>
<td>3.44%</td>
<td>0.77%</td>
<td></td>
<td></td>
<td>4.21%</td>
<td>20%</td>
<td>21.04%</td>
</tr>
</tbody>
</table>
Ends Statement #3

Be a leader in strengthening our community.

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

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

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2019 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>20% more items available for circulation will be digital</td>
<td>19%</td>
<td>23%</td>
<td></td>
<td></td>
<td>23%</td>
<td>20%</td>
<td>115%</td>
</tr>
<tr>
<td>15% of our programs annually will be outreach (Adult/Youth)</td>
<td>A 2% Y 33%</td>
<td>A 1% Y 34%</td>
<td></td>
<td></td>
<td>A 1.5% Y 33.5%</td>
<td>A 15% Y 15%</td>
<td>A 10% Y 223%</td>
</tr>
<tr>
<td>70% of patrons who completed an exit survey were satisfied that the program met their needs</td>
<td>96%</td>
<td>87%</td>
<td></td>
<td></td>
<td>91.5%</td>
<td>70%</td>
<td>130%</td>
</tr>
<tr>
<td>100% of PPS middle school and high school students have access to PDL electronic services</td>
<td>79%</td>
<td>78%</td>
<td></td>
<td></td>
<td>78.5%</td>
<td>100%</td>
<td>78.5%</td>
</tr>
<tr>
<td>12 events or table events will be held outside the Library by the Adult Department</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td>2</td>
<td>12</td>
<td>16%</td>
</tr>
</tbody>
</table>
**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. (2)

Projects:
- Track the use of space used to showcase local arts and organizations
- Provide information and services for users new to the area or new to the U.S.
- The Heritage Room will initiate a long-term CONTENTdm Scanning Project
- Heritage Room Book Expansion Project
- “Future History Project: South Westnedge Avenue Documentation”
- Portage Schools Project
- World War 1 100th Anniversary Commemorative Walking Trail 2018 - COMPLETE
- Initiate Harwood Community Conversations

<table>
<thead>
<tr>
<th>Target</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
<th>Year to Date</th>
<th>2019 Target</th>
<th>% of Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% of display space used for local artists and organizations</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
<td>100%</td>
<td>90%</td>
<td>111%</td>
</tr>
<tr>
<td>5 large projects completed in the Local History Rooms *</td>
<td>1</td>
<td>0</td>
<td></td>
<td></td>
<td>1</td>
<td>5</td>
<td>20%</td>
</tr>
<tr>
<td>90% of patron responses say displays are meaningful</td>
<td>100%</td>
<td>0</td>
<td></td>
<td></td>
<td>100%</td>
<td>90%</td>
<td>111%</td>
</tr>
<tr>
<td>4 new resources for information will be added each year</td>
<td>0</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
<td>4</td>
<td>50%</td>
</tr>
</tbody>
</table>

* Target number over the course of the 3 year plan
** With the Board’s approval at the 6-24-19 Board Meeting, this project will move forward in 2020.
PORTAGE DISTRICT LIBRARY
TECHNOLOGY PLAN 2020-2022

Submitted by
Rolfe Behrje
Portage District Library Systems Administrator
EXECUTIVE SUMMARY

What is the 3-Year Technology Plan?
The Portage District Library’s 3-Year Technology Plan serves as a guide for the library’s technology goals and objectives. This document describes the technology initiatives for the next three years as part of a library-wide effort to fulfill the library’s mission, vision and Strategic Plan. This plan is a living plan and the technology activities and projects described in it are “proposed activities” and may change with the needs of the library and its patrons.

How is the 3-Year Technology Plan Developed?
As a way of focusing attention and expertise on technology matters, the library has teams addressing social media, web services, technology, public access projects and staff projects. These teams engage in various activities including: identifying technology needs; researching & discussing new technologies; and making recommendations to library administration for possible adoption of new technologies at the library. With the dramatic growth of the technology, internet services and smart devices, the various teams add voices and knowledge to the library’s technology plan. This open, decentralized method is the reason that the library is a high quality reliable resource for its public.

What is the Process Followed to implement the 3-Year Technology Plan?
Library teams conduct extensive research, explore technology options for the library, test hardware and software and recommend technologies that would be advantageous for the library and its patrons. The ideas, plans and recommendations from these teams are documented, quoted and eventually turned into budget requests. The Library Director, Business Manager and Systems Administrator evaluate these requests as potential library projects within the budget. The decision process for making a formal technology project request starts at the administrative level where library administrators evaluate the total cost of operation (TCO) and the overall impact to the institution. If there is administrative support, then the library begins to identify sources of funding. These proposed projects are subsequently included in the library’s proposed budget that is developed in May and presented to the Library Board in June/July/August for approval. There is also corresponding information about technology initiatives provided in the library’s Strategic Plan. In July, the library presents its 3-Year Technology Plan to the Library Board.

In 2011, the Portage District Library put into practice a different technology refresh cycle as a cost-saving measure during a period of declining revenue. This new technology management scenario reset the standard technology refresh rate to a more stringent minimum 5-year refresh cycle, established the expectation that the replacement of essential hardware and software on an “as needed” basis. Other cost-saving tactics that the library is actively pursuing include: virtualization technologies (running multiple, independent, virtual operating systems on a single physical computer) and SaaS (Software as a Service).

While longer refresh cycles, virtualization and SaaS may put increased pressure on the core network, combining resources will benefit the library by lowering the total cost of technology ownership; enabling longer, usable equipment life spans and providing for more granular control on what needs to be replaced (meaning a more modular, customized system with more flexibility).
Upgrading library technology in this manner allows the library to: (1) Spread out technology changes at the library over a longer period of time rather than having a massive upheaval every 4 to 5 years; (2) Schedule its investment in technology over a revolving 5-year cycle; (3) Re-purpose older technology where possible, and (4) Better prioritize and plan for investments in new technology as needs are identified and as financially viable.

The goals and objectives of library technology are driven by the library’s vision, mission and Strategic Plan. Technology are the tools by which the library achieves its institutional purposes and defined outcomes. Naturally, as these institutional purposes change, the library’s technology initiatives follow.

**Below are six primary technology initiatives targeted for the next three years (2020-2022):**

1. The Portage District Library will make use of new technologies like RFID (Radio Frequency Identification) to empower patrons with self-service, to manage its ongoing operations effectively and to reallocate staff time for more direct personal patron assistance.
2. The Portage District Library will build web services on standardized platforms to provide for the efficient retrieval of library information, to manage major web service offerings and to promote library services via the web in an ongoing cost-effective manner.
3. The Portage District Library will transition from deploying local server and virtualization technology and storage consolidation to private cloud hosting (SaaS – Software as a Service) to eliminate single points of failure, to ensure that these resources are available to the maximum extent possible and reduce capital hardware investments while leveraging the Library’s WAN connections.
4. The Portage District Library will provide the necessary technology and Internet bandwidth to enable library patrons and staff to conduct daily business and functions, to make its web services available to the larger Internet community, and to allow for remote support services that will be necessary for smooth, continuous operations.
5. The Portage District Library will provide the necessary communication tools for library staff and patrons to enable library patrons and staff to conduct daily business and functions, access digital services and increase productivity of library operations.
6. The Portage District Library will provide peripheral technologies (external devices that provide input to computers or receive output from computers) to extend its services to patrons in new dynamic formats.
New Technologies/Services including RFID (Radio Frequency Technology) in the next three years (2020-2022):

Adopting new technology is critical to the ongoing success of the Portage District Library. For example, RFID was both evolutionary and revolutionary for the library. Proximity read encoded numbers allowed the Portage District Library to enhance its basic circulation services, collection management services, and to introduce new efficiencies in applying these services.

