NOTICE of PUBLIC MEETING

The Portage District Library Board

will meet in regular session on

January 27, 2020 beginning at 6:00 PM

at the

Portage District Library

in the Lower Level
Austin and Sugarloaf Lake
Meeting Rooms

for the purpose of
conducting library business

Doors open at 5:30 PM.

PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting to be held on

January 27, 2020

In the Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

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

IV. Adoption of the Agenda for the Regular Meeting of January 27, 2020 **(1 minute)** ***(Vote)***

V. Consent Agenda **(5 minutes) (Vote)**

A. Minutes of the Regular Meeting held on December 16, 2019. ***Pg.1-5***

B. Review of Library Privacy & Search Warrant Policy. ***Pg. 6-7***

C. Budget Amendment Request to Increase Expense Lines in the FY 2020 Budget to Offset Unpaid Encumbrances. (***Info) Pg. 8-9***

D. Request to Approve 2020 Budget Amendment for Friends of the Library Donation. (***Info) Pg. 10***

E. Request to Approve 2020 Budget Amendment for Grandmother and CIG Donations (***Info) Pg. 11***

F. Request to Approve 2020 Budget Amendment for an Anonymous Donation (***Info) Pg. 12***

G. Narrative Report for December 2019. (***Info) Pg. 13-20***

H. Report on Financial Condition for December 2019. (***Info) Pg. 21-23***

I. Marketing Update for December 2019. (***Info) Pg. 24-25***

J. Library Board Linkage (***Info) Pg. 26***

VI. Governance **(30 minutes)**

A. Election of Library Board Officers for 2020. ***(Vote) Pg. 27***

B. Appointment of Library Board Personnel Committee, Library Board Liaison to the Friends, and Library Board Secretary for 2020. ***(Vote) Pg. 28***

C. Annual Signing of *"Conflict of Interest"* Statements by Trustees. ***(Info) Pg. 29-30***

D. Consideration of Guests/Presenters to be Invited to Board Meetings in 2020. ***(Info) Pg. 31***

E. Review of Community Meeting Room Policy. ***Pg. 32-37***

F. 4th Quarter Financial Report for Fiscal Year 2019 & Variance Report. (***Info) Pg. 38-39***

VII. Ends Development **(60 minutes total)**

A. Library Director 3 Year Contract. ***(Vote) Pg. 40***

B. Endorsement of Library Director's Personal Goals for 2020. ***(Vote) Pg. 41-42***

C. 4th Quarter 2019 Strategic Plan Statistics (***Info) Pg. 43-47***

D. Strategic Plan and Ends Statement Endorsement ***(Vote) Pg. 48***

VIII. Monitoring to Assure Compliance with Executive Limitations **(10 minutes)**

A. Monitoring Report on Executive Limitation: Global Executive Constraint. (***Info) Pg. 49-50***

IX. Library Director's Reports **(5 minutes total)**

A. Legislative Update for December 2019. (***Info) Pg. 51-52***

B. Statistical Report for December 2019. ***(Info) Pg. 53-54***

C. Year-End Statistical Report for FY 2019. (***Info) Pg. 55-61***

D. Final remarks by Library Director for the January 27, 2020 Library Board Meeting.

X. Process Evaluation **(5 minutes total)**

A. Suggestions for Agenda Items to be included on the February 24, 2020 Board Meeting

1. Minutes of the Regular Meeting held on January 27, 2020.
2. Review of Library Board Bylaws.
3. Donations Report for Funds Received in 2019.
4. Approval of Allocation of 2019 Gifts & Donations for Expenditure in 2020.

5. Finalization of Guests to be Invited to Board Meetings in 2020.
6. Presentation of 2020 Marketing Plan
7. Monitoring Report: Emergency Library Director Succession.
8. Monitoring Report: Treatment of Consumers.
9. Discussion about Fines and Fees/Usage Policy.

B. Assessment of this meeting

C. Miscellaneous Items

XI. Adjournment

PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Board Meeting held on

December 16, 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 Monelli's and the board meeting started at 6:00 PM

II. Roll Call -

Board Members Present: Carol Bale, Michele Behr, Jeanne Friedman, Cara Terry, Donna Vander Vries, Ted Vliek, and Tom Welsh

Library Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Quyen Edwards, Rob Foti, Lawrence Kapture, Doran LeFaive, Abby Pylar, Colin Whitehurst, and Laura Wright

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

A. Comment from Friedman: Trustee Friedman thanked staff for the end of year gifts. Trustees each received a PDL umbrella and mug. Thanks for the dinner.