Goals for New Technologies include:

(1) Providing staff tools (RFID readers, software, mobile technology, etc.) for efficiently and actively managing the library’s collections.
(2) Provide expanded public service technology tools for creativity and productivity.
(3) Reviewing and proposing RFID solutions as they apply to the Portage District Library.
(4) Deploying MobileCirc for outreach circulation, membership drives and Offline transactions.
(5) Reviewing Envisionware eCommerce/AAM for alternate payment options.
(7) Reviewing and expand managed technology services like firewalls and DNS.
(8) Refreshing existing and extend RFID technologies as needed.
(9) Evaluating vending solutions for various library materials.

Goals for Web Services at the Library in the next three years (2020-2022):

Issues, ideas and goals relating to the library’s web resources include:

(1) Reviewing and installing the next Content Management System for the library that allows better management, more flexible design and interoperability with other library web services.
(2) Continuing to enhance security and hardening of web services.
(3) Continuing to enhance patron accessibility to the library’s web resources through the library’s online catalog, online databases, and digitized local history resources.
(4) Developing the library’s Intranet for easier exchange of institutional information and to achieve a reduction of paper-based systems.
(5) Reviewing and extending Beanstack for reading program management.
(6) Monitoring and enhancing Responsive Web services for non-traditional devices throughout all of the library's public and staff services.
(7) Exploring the feasibility of offering online reference tools that would include archived retrieval of frequently provided answers to reference questions.
(8) Utilizing formal social networking platforms like Facebook and Twitter to increase the library’s web presence among all segments of the population.
(9) Developing and enhancing the SD Enterprise Discovery system.
(10) Researching and deploying enrichment services to the catalog and research searching.
(11) Researching digital media circulation platforms and search consolidation.
Virtualization, Cloud Hosting and Software as a Service at the Library in the next three years (2020-2022):

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

Goals for virtualization include:

(1) Begin transitioning from local cloud to private cloud hosted platforms and Software as a Service. The library will begin this change with its ILS (Symphony), Accounting and Records Management (Blackbaud & PaperSave) and fundraising (DonorPerfect).
(2) Build its network and WAN connections with no single point of failure to achieve optimization of processing, memory and storage resources.
(3) Build secure network infrastructure with no single point of failure to safeguard client communication with the library’s virtual environment.
(4) Expanding core switching bandwidth to accommodate endpoint growth, expanded endpoint demands from streaming services.
(5) Build reliable and consistent wireless coverage throughout the library to satisfy the growing numbers of mobile/wireless devices in use by patrons and staff.
(6) Design and deploy managed hardware and software services for enhanced reliability, security and availability.

Internet Bandwidth at the Library in the next three years (2020-2022):

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

Goals for Internet bandwidth include:

(1) Continually monitoring Internet bandwidth and allocating resources in a timely manner to address growing needs for connectivity.
(2) Using a point-to-point fiber connection to extend security/reliability/flexibility for remote backups, replication, and hosted virtual machines on demand.
(3) Add a redundant EVC link for business continuity and robust internet service.
(4) Provide adequate access and bandwidth for the 100+ Staff endpoints, 200+ Public Access endpoints and growing SaaS services.
(5) Provide adequate access and bandwidth to the growing number of public access users on their computers, tablets, phones and other mobile devices.
(6) Provide adequate bandwidth for hosted services (SaaS) like OverDrive, Hoopla, MelCat databases, and Portage District Library databases.
(7) Provide adequate bandwidth and access for meetings/trainings/webinars for public and staff.

**Communication Tools at the Library in the next three years (2020-2022):**
Communication tools are a growing technology across all organizations. Phone and email has grown to include SMS (text messaging), Social Messaging (blogs, Facebook, Twitter), Mobile (Apps and Presence), and digital newsletters. As the various communication technologies grow, the library will take a pragmatic and cost-effective approach to adopting and integrating these technologies into its business platform.

**Goals for Communication Tools include:**

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

**Peripheral Technologies at the Library in the next three years (2020-2022):**
Assistive peripheral technologies are growing rapidly and will allow the library to provide services in new and innovative ways. The library has already developed new services such as dynamic digital signage, Tumblebook electronics display, electronic gaming areas and circulation of Kindle e-Readers and iPods.

**Goals for Peripheral Technologies include:**

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

**Staff Technology Training in the next three years (2020-2022):**
Continued emphases will be placed on enhancing the current staff’s technology training. This will be done in the form of seminars, user group meetings and annual library meetings to teach staff
about new ways of doing things using technology at the library. Formal training in a classroom setting will also help to decrease the library’s dependence on outside technology specialists.

**Goals for staff technology training include:**

1. Training in technologies like VMware, Cisco IOS, Microsoft Sharepoint, graphic software, CSS, HTML5 and SirsiDynix API and WEBAPI are a subset of these core technologies.
2. Training in VMware and virtualization as core competencies for staff to be able to deploy these technologies for optimal use.
3. Continue to send staff to annual meetings for COSUGI and other technology based organizations.
4. Design staff training using tools like Niche Academy, video and screencasting.

**Keeping Up-to-Date on New Technologies in the next three years (2020-2022):**

As the library looks toward the future, a watchful eye will be kept on emerging technologies.

**Goals for keeping up-to-date on new technologies will include:**

1. Watching and assessing other new technologies of note such as: IoT, SaaS, PaaS, IaaS, dynamic digital signage, search interfaces as non-traditional devices (iphones) become more and more prevalent; enhance VOIP (Voice Over Internet Protocol); and Web 2.0+ technologies to keep the library in the forefront as the community's information hub.
2. On the administrative side of the library’s technology services, there will be a focus on further developing the library’s Intranet as a mechanism for disseminating information, managing projects/knowledge and fostering internal communication.

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

The library’s technology initiatives over the next three years will focus on three primary targeted areas for technology advancements: infrastructure bandwidth/redundancy, administrative services and public access services. Various analytical methods are employed to ensure that all areas will have appropriate technology applied to enhance these areas of services, such as:

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

Following extensive analyses as described above, the library’s 3-Year Technology Plan is re-evaluated each year in light of direct and relayed observations, state and national trends, new technological advancements, economic conditions and most importantly PDL usage statistics. It is updated accordingly and presented to the Library Board in July of the following year. Due to the constant advancements and rapid changes in technology, the library’s 3-Year Technology Plan is in a constant state of evolution and should be regarded as a work in progress or living plan.
CONCLUDING REMARKS:
The Portage District Library’s 3-Year Technology Plan serves as a master planning document for technology at the library. It is intended to be used by the Library Systems Administrator and our system integrators as a “blueprint” for the library’s technology infrastructure. The details that are provided in this document will outline the library’s vision for its network in 2020-2022 and will be used as a guide for selecting technologies and software in the future. For these reasons, a significant amount of time and effort will be spent defining expectations and desired outcomes for technology at the library, and the contents of this 3-Year Technology Plan will reflect that effort and will also coincide with the library’s approved Ends Statements which drive all activities at the library including the library’s technology initiatives and the library’s budget.
Mission Statement
To inspire learners, enrich lives, and empower our community.