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

IV. Adoption of the Agenda for the Regular Meeting of December 16, 2019
Library Board Chair Welsh asked if there were any changes needed to the agenda for the December 16, 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 Behr and supported by Trustee Bale that the Library Board adopt the agenda for the regular meeting of December 16, 2019. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

V. Consent Agenda
Library Board Chair Welsh asked if there were any changes needed to the consent agenda for the December 16, 2019 board meeting before its adoption. Trustee Friedman requested the removal of Item E (Review Fines and Fees/Usage Policy) and Item G (Narrative Report for October & November 2019).

A. Minutes of the Regular Meeting of October 28, 2019.
B. Minutes of the Special Meeting of November 11, 2019
C. Minutes of the Public Hearing and Special Meeting of November 20, 2019.
D. Review of FOIA Policy.
E. Review Fines and Fees/Usage Policy.
F. Approval of Annual Calendar of Library Board Activities for FY 2020.
G. Narrative Report for October & November 2019.
H. Financial Condition for October & November 2019.
I. Marketing Update for November & December 2019.
J. Library Board Linkage for December 2018 and January 2019.

MOTION: It was moved by Trustee Vliek and supported by Trustee Friedman, to approve the consent agenda with the removal of Items E and G. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

Item E. Review Fines and Fees/Usage Policy – Trustee Friedman said she hoped trustees had a chance to read the NPR article she shared titled "'We Wanted Our Patrons Back' – Public Libraries Scrap Late Fines To Alleviate Inequality". She said that she would like the Board to discuss changing the fines portion of the Fines and Fees policy. She said she knew this might lead to a long discussion and she just wanted to be sure it is on an upcoming meeting agenda. Trustee Behr agreed that she would like the Board to consider making changes to our fee structure. Beginning January 1, 2020, Kalamazoo Public Library will be going fine-free and this has caught the attention of our community. Behr said there are many things to take into consideration. She is interested in seeing the approximate amount the library would lose in revenue and information about how much staff time is spent taking care of fines. Trustee Bale also suggested learning from the experience of libraries that have already gone fine-free. Library Director Klien said she has looked at space on upcoming meeting agendas and suggested moving this item to the February 2020 meeting. This will give library staff time to do research, record statistics and see how KPL's process works in its first month of implementation. In the meantime, Trustee Terry asked that the Board view a brief TED talk from a librarian making a case for removing fines. Board Secretary Edwards said she would send out the link to the TED talk "A librarians case against overdue book fines". Trustees decided to move this agenda item to the February 2020 Meeting. The current Fines and Fees/Usage Policy will remain in place until that time.

Item G. Narrative Report for October & November 2019. – Trustee Friedman noticed in the narrative that elementary students are visited and given applications for library cards. She asked for clarification regarding if or when PPS middle and high school students are contacted regarding getting library cards. Klien said that we currently have all of the PPS 6th graders visit the library for a tour and to receive a library card application. The High schools are not visited in one large group. We do have contact with smaller groups of high school students depending on their teachers. For example, the IB group comes in each year for database training. Klien said that is why the library is interested in moving to the OneCard model so that all students can have to opportunity to have a library card. Friedman said she has learned that many of her students have late fees and therefore can't checkout materials from the library and that is a concern to her. She would like to find a way to make access to the library easier for them. It might be possible for library staff to have a booth at the beginning of the year "Husky Day" to give students the opportunity to sign up for a library card. Circulation Supervisor Austin said that there are some issues to work through that specifically revolve around school of choice. Those students who participate in "school of choice" do not live within the library district and it would require a change in policy to be able to offer them a library card.

MOTION: It was moved by Trustee Behr and supported by Trustee Vander Vries, to approve Item G. Narrative Report for October & November 2019. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

VI. Governance

A. Adoption of Schedule of Library Board Meetings for 2020.

There was a brief discussion about the timing of the December 2020 Board meeting. Library Board Chair Welsh asked trustees to take into account the holiday falls and the fact that Library Board Secretary Edwards would need some time to draft meeting minutes prior to public inspection.

MOTION: It was moved by Trustee Vliek and supported by Trustee Bale, to approve the schedule of Library Board Meetings for 2020 as presented with the December Meeting to be held on December 14, 2020.
Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

B. Report from Board Liaison to the Friends of the Library.

Library Director Klien, Head of Youth Services Wright, and Circulation Supervisor Austin attended the Friends December Board meeting. The Friends generously agreed to support the 2020 Summer Reading Program in the amount of $12,500 to be used for prizes and some programming. The Friends received report on the GeekFest event they helped support as well as how the funds were used towards informational millage mailers during the library's millage campaign. There was approximately $500 left over from the millage donation and the Friends were presented with an ask to use the remaining money for compassion kits for patrons (clothing, blankets, and personal care items) which they agreed to. The Friends said that they were also willing to give additional support towards that initiative in the future. December was a successful book sale with close to $5,000 earned not

including the bag sale on Sunday. The Friends are moving ahead with some of their strategic goals, the largest of which is to have some form of electronic payment available for convenience during book sales.

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

C. Appointment of Nominating Committee Chair to survey trustees' interest in Board offices in 2020.
Board Chair Welsh said he would entertain a volunteer for a nominating committee chair for 2020. After inquiring about the responsibilities and timeline, Trustee Bale volunteered. Board Chair Welsh said that the Board Officers included chair and vice chair, and the committees included personnel (2) and Friends liaison (1-2).

DISPOSITION: The Library Board accepted Trustee Bale as the Nominating Committee Chair to survey trustees' interest in Board offices in 2020.

D. Approval of Resident/Non-Resident Policy and Non-Resident Fee Amount for 2020.
Library Director Klien said that the Resident/Non-Resident Policy has not changed with the exception of the amount of the non-resident fee. The non-resident fee is calculated with a formula to determine what the "average" resident taxpayer would spend in property taxes on library services. This year, the recommended fee is $171.00. There was discussion about how the fee is calculated and what the non-resident fee is at other libraries. There was concern that the amount is a significant jump from last year, but Trustees generally agreed that it was appropriate to increase the amount when resident users costs have also increased.

MOTION: It was moved by Trustee Vliek and supported by Trustee Bale, to approve the Non-Resident Fee for 2020 as presented. Vote: 6-Yes, 1-No (VanderVries – she voiced concern that the amount would affect those who didn't have the opportunity to vote on the increase), 0-Absent. Motion carried.

Library Director Klien said we will be sending a letter to current Non-Resident members to inform them of the change.

VII. Ends Development

A. End-of-Year Report on accomplishment of all End Statements in 2019 -
Library Director Klien asked if trustees had questions, concerns, or comments about the End of the Year Report on End Statements. She said it has been a busy year with Strategic Planning projects. There have been some challenges with staffing and a mid-year change in priorities when it was decided to move forward with an additional millage ballot proposal. Klien said even when that is taken into consideration, there are no concerns that we should adjust any current projects.

Trustee Bale asked for an update on the Facilities Master plan. Klien said that she and Business Manager Foti met with the C2AE architects last week to discuss how to move forward now that the millage has passed. We will bring back the Facilities group and review discussions from prior meetings. We will then have a design committee, a smaller sized group look at specific areas and make decisions on what direction we should be moving in. Trustee Bale followed up her first question by inquiring about the progress over at the Senior Center. Klien said they are getting close to their fundraising goal and they are working through their process. Portage has a new City Manager, Joseph La Margo. She hopes to meet with him in the new year to discuss the future of that building. In the meantime, the library will be moving forward with our plans.

Trustee Vliek asked Klien to put together a calendar, a time line for project plans that included a range of dates for various phases. Klien said that would take some time to put together, but that is something she will be working on.

Trustee Bale asked about the 5 years turnover for technology. Systems Administrator Behrje responded that he is always watching when the appropriate time to move into new services and technologies. For example, with our SaaS transition, he would prefer not to be on the cutting edge, but looking to change to new services when things are more reliable and established.

DISPOSITION: The Library Board received the final report on End Statements in 2019.

VIII. Library Director's Reports

A. Legislative Update for October & November 2019.

Library Director Klien said that as you have read in the Legislative Update, there is some contention going on with eBooks and certain publishers right now. Head of Adult Services Kapture who is also our MCLS Consortium representative and eBook collection development manager has been keeping informed on this topic. At this point in time, McMillian is embargoing eBook titles to libraries. Three months after a title is published, libraries (at the consortium level, not individual library level) can only purchase one metered copy. After much discussion, the Co-op board decided to purchase the single copy available to them. There have been many discussions about how to notify patrons, as it will not be clear to them why there is only on copy of certain popular eBooks available and why the holds lists are so long. ALA (the American Library Association) has written about this topic and it has made national news. Board Chair Welsh said he would appreciate staff keeping the board up-to-date and informed on this topic.

Trustee Behr said she understood there is a bill in the works that might affect library privacy and Klien said that we can look into that.

B. Statistical Reports for October & November 2019.

Library Director Klien asked if there were any questions about the Statistical Reports for October & November 2019 and there were none.

C. Final remarks by Library Director for the December 16, 2019 Library Board Meeting.

Klien said that she wanted trustees to be aware that we have a patron who has expressed her displeasure that the library will be closed on Christmas Eve. She has been invited to attend today's board meeting to voice her concerns or fill out a Comment Card, which up to this point in time she has not done. She did write a petition and was asking other library patrons to sign it. She was informed that she could ask people to sign a petition, but according to our policy, it had to be outside the library building. Trustees asked about the history of holiday closures at the library. Klien said that in the very distant past, the library was closed the Sunday between Christmas and New Years and open for part of the day on Christmas Eve, but because so few people came to the library, they decided to discontinue that service and the library is now open the Sunday between the two holidays. Library Board Secretary Edwards checked on the City of Portage website and informed the Board and staff that City Hall and all non-emergency offices are also closed on Christmas Eve and Christmas Day.