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

Ends Statements 2018-2020

Ends Statement #1
Optimize access to resources for information, education, and entertainment.
We will accomplish this by providing a collection of tools to facilitate creating and learning and by reaching the community at their diverse literacy needs.

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.

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.

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.

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.
State of Library Network

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

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

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

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

The Portage District Library maintains an Ethernet Virtual Circuit (EVC) circuit between the Portage District Library to Secant Technologies. This EVC transports both network and internet traffic and is currently being used to replicate its storage remotely. In 2017, this EVC was used as transport for core network communications as the library transitions to a hosted network core model and the library will expand its internet bandwidth. In 2020, a second EVC circuit will be installed for redundancy, expanded internet connectivity and future growth.

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

Public Access Technology - The public access computing side of the library’s network includes catalog stations, internet access stations, circulating and training laptops, electronic display stations, eReaders, and game consoles. This mixture of desktops, laptops, thin clients and non-standard devices amounts to more than 90 access points for the public access device pool. The library has one B&W laser printer and one Library Document Station offering these services: (1) Copy/Print; (2) Save to … USB drive / Smart Device / Email / Cloud Storage and (3) Fax.
Network Services
The Portage District Library’s network is expected to maintain the following list of services:

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

- Public Access Computing Services
  - Envisionware PC Reservation – manages computer access for patrons
  - Envisionware LPT:One – manages vended public access printing
  - Envisionware LDS (Library Document Station): Copy, Scan and Send Services (Copy, Fax, Smart Device, USB, Email, OneDrive, Google Drive, and Dropbox)
  - Envisionware MobilePrint: printing from home or from patron device
  - Circulating Laptops for patron use throughout the library
  - Circulating Mobile Hotspots

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

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

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

- Internet Services
  - The library currently uses a dynamic fiber optic connection to the Internet. This connection is the most crucial tool for delivering library services. The library uses this connection to replicate its core network operations center as well as store backups.
Web Services
The following is a list of Web-Based Services that the library expects to maintain, develop and enhance:

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

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

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

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

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

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

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

Libraries will always have to deal with situations where funding is inadequate and in peril. Recent scenario involved Personal Property Tax (PPT). The library must remain prepared to act under a *lost revenue scenario*. The Portage District Library will take a core services approach to funding technology. This approach would prioritize technology as reductions in funding are considered. The layers of core services are presented and described below in priority order.

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

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

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

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

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

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

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

**Evaluating Our Progress**

The goals and objectives for Portage District Library’s network and web design is reviewed on an ongoing basis through a combination of internal meetings of the administrative, social media, and departmental teams, as well as, external meetings with network and web partners.
In addition to these teams, the library utilizes staff attendance at library and technical conferences to keep up-to-date on technological advancements in the library field. The library also schedules annual network security audits to address the library’s progress toward securing its network borders and protecting its most valued asset “information”.