Klien said that she wanted trustees to be aware that patrons are asking about whether or not PDL is going Fine-Fee, will offer more renewals or go to auto renewals.

Tomorrow morning, that library will have a guest at the Staff meeting – Community Liaison Officer Jessica Smith from Portage Public Safety. She will be available to answer questions from staff as well as suggest solutions to scenarios library staff have encountered.

Klien said the library is rolling out our PTO time for part time staff members beginning on January 1, 2020. We will be having meetings with the part time staff in all departments as time allows. Everyone has been really appreciative so far.

To keep the board up to date with end of the year fundraising, the library has received $6,400 in unsolicited donations as well as an additional large memorial donation for our World Language Collection.

DISPOSITION: The Library Board received the Library Director's Reports.

IX. Library Personnel

MOTION: It was moved by Trustee Vliek and supported by Trustee Vander Vries to move into a closed session to discuss personnel matters. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

The Portage District Library Board of Trustees met in closed session at 7:10 p.m. with Library Director Christy Klien to discuss her yearly evaluation and Library Board Secretary Quyen Edwards joined them to take minutes of the closed session. Following that, the Library Board excused Klien and Edwards to discuss Year End Staff Recognition in 2019. The Library Board asked library staff to return to the meeting room at 8:10 PM. Upon returning to the open meeting, the following motion was made:

MOTION: It was moved by Trustee Vander Vries and supported by Trustee Behr to move back into regular session. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

MOTION: It was moved by Trustee Behr and supported by Trustee Bale that $25,000 be allocated for a one-time year-end staff recognition and that it be allocated according to the Library Director's discretion as well as a $1,000 year-end recognition for the library director. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

MOTION: It was moved by Trustee Friedman and supported by Trustee Vliek, to accept the recommendation of the Personnel Committee for the Director's compensation package in 2020 to include a 2% wage increase.
Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

X. Process Evaluation

A. Suggestions for Agenda Items to be included on the January 27, 2020 Board Meeting

1. Minutes of the Regular Meeting of December 16, 2019.
2. Review of Community Meeting Room Policy.
3. Review of Library Privacy & Search Warrant Policy.
4. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2020 Budget to Offset Unpaid Encumbrances.
5. Approval of Budget Amendment Request to Adjust Reserve Accounts as Required.
6. Election of Library Board Officers for 2020 & Appointment of Library Board Personnel Committee and Library Board Secretary for 2020.
7. Annual signing of *"Conflict of Interest"* Statements by trustees.
8. Discussion about guests to be invited to Library Board meetings & staff presentations in 2020.
9. Endorsement of Library Director's Personal Goals for 2020.
10. Endorsement of Activities & Projects to Accomplish Library Ends Statements in 2020.
11. 4th Quarter Financial Report for Fiscal Year 2019 & Comments on Year-End Results.
12. 4th Quarter Strategic Plan Statistics
13. Monitoring Report on Executive Limitation: Global Executive Constraint.

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

C. Miscellaneous Items – None.

X. Adjournment –

Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the regular board meeting of December 16, 2019.

DISPOSITION: The regular board meeting of December 16, 2019 was adjourned at 8:18 pm.

Recorded and Transcribed by,

Quyen Edwards, Library Board Secretary

PORTAGE DISTRICT LIBRARY

LIBRARY PRIVACY & SEARCH WARRANT POLICY

It is the policy of the Portage District Library Board, administration and staff to preserve the confidentiality of all library patron records and related patron information to the fullest extent permitted by law. To that end, the library patron records of the Portage District Library shall be released or disclosed only as provided for under the conditions stated in this policy and applicable law including the Library Privacy Act. MCL 397.601 *et seq*.

All library patron records and related patron information shall be treated by the staff of the Portage District Library as confidential, including name, address, telephone number, or any other information provided on library patron records that personally identifies a library patron. The Portage District Library may only use library patron records for library transactions and to distribute library-related information to registered library patrons.

The definition of a "library patron record" in this policy is: Any written documentation, record, or other method of stored information that is retained by the library and that contains information that personally identifies a library patron or that identifies a person as having requested or obtained specific materials from the library. This includes, but is not limited to, the library patron's name, address, telephone number, or any other descriptors that would identify the person in any way. This also includes the basic fact that the individual is a Portage District Library patron and may or may not have requested or obtained specific materials from the library. For clarification purposes, a library patron record does not include "non-identifying" material that may be retained by the library for the purpose of studying or evaluating the circulation of library materials in general, such as: material usage counts, age and gender demographics, etc.

PROCEDURES for PROTECTION of LIBRARY PRIVACY:

A. Michigan Library Privacy Act - State and Local Government Requests

1. **Notification of the Library Director** - Any employee of the Portage District Library who receives a request, or who is served with a subpoena, court order, search warrant or other legal document from a *state or local governmental authority*, requesting the release of library patron records, or requiring the disclosure of any information from a library patron's record, shall immediately notify the Library Director (or designated administrator in charge) and shall not take any action of any kind, other than to proceed with that notification. In the event that the Library Director (or designated administrator in charge) is not available, notification should immediately be given to the Portage District Library Board Chair or Vice Chair. For purposes of Sections A2 and A3 of this Policy, "Library Director" shall include his/her designated administrator in charge and the Board Chair or Vice Chair, as the case may be.

2. **Action by the Library Director** - The Library Director, in a timely manner, shall receive and review all subpoenas, court orders, search warrants or other legal documents from a *state or local governmental authority* requesting the release of library patron records, or requiring the disclosure of anything from a library patron's record, and shall immediately consult with the library's attorney (or appropriate authorized official) to verify authenticity of said legal documents presented by a *state or local governmental authority*. After review of the legal

document(s), the Library Director shall respond in an appropriate manner in compliance with applicable law.

3. **Requests for Patron Information**: Pursuant to the Library Privacy Act, the Library Director shall deny, in writing, all requests (including Freedom of Information Act requests) for the release or disclosure of library patron records, unless ordered by a court or the Portage District Library has received written consent from the person liable for payment for or return of the materials identified in that library record.

B. USA Patriot Act – Federal Government Requests *(from federal authorities such as the FBI)*

1. Notification of the Library Director - Any employee of the Portage District Library who receives a request, or who is served with a subpoena, court order, search warrant or other legal document from a *federal governmental authority,* requesting the release of library patron records, or requires the disclosure of anything from a library patron's record, shall immediately notify the Library Director (or designated administrator in charge) and shall not take any action of any kind, other than to notify the Library Director (or his/her designated administrator in charge). In the event that the Library Director (or designated administrator in charge) is not available, notification should immediately be given to the Portage District Library Board Chair or Vice Chair. For purpose of Section B2 of this Policy, "Library Director" shall include his/her designated administrator in charge and the Board Chair or Vice Chair, as the case may be.

2. Action by the Library Director - The Library Director shall immediately consult with the library's attorney (or appropriate authorized official) to verify authenticity of said legal documents presented by a *federal governmental authority.* After review of the legal document, the Library Director shall, as required by the Foreign Intelligence Security Act (FISA) and its amendment (USA Patriot Act of 2001, Sections 215 and 216), comply fully with a *federal government* court order or search warrant to disclose or release library patron records and information.

As further required by the Foreign Intelligence Security Act (FISA) and its amendment (USA Patriot Act of 2001, Sections 215 and 216), the Library Director - as well as any library staff member involved in providing the requested library records, **shall not disclose** to any person, including the individual whose library patron record was seized, the existence of the court order or search warrant, or the fact that the person's library patron record was produced as a result of the court order search warrant. (Note: The government can prosecute the Library Director and any library staff member for disclosing such information under these circumstances.)

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Christine Klien, Interim Library Director

From: Rob Foti, Business Manager

Date: January 22, 2020

Subject: Budget Amendment Request to Increase Expense Lines in the FY 2020 Budget to Offset Unpaid Encumbrances

Every year we recommend to the board increases in expense lines to offset approved previous year purchase orders that had not been fully paid. I recommend the following expense lines be increased to offset the associated expenses. **The total is $525,847.94.**

Fringes-Short Term Disability	546.17
Fringes-Life Insurance	218.65
Fringes-Long Term Disability	361.50
Office Supplies	9,174.51
Vending Supplies	51.00
Heritage Room Supplies	8,529.48
Postage & Freight	24.00
Processing Supplies	207.78
Repair & Maintenance Supplies	131.24
Copying and Printing	3,468.88
Books-Teen	3,144.18
Books-Juvenile	13,724.42
Books-Preschool	1,823.38
Books-Parent Teacher	1,343.48
Books-Easy Reader	3,663.61
Books-Fiction-Adult	10,864.74
Books-Non Fiction-Adult	10,626.91
Books-Requests-Adult	723.09
E-Books-Adult	17,491.33
E-Books-Preschool	850.00
Digital Collections-Hoopla	7,951.94
Digital Collections-Music	9,300.00
Compact Discs-Adult	405.74
Compact Discs-Juvenile	275.66
Compact Discs-Hot Picks	786.71
Videos-Adult	2,306.29
Videos-Teen	144.91
Videos-Juvenile	471.99
Video-Hot Picks	1,271.55
Talking Books-Adult	2,104.06
Talking Books-Teen	1,462.28
Talking Books-Juvenile	3,071.61
Reference-Adult	629.23
Reference-Business Room	169.00
Licensed Databases	1,485.47
Library Grounds Maintenance	24,000.00
Building Repair and Maintenance	5,537.14
Building Repair-Contracted Services	32,105.47
Non-Capital New Furnishings	8,565.00
Capital Outlay	14,400.00
Legal Counseling Services	30,000.00
Human Resources	7,625.00