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

These internal and external meetings allow the library to make any necessary course corrections throughout the life of its technology. Applying these pragmatic plans create a more dynamic and responsive set of library technologies. Each year this living document will ebb and flow with the changing needs of technology at the Portage District Library.
<table>
<thead>
<tr>
<th>Technology Terms</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP</td>
<td>Access Point</td>
</tr>
<tr>
<td>API</td>
<td>API is “application programming interface“ and is the connection between hardware devices, applications, or different sections of a computer network. It defines the ways by which an application program may request services from libraries and/or operating systems. An API determines the vocabulary and calling conventions the programmer needs to employ to use the services.</td>
</tr>
<tr>
<td>Authentication</td>
<td>Authentication is a security measure designed to establish the validity of a transmission, message, or originator, or a means of verifying an individual's authorization to receive specific categories of information.</td>
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<tr>
<td>Bandwidth</td>
<td>Bandwidth is a data transmission rate; the maximum amount of information (bits/second) that can be transmitted along a channel.</td>
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<tr>
<td>Client</td>
<td>Client is an application or system that accesses a remote service on another computer system, known as a server, by way of a network. The term was first applied to devices that were not capable of running their own stand-alone programs, but could interact with remote computers via a network. These dumb terminals were clients of the time-sharing mainframe computer.</td>
</tr>
<tr>
<td>CKO/CKI</td>
<td>Check-out/Check-in</td>
</tr>
<tr>
<td>Cloud Computing</td>
<td>Cloud computing means using multiple server computers via a digital network, as though they were one computer. Often, the services available are considered part of cloud computing.</td>
</tr>
<tr>
<td>Content Management</td>
<td>A Content Management System is used to manage the content of a web site. Typically, a CMS consists of two elements: the content management application (CMA) and the content delivery application (CDA). The CMA element allows the content manager or author, who may not know Hypertext Markup Language (HTML), to manage the creation, modification, and removal of content from a Web site without needing the expertise of a Webmaster. The CDA element uses and compiles that information to update the Web site. The features of a CMS system vary, but most include Web-based publishing, format management, revision control, and indexing, search, and retrieval. Blogs and wikis are forms of content management systems.</td>
</tr>
<tr>
<td>Enterprise</td>
<td>Enterprise is the new public access library catalog. It replaced the old EPS Rooms catalog in March 2012. It is a multi-faceted search interface allowing external content to be pulled from Bowker Cover Art, Ebsco Novelist, Facebook, Google and professional review sources. In addition, now allows fines to be paid via PayPal.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>eResource Central</td>
<td>eResource Central® (eRC) brings all of our providers together into a unified interface and eliminates the need to redirect patrons outside the library OPAC to unfamiliar interfaces, making the entire process more comfortable. eRC lets users search eResources alongside physical content, see real-time availability and previews for eResources, and download most titles from within the catalog.</td>
</tr>
<tr>
<td>Fiber Optic Connection</td>
<td>Fiber Optic Connection is a mode of connection utilizing a glass or plastic fiber that carries light along its length. Fiber optics is the overlap of applied science and engineering concerned with the design and application of optical fibers. Optical fibers are widely used in fiber-optic communications, which permits transmission over longer distances and at higher bandwidths (data rates) than other forms of communications.</td>
</tr>
<tr>
<td>ILS</td>
<td>Integrated Library System</td>
</tr>
<tr>
<td>Internet</td>
<td>The Internet is a shared global computing network based on standards including Internet Protocol (IP), Simple Mail Transfer Protocol (SMTP) and the Domain Name System (DNS), which enables global communications between all connected computing devices and provides the platform for web services and the World Wide Web.</td>
</tr>
<tr>
<td>Michigan Evergreen</td>
<td>The Michigan Evergreen Project is an Open Source shared catalog administered by the Michigan Library Consortium and the Grand Rapids Public Library utilizing the Evergreen Open Source Integrated Library System.</td>
</tr>
<tr>
<td>Migration</td>
<td>Migration is the process of moving data from one storage device to another, or more specifically, the process of translating data from one format to another. Data migration is necessary when an organization decides to use a new computing systems or database management system that is incompatible with the current system. Typically, data migration is performed by a set of customized programs or scripts that automatically transfer the data.</td>
</tr>
<tr>
<td>Open Source</td>
<td>Open Source Software (OSS) is software for which the underlying programming code is available to the users so that they may read it, make changes to it, and build new versions of the software incorporating their changes. There are many types of Open Source Software, mainly differing in the licensing term under which (altered) copies of the source code may (or must be) redistributed.</td>
</tr>
<tr>
<td>PAC</td>
<td>Public Access Computer</td>
</tr>
<tr>
<td>PBX</td>
<td>PBX means “Private Branch Exchange (PBX) and is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public. PBXs make connections among the internal telephones of a private organization and also connects them to the public switched telephone network (PSTN) via trunk lines. Because they incorporate telephones, fax machines, modems, and more, the general term &quot;extension&quot; is used to refer to any end point on the branch.</td>
</tr>
<tr>
<td>Peripheral Technologies</td>
<td>Any external device that provides input to the computer or receives output from the computer is considered a peripheral.</td>
</tr>
<tr>
<td>Platform</td>
<td>A platform in computer terms describes some sort of hardware architecture</td>
</tr>
<tr>
<td><strong>PoE</strong></td>
<td>Power over Ethernet</td>
</tr>
<tr>
<td><strong>Portal</strong></td>
<td>Portal is a term, generally synonymous with gateway, for a World Wide Web site that is or proposes to be a major starting site for users when they get connected to the World Wide Web or that users tend to visit as an anchor site. There are general portals and specialized or niche portals. Some major general portals include: Yahoo, Excite, Netscape, Lycos, CNET, Microsoft Network, and America Online's AOL.com.</td>
</tr>
<tr>
<td><strong>RFID</strong></td>
<td>Radio-frequency identification (RFID) is the use of an object (typically referred to as an RFID tag) applied to or incorporated into an object for the purpose of identification and tracking using radio waves. Some tags can be read from several meters away and beyond the line of sight of the reader. Most RFID tags contain at least two parts. One is an integrated circuit for storing and processing information, modulating and demodulating a radio-frequency (RF) signal, and other specialized functions. The second is an antenna for receiving and transmitting the signal.</td>
</tr>
<tr>
<td><strong>RSS Feed</strong></td>
<td>RSS (most commonly translated as &quot;Really Simple Syndication&quot; but sometimes &quot;Rich Site Summary&quot;) is a family of web feed formats used to publish frequently updated works—such as blog entries, news headlines, audio, and video—in a standardized format. An RSS document (which is called a &quot;feed&quot;, &quot;web feed&quot;, or &quot;channel&quot;) includes full or summarized text, plus metadata (information about an informational resource) such as publishing dates and authorship.</td>
</tr>
<tr>
<td><strong>SaaS</strong></td>
<td>SaaS (Software as a Service) is basically a hosted online services that is fully supported by the vendor providing the service. SaaS services can be implemented for critical enterprise services as well as software service extensions. The library currently is moving its core business and patron services to SaaS to leverage vendor expertise and infrastructure.</td>
</tr>
<tr>
<td><strong>SAM</strong></td>
<td>SAM is “Smart Access Manager,” a software program for managing patron use of library computers. It enables the library to manage patron use of library computers by recognizing patrons individually, automatically giving Internet access consistent with library policy and each patron's choice, as well as applicable regulation. It also enforces library rules governing Internet computer session length and frequency of patron computer use.</td>
</tr>
<tr>
<td><strong>SAN Switch</strong></td>
<td>SAN (Storage Area Work) Switch is device that routes data between servers and disk arrays in a storage area network (SAN). It typically refers to a Fiber Channel switch.</td>
</tr>
<tr>
<td><strong>SCKO</strong></td>
<td>Self Check-out</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td>A Server is any combination of hardware or software designed to provide services to clients. When used alone, the term typically refers to a computer which may be running a server operating system, but is commonly used to refer to any software or dedicated hardware capable of providing services.</td>
</tr>
<tr>
<td><strong>SharePoint Services</strong></td>
<td>SharePoint Services is a collection of products and software elements that</td>
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<tr>
<td>Glossary Entry</td>
<td>Description</td>
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<tr>
<td>includes, amongst a growing selection of components, Internet Explorer based collaboration functions, process management modules, search modules and a document-management platform. SharePoint can be used to host websites that access shared workspaces, information stores and documents, as well as host defined applications such as wikis and blogs.</td>
<td></td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>Symphony</td>
<td>Symphony is SirsiDynix Company’s comprehensive, integrated library and consortium management system for all technical and public services including both basic and advanced capabilities for Circulation, Cataloging, Serials, Acquisitions, Outreach, Materials Booking, Reserves, Accountability, and more.</td>
</tr>
<tr>
<td>T-1 Line</td>
<td>T-1 line is a digital point-to-point signal that connects a computer to the Internet and carries 1,544,000 bits per second.</td>
</tr>
<tr>
<td>Tablet Computing</td>
<td>A &quot;tablet computer&quot;, or simply &quot;tablet&quot;, is a complete computer contained entirely in a flat touch screen that uses a stylus, digital pen, or fingertip as the primary input device instead of a keyboard or mouse.</td>
</tr>
<tr>
<td>Thin Client</td>
<td>Thin Client is a client computer or client software in client-server architecture networks which depends primarily on the central server for processing activities, and mainly focuses on conveying input and output between the user and the remote server. Many thin client devices run only web browsers or remote desktop software, meaning that all significant processing occurs on the server.</td>
</tr>
<tr>
<td>UPS</td>
<td>Uninterrupted Power Supply</td>
</tr>
<tr>
<td>VDI</td>
<td>VDI is “virtual desktop infrastructure” that refers to the process of separating a personal computer desktop (its applications, files and data) from the physical machine. The 'virtualized' desktop is stored on a remote central server instead of on the hard-drive of the local personal computer. This means that when users work from their desktops, all of the programs, applications, processes and data used by the desktop are kept and run centrally, allowing users to remotely access their desktops on any device which is capable of displaying the desktop, such as a PC, laptop, smartphone or thin client.</td>
</tr>
<tr>
<td>Virtualization</td>
<td>Virtualization is a method of running multiple, independent, virtual operating systems on a single physical computer. It is a way of maximizing physical resources to make the most of an investment in hardware. As an added bonus of virtualization, you get a disaster recovery plan because the virtualized images can be used to instantly recover all your servers.</td>
</tr>
<tr>
<td>VOIP</td>
<td>VOIP means “Voice Over Internet Protocol” and is a general term for a family of transmission technologies for delivery of voice communications over Internet Provider networks such as the Internet or other packet-switched networks. Other terms frequently encountered and synonymous with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, and broadband phone.</td>
</tr>
<tr>
<td>Web 2.0</td>
<td>Web 2.0 refers to the second generation of web development and web design. It is characterized as facilitating communication, information sharing, interoperability, user-centered design and collaboration on the</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<td>---------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>World Wide Web</td>
<td>It has led to the development and evolution of web-based communities, hosted services, and web applications. Examples include social-networking sites, video-sharing sites, wikis, blogs, etc.</td>
</tr>
<tr>
<td>Wiki</td>
<td>A wiki is a type of collaborative software program that typically allows web pages to be created and collaboratively edited using a common web browser. Websites running such programs are themselves referred to as wikis.</td>
</tr>
<tr>
<td>Wireless Access</td>
<td>Wireless access is connectivity that permits services, such as long range communications, that are impossible or impractical to implement with the use of wires. The term is commonly used to refer to telecommunications systems (e.g., radio transmitters and receivers, remote controls, computer networks, network terminals, etc.) which use some form of energy (e.g. radio frequency (RF), infrared light, laser light, visible light, acoustic energy, etc.) to transfer information without the use of wires.</td>
</tr>
</tbody>
</table>
## Revenue