Cataloging Services	1,277.62
Online Subscriptions	9,750.00
Online Maintenance	6,000.00
Other Administrative Services	13,800.00
Program-Adult-Unrestricted	240.00
Program-Youth-Unrestricted	528.56
Programming-CommuniTeen	805.00
Program-Child Restricted	1,925.49
Training/Educational/Mtgs.	23,355.00
Director Training/Travel	155.44
Computer Repair and Maintenance	42,561.70
Equipment Repair & Maintenance	300.00
Technology Project-Capital	124,111.73
Capital Maintenance	60,000.00
TOTAL	**$525,847.94**

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 13, 2020

Subject: Budget Amendment to adjust the FY 2020 Budget for the Friends $12,500 Donation to Fund the 2020 Summer Reading Program for the Library.

BACKGROUND

It is my pleasure to announce that the Friends of the Portage District Library will generously support the library's Summer Reading Program in 2020 with a grant of $12,500. We are most grateful for this grant which will enable us to conduct an excellent summer reading experience for both youth and adults. The Summer Reading Program at PDL has become a cornerstone event for our community, and without the support of our wonderful Friends organization, the library would be very challenged to sustain the level of summer programs and activities that we have been able to provide due to the Friends' subsidy.

This very generous donation will enable us to develop and implement all aspects of the summer reading initiative, including a Kick-Off event, reading incentives including books, special activities, online participation, and an End-of-Summer Reading concluding event. All participants are rewarded for their involvement in summer reading and we believe that keeping children reading over the summer months helps them to maintain and/or improve their reading skills to give them an advantage when school resumes in the fall.

We are extremely grateful to the Friends for their loyal sponsorship of the library's Summer Reading Program and for all other support and subsidy that they give us on a regular basis.

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2020 Budget to increase the Programming-Summer Reading expenditure lines by $12,500. This will enable the funds to be used as requested by the Friends of the Portage District Library for the library's 2020 Summer Reading Program.

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 13, 2020

Subject: Budget Amendment to adjust the FY 2020 Budget for a $4,300 Donation from the Grandmother and CIG Endowment Fund for the 2020 CommuniTEEN Read Program

BACKGROUND

It is my pleasure to announce that we have received a generous donation from the Grandmother and CIG Endowment Fund towards the 2020 CommuniTEEN Read program in the amount of $4,300. This year's author is Jason Reynolds, the Library of Congress' National Ambassador for Young People's Literature and author of the book Long Way Down. Mr. Reynolds will be doing presentations and workshops at Portage Public Schools. Members of the public are invited to join a free presentation and book signing at Portage Central High School: 8135 S Westnedge Ave, Portage on Wednesday, March 18.

We are extremely grateful for this donation.

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2020 Budget to increase the Programming-CommuniTEEN expenditure lines by $4,300. This will enable the funds to be used as intended by the donor.

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 13, 2020

Subject: Budget Amendment to adjust the FY 2020 Budget for a $578 Donation to Fund the 2019 Summer Reading Program philanthropic prize option.

BACKGROUND

It is my pleasure to announce that we have received a generous donation to fund the library's Summer Reading Program 2019 philanthropic prize option in the amount of $578.00. As you may remember, children and teen participants could win coupons donated by area businesses, small prizes, or "donate" their progress to Heifer International, an organization that distributes animals, along with agricultural training, to families in need around the world.

We are extremely grateful for this donation which will be sent to Heifer International and the ability this grant gives us to allow the youth in our community to participate in philanthropy.

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2020 Budget to increase the Programming-Child Restricted expenditure lines by $578. This will enable the funds to be used as intended by the anonymous donor.