<table>
<thead>
<tr>
<th>General Ledger Category</th>
<th>2nd Qtr Budget</th>
<th>2nd Qtr Actual</th>
<th>2nd Qtr % Received</th>
<th>2019 Annual Budget</th>
<th>YTD Actual</th>
<th>YTD Actual+Enc.</th>
<th>Percent of Year Gone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Tax Revenue</td>
<td>3,125$</td>
<td>78,008</td>
<td>249%</td>
<td>3,443,119$</td>
<td>3,460,206$</td>
<td>3,460,206$</td>
<td>100%</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>45,550</td>
<td>98,086</td>
<td>242%</td>
<td>261,790</td>
<td>190,772</td>
<td>190,772</td>
<td>73%</td>
</tr>
<tr>
<td>Revenue from Reserves</td>
<td>478,864</td>
<td>487,864</td>
<td>100%</td>
<td>487,864</td>
<td>487,864</td>
<td>487,864</td>
<td>100%</td>
</tr>
<tr>
<td>State Aid Revenue</td>
<td>17,500</td>
<td>20,706</td>
<td>118%</td>
<td>335,955</td>
<td>317,658</td>
<td>317,658</td>
<td>95%</td>
</tr>
</tbody>
</table>

**Total Revenue** $549,039 $658,664 125% $4,526,368 $4,456,500 $4,456,500 98%

## Expenses

<table>
<thead>
<tr>
<th>General Ledger Category</th>
<th>2nd Qtr Budget</th>
<th>2nd Qtr Actual</th>
<th>2nd Qtr % Spent</th>
<th>2019 Annual Budget</th>
<th>YTD Actual</th>
<th>YTD Actual+Enc.</th>
<th>Percent of Year Gone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Salaries &amp; Wages</td>
<td>454,592</td>
<td>351,262</td>
<td>77%</td>
<td>1,495,860</td>
<td>648,631</td>
<td>648,631</td>
<td>43%</td>
</tr>
<tr>
<td>Total Fringes &amp; Benefits</td>
<td>194,190</td>
<td>116,580</td>
<td>60%</td>
<td>608,080</td>
<td>237,285</td>
<td>237,285</td>
<td>39%</td>
</tr>
<tr>
<td>Total Library Materials</td>
<td>246,824</td>
<td>122,751</td>
<td>50%</td>
<td>692,077</td>
<td>330,962</td>
<td>383,500</td>
<td>55%</td>
</tr>
<tr>
<td>Total Utilities</td>
<td>47,223</td>
<td>37,947</td>
<td>80%</td>
<td>131,300</td>
<td>45,124</td>
<td>56,374</td>
<td>43%</td>
</tr>
<tr>
<td>Total Buildings</td>
<td>134,786</td>
<td>28,197</td>
<td>21%</td>
<td>254,085</td>
<td>71,202</td>
<td>147,360</td>
<td>58%</td>
</tr>
<tr>
<td>Total Furnishings &amp; Equipment</td>
<td>38,550</td>
<td>6,492</td>
<td>17%</td>
<td>39,931</td>
<td>7,873</td>
<td>28,688</td>
<td>72%</td>
</tr>
<tr>
<td>Total Supplies</td>
<td>77,879</td>
<td>23,471</td>
<td>30%</td>
<td>170,512</td>
<td>45,124</td>
<td>156,919</td>
<td>87%</td>
</tr>
<tr>
<td>Total Professional Services</td>
<td>163,666</td>
<td>41,132</td>
<td>25%</td>
<td>344,441</td>
<td>119,974</td>
<td>162,740</td>
<td>47%</td>
</tr>
<tr>
<td>Total Other Charges</td>
<td>88,599</td>
<td>25,481</td>
<td>29%</td>
<td>301,819</td>
<td>193,956</td>
<td>193,956</td>
<td>64%</td>
</tr>
</tbody>
</table>

**TOTAL OPER. EXPENSES** $1,446,309 $753,313 52% $4,038,105 $1,663,347 $1,935,243 48%

**TOTAL CAPITAL PROJECTS** $307,172 $1,303 0% $460,730 $30,360 $200,280 43%

**TOTAL EXPENSES** $1,753,481 $754,616 43% $4,498,835 $1,693,707 $2,135,523 38%

**EFFECT ON FUND BALANCE** $ (1,204,442) $ (69,952) $27,533 $2,762,793 $2,320,977

<table>
<thead>
<tr>
<th>Cash Flow Analysis of 2019 money only</th>
<th>Cash Flow Analysis of all money including prior year(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019 cash as of 3/31/2019</td>
<td>12/31/18 Audited Total cash (Fund Equity*) minus liabilities</td>
</tr>
<tr>
<td>$3,264,980</td>
<td>$4,744,606</td>
</tr>
<tr>
<td>+Second Quarter Revenues</td>
<td>+2019 Revenues</td>
</tr>
<tr>
<td>684,664</td>
<td>4,456,500</td>
</tr>
<tr>
<td>- Second Quarter Operating Expenses</td>
<td>-2019 Operating Expenses</td>
</tr>
<tr>
<td>753,313</td>
<td>1,663,347</td>
</tr>
<tr>
<td>- Second Quarter Capital Projects</td>
<td>-Capital Projects</td>
</tr>
<tr>
<td>1,303</td>
<td>30,360</td>
</tr>
<tr>
<td>- General Reserves</td>
<td>-Building Reserves</td>
</tr>
<tr>
<td>520,223</td>
<td>50,000</td>
</tr>
<tr>
<td>- Benefits Reserve</td>
<td>-Benefits Reserve</td>
</tr>
<tr>
<td>29,741</td>
<td>29,741</td>
</tr>
<tr>
<td>- Technology Reserve</td>
<td>-Technology Reserve</td>
</tr>
<tr>
<td>111,305</td>
<td>111,305</td>
</tr>
<tr>
<td>- HVAC Control Reserve</td>
<td>-HVAC Control Reserve</td>
</tr>
<tr>
<td>15,000</td>
<td>15,000</td>
</tr>
<tr>
<td>- Patio Feasibility Reserve</td>
<td>-Patio Feasibility Reserve</td>
</tr>
<tr>
<td>4,700</td>
<td>4,700</td>
</tr>
<tr>
<td>- Lobby Feasibility Reserve</td>
<td>-Lobby Feasibility Reserve</td>
</tr>
<tr>
<td>7,500</td>
<td>7,500</td>
</tr>
<tr>
<td>- Personal Property Tax Reserve</td>
<td>-Personal Property Tax Reserve</td>
</tr>
<tr>
<td>805,946</td>
<td>805,946</td>
</tr>
<tr>
<td>- Library Endowments</td>
<td>-Library Endowments</td>
</tr>
<tr>
<td>57,263</td>
<td>57,263</td>
</tr>
<tr>
<td>- Encumbrances</td>
<td>-Encumbrances</td>
</tr>
<tr>
<td>441,816</td>
<td>441,816</td>
</tr>
</tbody>
</table>

| 2019 cash as of 6/30/2019                    | Total available cash as of 6/30/2019 (Fund Balance*)    |
| $3,195,028                                   | $5,463,905                                              |

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

* Fund Equity is defined as the excess of fund assets and resources over fund liabilities. The Fund Balance is the Fund Equity minus any reserves.
**Property Taxes** - Property Tax collections are complete for the year and collections were slightly ahead of budget. The final amount of revenue could decrease slightly due to charge-backs by the City or County for property value adjustments made by the Michigan Tax Tribunal. The Library budgets for these charge-backs and has currently collected approximately $17,000 more than budgeted revenue to date. The Library should finish the year having collected more property tax revenue than budgeted.

**State Aid Revenue** - The library has received its 1st State Aid payment for FY2019. It was approximately $2,500 higher than budgeted. The 2nd payment is expected in late summer or early fall of 2019. The Library has received its distribution from the Local Community Stabilization Fund for eliminated personal property tax. The distribution was $1,643 less than anticipated. The Library should finish the year having collected slightly more State Aide revenue than budgeted.

**Revenue from Reserves** - This category is used to track the inflow of funds from the various Reserve accounts, as well as from Unassigned funds. As part of the library's FY2019 budget, the library set aside 13% of its budget into a General Reserve. In doing so, the General Reserve from the prior year will be increased by $27,533 in FY2019. Funds have been added to the FY2019 budget for the following items: prior year encumbrances ($475,064); and miscellaneous donations from FY2018 ($12,800).

**Other Revenue** - Other Revenue is slightly ahead of pace for this time of year. The majority of this category is comprised of Fines and Fees, Penal Fines and Interest income. Fines and Fees are on pace, while Penal Fines are not expected to be collected until July. The Library does not budget for donations, but instead chooses to request budget amendments when they are received and needed for use. The Library has received approximately $55,000 of donations and grants to date. The largest percentage ($36,790) was received from the Friend's of the Portage District Library. Interest Income is well ahead of pace for this time of year and should finish the year higher than budgeted. Additionally, the Library received an approximate $20,000 distribution from its pooled building insurance arrangement.

**Salaries & Wages** - Salaries & Wages are well below pace for this time of year. The approximate $99,000 that the Library is under budget is due to vacant positions that are at various stages of being filled. The Library has been working with a consultant to hire a Facilities Manager for five (5) months. The struggle has been to find a candidate with the right skill set within the Library's budget. Additionally, the Library lost an employee during the year that was out on medical leave. That position is currently being reviewed to update the job description to accommodate the different duties it will perform in the future.

**Fringes & Benefits** - Fringes & Benefits are less than the 50% expended as of June 30, 2019. This is due to one employee opting out of the Library's insurance plan and picking up a spouse's insurance plan, and the vacant positions noted above. Based on this scenario, there should be a surplus of funds at the end of the year.

**Library Materials** - This category shows that it is ahead pace for this time of year. This is not unexpected as approximately $19,000 of encumbrances were open at the end of FY2018 and brought into 2019 and remain open. The encumbered material is typically received in the first or quarter and into the second quarter. This means that a higher percentage of goods should be received in the first two quarters, as compared to later quarters, and thus a higher percentage of the yearly total. Additionally, the Periodical and Licensed Database lines are both approximately 92% expended. This is due to the nature of the content, as it is predominately yearly contracts for content that is recorded in the 1st Qtr.

**Utilities** - Utilities are slightly under budget for this time of year. Gas & Electric comprise the largest expenditure line in this category and expenditures are slightly below budget for the year. Gas & Electric expenses can fluctuate based on weather conditions throughout the year. It appears at this time that this category will be under budget at the end of the year but it is still too early to be sure.
Building - Year-to-date actual and encumbrances are greater than the 50% target due to the Purchase Orders being carried over from the prior year. The big projects carried over are as follows: HVAC repairs; concrete walkway replacement; and a water line to an outside drinking fountain. Other expenses are trending at or below budget for this time of year. Snow Removal was below budget for the year, but budgeted funds will be needed again in November & December to finish the year out.

Furnishings & Equipment - This category is over its target for this time of year. The original budget for this category is $2,882. There are $20,815 of encumbrances coming forward from 2018 and an additional $20,000 added to the budget from a Friend's donation. Therefore, the majority of the expenses either occurred or are encumbered in the 1st & 2nd quarters. Projects being carried over from the prior year are: outside water fountain; north side patio clean-up and landscaping; rear entrance awnings; new book bin; large print shelving.

Supplies - The supply category is slightly under budget for this time of year. The majority of accounts in this category are used on an as needed basis. The library has tried to adopt a very conservative approach to its spending for lines such as supplies.

Professional Services - This category is slightly lower than the 50% target. A review of the lines in this category show that most lines are close to the 50% expended. Lines that are not close to the 50% mark are the Financial Services line, which is 97% expended. The Library incurs this expense in the first half of the year as the audit is completed. The second line is the Fundraising line. The Library budgeted to have a fundraising consultant assist with a fundraising campaign. This activity is on hold pending other activities.

Other Charges - This category is well above the 50% target. This is a new trend and is due to the treatment of prepaids at the end of 2018. The Computer Repair and Maintenance line had a large number of support agreements that were treated as prepaids and thus their expense moved to the first quarter of 2019. Typically this line has a large portion of its expenses occur in the 3rd and 4th quarters, but this has shifted with the more aggressive treatment of prepaids.

Capital Projects - This category is slightly under budget for this time of year. This is due to $215,730 of encumbrances coming forward from the prior year. The FY2019 Technology Project will not begin until the 4th qtr. Additionally, the Capital Maintenance line will not be used unless a major building repair needs to be completed that can not be covered in the Library's Building Repair & Maintenance line. Otherwise, funds in the Capital Maintenance line will be saved and used for a large building project.
Background:
Library Director Christy Klien and Library Board Secretary Quyen Edwards asked the Library’s Attorney Anne Seurynck for clarification regarding compliance with the Michigan Open Meetings Act (Public Act No. 267 of 1976, as amended) with regards to draft minutes and approved minutes. It was decided that in the future for consistency with the language of the Open Meetings Act, minutes completed prior to Library Board Approval will be referred to as “proposed minutes”. Language clarifying that proposed minutes will be available for public inspection within (8) business days after the meeting and approved minutes will be available for public inspection within (5) business days after the meeting was also added. This has been the library’s practice, but the differentiation in the time frames was not listed in this policy.