Library Director's Narrative Report for January 27, 2020

(Activities at the end of December and beginning of January 2020)

Administrative Activities:

During the months of December 2019 and January 2020, Library Director Christy Klien engaged in the following activities:

- Participated in weekly Administrative Team meetings on Thursday mornings.
- Participated in regular library-wide staff meetings on Tuesday mornings for all library employees.
- Participated in the Friends of the Portage District Library Board Meeting on December 9.
- Facilitated a department supervisors meeting to discuss the new PTO policy for part-time staff on December 10.
- Met with a donor on December 12.
- Delivered community Angel Tree donations to the Salvation Army on December 13.
- Attended PDL Library Board Meeting on December 16.
- Participated in the Professional Development Committee meetings on December 10 and January 14.
- Hosted Portage Public Safety Officer Jessica Smith at a staff meeting on December 17.
- Delivered library staff's adopted PCC holiday family gifts on December 17.
- Met with part-time staff to roll out the PTO policy during the week of December 16.
- Admin Team hosted a staff breakfast on December 31.
- Worked with staff to finalize end of year activities on December 31.
- Met with youth staff to discuss vision for early literacy activities on January 7.
- Conference call with our Library Law attorney to discuss various topics on January 8.
- Met with Admin Team to start discussions about library goals and staffing needs to develop a staffing plan on January 16.
- Delivered community donations of personal care items to PCC the week of Dec. 4 and Jan. 6.

Maintenance and Building Services

- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.
- Pest control's monthly service was performed as scheduled.
- Installed 3 LED exterior up-lights at the main entrance 12-10.
- Thom Sherman resigned from janitorial service on 12-10 with his last day of 12-23.
- A second Paper Gator paper recycling bin was received 12-18 and both emptied 1-7-2020.
- Continued instruction for paper separation processes using green colored baskets for patrons and employees to utilize for paper recycling efforts.
- Replaced HVAC solenoid's two-way valve in ceiling of adult services offices 12-19
- Transitioned in-house janitorial services vacated by Thom to ServiceMaster 1-6.
- Replaced the rooftop HVAC heat exchanger that heats the Checkout entrance area 1-7.
- Removed the lighting ballasts and fluorescent lights and installed LED lights in the Technical Services room 1-7.
- Replaced existing lighting to LED lights in Business Center and Adult Conference rooms and the Heritage Room 1-8.
- Recycled/Reuse old metal lights to the Portage Restore 1-15.
- Service Master cleaned ceiling registers, air intake egg-crate grating and walls 1-17.
- Awaiting award response for the outdoor drinking water fountain application submitted to the City of Portage's Dept of Community Development Neighborhood and Community Enhancement Program Project.

- Boiler Maintenance Kits have been installed.
- Lighting Issues repaired for Library Meeting Rooms.
- Compressor Driers are being replaced for Preschool Chiller.
- Radionics Panel replaced for Building Security System.

Personnel Information:
The library undertook the following Human Resource and Financial activities since the December 16, 2019 Board meeting:

- The Professional Development Committee conducted its first meeting of 2020 and discussed its goals for 2020. Information obtained from the Library attorney regarding the distribution of aspirin to patrons was discussed and procedures will be drafted for its use.
- Staff wage increases were implemented and new wage letters were drafted and distributed to each staff member.

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
- *Science Fiction and Fantasy Discussion Group: 4th Annual Trivia Night* - December 10th- 12 attendees. Participants split into teams of one, two, or three. We used the Who's First ring-in system purchased by the library and presented the questions in Jeopardy-style using factile.com. The winning team received Fanfare gift cards, but everyone walked away with a prize and a little more knowledge than when they walked in. There was a request to hold more trivia contests over the year.

- *International Mystery: Holiday Movie Showing* - December 12 – 12 attendees
For this holiday movie showing, we watched the film *Still Life* based on the mystery book by author Louise Penny. New faces showed up for the showing and one attendee mentioned that they hoped to be back for the next discussion in January.

Youth Services Programming Highlights
- Families built "gingerbread houses" at the library's annual *Candy Cottages* event.
- Youth Staff hosted this year's last *ARK for Youth Drop-in* to provide information and resources for youth ages 10 to 22 in crisis.
- The Teen Services Librarian hosted *Teen Frosting Metropolis*, a beloved annual event, where 25 teens used an assortment of frosting, candy, and foods (ranging from graham crackers to bacon bits) to decorate cardboard houses. Many vocal young library advocates were in attendance, and made comments ranging from how much they appreciate the library to how comfortable they feel here. Several teens stayed afterwards (unprompted) to help with clean-up.