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

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

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

- In compliance with the State of Michigan’s OPEN MEETINGS ACT 267 of 1976, requiring **proposed minutes to be available for public inspection within (8) business days after the meeting**, the board meeting minutes are e-mailed to trustees for review, made available at the Adult Information Desk for public inquiry, and kept on file in the Library Office for easy access and referral. A list of any issues needing further consideration is maintained and used to generate agenda items for subsequent board meetings. **Approved minutes will be available for public inspection within (5) business days after the meeting** and are made available on the library’s website, at the Adult Information Desk, and kept on file in the Library Office for easy access and referral.

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

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

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

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

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

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

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

**Director’s Response:**

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

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

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

- Closed session minutes are kept separately from regular session minutes, and are not made available to the public.
<table>
<thead>
<tr>
<th>Circulation/Collections</th>
<th>Month Statistics</th>
<th>YTD Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jun-19</td>
<td>Jun-18</td>
</tr>
<tr>
<td>Total Library Circulation</td>
<td>69,868</td>
<td>71,557</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>16,988</td>
<td>17,726</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>5,844</td>
<td>6,673</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>27,185</td>
<td>28,229</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>3,372</td>
<td>4,208</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>3,149</td>
<td>3,449</td>
</tr>
<tr>
<td>E-Material</td>
<td>11,263</td>
<td>8,908</td>
</tr>
<tr>
<td>ILL - PDL Requests</td>
<td>929</td>
<td>1,390</td>
</tr>
<tr>
<td>ILL - Other Lib. Requests</td>
<td>1,138</td>
<td>974</td>
</tr>
<tr>
<td>Self-Checkout Percentage</td>
<td>64.34%</td>
<td>63.34%</td>
</tr>
<tr>
<td>Total Library Collection</td>
<td>191,891</td>
<td>197,771</td>
</tr>
<tr>
<td>Adult - Books</td>
<td>88,210</td>
<td>91,448</td>
</tr>
<tr>
<td>Adult - A/V</td>
<td>17,692</td>
<td>17,150</td>
</tr>
<tr>
<td>Youth - Books</td>
<td>72,327</td>
<td>74,389</td>
</tr>
<tr>
<td>Youth - A/V</td>
<td>10,081</td>
<td>10,470</td>
</tr>
<tr>
<td>Hot Picks</td>
<td>3,581</td>
<td>4,314</td>
</tr>
<tr>
<td>Net Acquisitions</td>
<td>-(676)</td>
<td>-(78)</td>
</tr>
<tr>
<td>Purchased - Books</td>
<td>1,556</td>
<td>1,488</td>
</tr>
<tr>
<td>Purchased - A/V</td>
<td>275</td>
<td>236</td>
</tr>
<tr>
<td>Donated - Books</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Donated - A/V</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Material Discarded</td>
<td>-(2,510)</td>
<td>-(1,808)</td>
</tr>
<tr>
<td>Total In-House Usage*</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
| Total Patrons           | 39,980 | 40,038 | -0.14% |
| Adult                   | 26,242 | 26,134 | 0.41% |
| Youth                   | 6,384  | 6,567  | -2.79% |
| Non-Resident            | 401    | 388    | 3.35% |
| Reciprocal              | 6,156  | 6,140  | 0.26% |
| Internet User           | 731    | 741    | -1.35% |
| Professional            | 66     | 68     | -2.94% |
| Net Patrons             | 131    | (11)   | 1290.91% | 381     | (101)  | 477.23% |
| Adult                   | 169    | 181    | -6.63% | 839     | 890    | -5.73% |
| Youth                   | 20     | 7      | 185.71% | 184     | 125    | 47.20% |
| Non-Resident            | 2      | 5      | -60.00% | 13      | 18     | -27.78% |
| Reciprocal              | 42     | 33     | 27.27% | 207     | 229    | -9.61% |
| Internet User           | 55     | 52     | 5.77% | 320     | 338    | -5.33% |
| Professional            | 0      | 0      | #DIV/0! | 2       | 2      | -100.00% |
| Patrons Removed         | (157)  | (289)  | 45.67% | (1,182) | (1,703) | 30.59% |
TO: Portage District Library Board  
FROM: Christy Klien, Library Director  
DATE: July 9, 2019  
SUBJECT: Library Statistical Report - June 2019

<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><strong>Total Meeting Room Usage</strong></td>
<td>208</td>
<td>213</td>
<td>-2.35%</td>
<td>1,105</td>
</tr>
<tr>
<td>Internal/Collaboration</td>
<td>111</td>
<td>113</td>
<td>-1.77%</td>
<td>569</td>
</tr>
<tr>
<td>External/Outside Usage</td>
<td>97</td>
<td>100</td>
<td>-3.00%</td>
<td>536</td>
</tr>
<tr>
<td><strong>Total Program Audience</strong></td>
<td>3,803</td>
<td>4,479</td>
<td>-15.09%</td>
<td>17,056</td>
</tr>
<tr>
<td>Adult</td>
<td>98</td>
<td>185</td>
<td>-47.03%</td>
<td>1,182</td>
</tr>
<tr>
<td>Youth</td>
<td>3,433</td>
<td>3,962</td>
<td>-13.35%</td>
<td>14,506</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>272</td>
<td>332</td>
<td>-18.07%</td>
<td>1,368</td>
</tr>
<tr>
<td><strong>Total Number of Programs</strong></td>
<td>40</td>
<td>52</td>
<td>-23.08%</td>
<td>312</td>
</tr>
<tr>
<td>Adult</td>
<td>11</td>
<td>12</td>
<td>-8.33%</td>
<td>74</td>
</tr>
<tr>
<td>Youth</td>
<td>25</td>
<td>37</td>
<td>-32.43%</td>
<td>217</td>
</tr>
<tr>
<td>Heritage Room</td>
<td>4</td>
<td>3</td>
<td>33.33%</td>
<td>21</td>
</tr>
<tr>
<td><strong>Total Volunteer Hours</strong></td>
<td>610</td>
<td>698</td>
<td>-12.61%</td>
<td>2,468</td>
</tr>
<tr>
<td>Adult</td>
<td>136</td>
<td>98</td>
<td>38.78%</td>
<td>750</td>
</tr>
<tr>
<td>Youth</td>
<td>288</td>
<td>309</td>
<td>-6.80%</td>
<td>516</td>
</tr>
<tr>
<td>Technical</td>
<td>60</td>
<td>60</td>
<td>0.00%</td>
<td>421</td>
</tr>
<tr>
<td>Circulation</td>
<td>96</td>
<td>138</td>
<td>-30.43%</td>
<td>596</td>
</tr>
<tr>
<td>Administration</td>
<td>28</td>
<td>32</td>
<td>-12.50%</td>
<td>144</td>
</tr>
<tr>
<td>Community Service</td>
<td>2</td>
<td>61</td>
<td>-96.72%</td>
<td>41</td>
</tr>
<tr>
<td><strong>Total Front Door Traffic</strong></td>
<td>66,544</td>
<td>67,442</td>
<td>-1.33%</td>
<td>332,428</td>
</tr>
<tr>
<td><strong>Total Youth Services Traffic</strong></td>
<td>58,932</td>
<td>59,003</td>
<td>-0.12%</td>
<td>231,111</td>
</tr>
<tr>
<td><strong>Total Business Center Traffic</strong></td>
<td>2,122</td>
<td>2,213</td>
<td>-4.11%</td>
<td>15,828</td>
</tr>
<tr>
<td><strong>Information Access/Reference/Research</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Reference Transactions</strong></td>
<td>9,933</td>
<td>10,812</td>
<td>-8.13%</td>
<td>51,111</td>
</tr>
<tr>
<td>Adult Phone</td>
<td>295</td>
<td>360</td>
<td>-18.06%</td>
<td>2,082</td>
</tr>
<tr>
<td>Adult Ready Reference</td>
<td>2,305</td>
<td>3,029</td>
<td>-23.90%</td>
<td>14,750</td>
</tr>
<tr>
<td>Adult Reference</td>
<td>243</td>
<td>332</td>
<td>-26.81%</td>
<td>1,719</td>
</tr>
<tr>
<td>Youth Phone</td>
<td>138</td>
<td>178</td>
<td>-22.47%</td>
<td>689</td>
</tr>
<tr>
<td>Youth Ready Reference</td>
<td>4,067</td>
<td>4,044</td>
<td>0.57%</td>
<td>18,329</td>
</tr>
<tr>
<td>Youth Reference</td>
<td>935</td>
<td>920</td>
<td>1.63%</td>
<td>3,348</td>
</tr>
<tr>
<td>HR Phone</td>
<td>21</td>
<td>11</td>
<td>90.91%</td>
<td>69</td>
</tr>
<tr>
<td>HR Ready Reference</td>
<td>501</td>
<td>492</td>
<td>1.83%</td>
<td>2,592</td>
</tr>
<tr>
<td>HR Reference</td>
<td>46</td>
<td>50</td>
<td>-8.00%</td>
<td>184</td>
</tr>
<tr>
<td>Circ Phone</td>
<td>578</td>
<td>549</td>
<td>5.28%</td>
<td>3,454</td>
</tr>
<tr>
<td>Circ Ready Reference</td>
<td>291</td>
<td>531</td>
<td>-45.20%</td>
<td>2,239</td>
</tr>
<tr>
<td>Circ Reference</td>
<td>513</td>
<td>316</td>
<td>62.34%</td>
<td>1,656</td>
</tr>
<tr>
<td><strong>Total Edutainment LAN Use</strong></td>
<td>566</td>
<td>541</td>
<td>4.62%</td>
<td>2,784</td>
</tr>
<tr>
<td><strong>Total Internet Computer Use</strong></td>
<td>2,349</td>
<td>2,680</td>
<td>-12.35%</td>
<td>14,496</td>
</tr>
<tr>
<td>Youth Computers</td>
<td>344</td>
<td>332</td>
<td>3.61%</td>
<td>1,595</td>
</tr>
<tr>
<td>Adult Computers</td>
<td>1,922</td>
<td>2,259</td>
<td>-14.92%</td>
<td>12,344</td>
</tr>
<tr>
<td>Laptop Computer Circulated</td>
<td>83</td>
<td>89</td>
<td>-6.74%</td>
<td>557</td>
</tr>
<tr>
<td><strong>Total Electronic Transactions</strong></td>
<td>51,227</td>
<td>47,519</td>
<td>7.80%</td>
<td>298,142</td>
</tr>
<tr>
<td>WebSite Hits</td>
<td>37,881</td>
<td>34,141</td>
<td>10.95%</td>
<td>215,716</td>
</tr>
<tr>
<td>WebCatalog Sessions</td>
<td>9,784</td>
<td>9,612</td>
<td>1.79%</td>
<td>61,368</td>
</tr>
<tr>
<td>Licensed Database Hits</td>
<td>3,562</td>
<td>3,766</td>
<td>-5.42%</td>
<td>21,058</td>
</tr>
</tbody>
</table>

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

Christy Klien, Library Director
Gov. Gretchen Whitmer Signs Narcan Bills Into Law

On Wednesday, June 26, 2019 at 1:41 p.m. Governor Gretchen Whitmer signed the Narcan bill package into law, with immediate effect. These bills will provide liability protection for libraries when providing the life-saving opioid antidote naloxone, common brand name Narcan, to an overdosing patron. This is a huge victory for our libraries and librarians.

"This legislation will be useful in combating the public health crisis of opioid overdoses and deaths affecting families across the state," Whitmer said in a statement. "With this bill package, Michigan is demonstrating our bipartisan commitment to reducing opioid deaths and abuse here in Michigan."

For the past year, MLA, the Library of Michigan, and the Michigan Department of Education have been working together to see this protection added for our 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 will provide immunity to libraries similar to that provided to public schools.

To all that have worked diligently to make this a reality, a huge thank you. We extend our appreciation to Governor Whitmer for signing these bills into law, House Speaker Rep. Lee Chatfield (R-Levering) for requesting this year's redrafted Narcan bills and supporting this legislation, Sen. Stamas (R-Midland) for his continued leadership and support of libraries, bill sponsors Rep. Jason Sheppard (R-Lambertville), Sen. Paul Wojno (D-Warren), Sen. Curt Vanderwall (R-Ludington) and Sen. Peter Lucido (R-Shelby Twp.), and to the Michigan legislature for showing their support for our libraries.

And finally, thank you MLA members and library supporters. Without our collective efforts led by outstanding librarian leadership and a very dedicated MLA, this success would not have been possible.

The bills included in the package are:

HB 4367, sponsored by Rep. Jason Sheppard (R-Lambertville), will allow a trained public employee to administer naloxone to an individual suspected of experiencing an opioid-related overdose.

Covered under this bill are employees of municipal corporations, counties, county road commissions, school districts, community college districts, public libraries, port districts,
metropolitan districts, and transportation authorities, as well as to State of Michigan departments, commissions, courts, boards, councils, and statutorily created task forces.

SB 0200, now PA 36, sponsored by Sen. Paul Wojno (D-Warren), allows a prescriber to dispense Narcan to a school board so its employees could administer the drug to someone suffering from an opioid overdose.

SB 0282, sponsored by Sen. Curt Vanderwall (R-Ludington), requires a medical control authority to establish written protocols that ensure timely dispatch based upon medical need, and otherwise ensure high quality service and compliance with the law, not only for life support agencies but also for “emergency medical services.”

SB 0283, sponsored by Sen. Peter Lucido (R-Shelby Twp.), immunizes public school employees from civil and criminal liability for administering medication to remove the immunity for administration of opioid antagonists.