Build a creation station to allow patrons to use software for creation of art and technical design
- Demo stations are in the process of being set up for staff to help them learn software that will be featured on our creations stations. The stations and software have been purchased. A decision will be

made soon regarding furniture to house the creation station.
Develop more instructional programming for adult patrons
Purl for Portage - December 18 at 10 am and 7 pm - 11 attendees
Our Purl for Portage events are officially over for 2019, but the program carries on! The remaining items donated to the project were placed on display on 1/3/2020 (see final donation totals below). We also taught around 7 new knitters how to knit and provided a safe place for a community of Portage knitters to gather and share ideas. Total Number of Items Donated: 120. Items that found new homes: 69

Here are some comments collected from patrons at the final meeting on December 18: "Very enjoyable to meet other knitters", "[My creativity was enhanced by learning] new stitches and bind off", "Finished my first-ever knitting project", and "Please do again next year!"

Create programming that promotes interactive learning
- A local library graduate student hosted a final holiday-themed Library Scavenger Hunt event, which familiarizes young attendees with library collections.
- Winter Break programming included a Feed Your Feathered Friends event, where families could drop in and make a small bird feed craft. There was a Book Fun event, co-hosted by Board Member Carol Bale. Young attendees enjoyed several literacy-related hands-on activities and crafts.

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:

Evaluate reference and periodical collections, in print and electronic formats, in order to find ways to increase use and lower cost of these services
- The Reference collection was weeded of out of date material, with a goal of a 20% overall reduction in size, in order to create space for a new World Languages collection.

Offer, programming, services, and collections that will better meet the needs of our immigrant population
- Youth Librarian Andrea Smalley began promoting the Book Buddies events through community ESL contacts. Because of this, several youth who speak English as a second language have begun to attend these weekly events. They are able to have one-on-one time with local high school students for conversation, homework help, and fun.

Improve the accessibility and visibility of existing physical and electronic collections
- Youth Displays for December: Explore the 50 U.S. States, We Like Cold Weather (animal books), We Like Warm Weather (animal books), Star Wars Reads (with an accompanying search and find activity), Kwanzaa, Hanukkah, Celebrate Winter, This Year We Will… (books about learning to code, being creative, being a friend, learning a language, saving the planet, treating yourself, getting active, learning about different religions, and learning about endangered animals)

- Teen Displays for December: Ownvoices Books by Disabled & Neuro-divergent Authors; Transformers (display made by a teen volunteer)

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

- The Teen Services Librarian ran a station at the afterschool maker's space at Central Middle School that was attended by 25 teens who built courses for Hot Wheels cars and tested them with great vigor.

- Youth Staff brought maker activities and promoted Library services at Lake Center Elementary Family STEAM Night.

- Youth Staff hosted families at a Young 5's night at the library, which promoted Library use and programs, and included a storytime, tour, and activities.

- Battle of the Book Clubs Wrap-Up Bash - December 11 - 12 attendees

For our first year, Battle of the Book Clubs was a success! Battle of the Book Clubs was a primarily passive Beanstack program for adults to encourage reading throughout the fall. We had 37 adults registered for the adult reading competition and 22 registered adults actively logged books and activities. The 22 actively participating adults logged 350+ books/reviews over the course of 3.5 months. The Kick-Off and Wrap-Up events also allowed us to highlight the library's book club resources and provide hands-on Readers Advisory (RA) to a larger group of people.

Here are highlights from the program surveys collected at the final event: "[I liked to] hear about new books coming out in 2020 and learn about authors I was not familiar with", "It was great—if held next year I hope to involve our book club even more", "[You could improve this program by] hosting read-ins" "[I liked] learning about what other people are reading", "Good info about books I was not familiar with"

Realign budgets from other materials lines in Adult Services to boost electronic material needs and to fill holds

- Underspent lines were diverted to eBook lines for the December 2019 order. As of right now, we have no active titles on hold past August 2020, or older than 5 months. We had active holds up to six months old for the preceding year.

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

- A total of 408 Kindergarten library card memberships have been processed.
- We have received 6th grade library card membership forms that are currently being processed.

Update the Library Website

- Website assignments were sent out to various staff members, and a content creation timeline was created that should allow the majority of the site to be completed and ready for testing by mid-summer. Final website launch will be in fall of 2020.

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
- Adult Services Display Highlights:
Personal Experiences: Low circulating books from the 300s about extraordinary lives.
700s End cap: Books by Musicians/Bands
900s End cap: It Happened One Winter; Ancient Worlds and Civilizations;
Holiday-themed mysteries in December.
A display featuring family drama for the holidays.
A display that advertised our upcoming Jazz concert.
A display drawing attention to self-care with a book display in December.
Highlighted “Festive Reads” with a display and booklist.
- The carousel on the Books and More page was updated to included books about letter writing in honor of write a friend month.
- Federal Trade Commission materials about identity theft in English and Spanish
- Art Reception: Portage Public Schools - December 7 - 100 attendees
The Portage Public Schools Annual Art Exhibit here at the library is always delightful. This year was no exception. Because previous commitments required us to move the show to December-January instead of January-February, we were able to host a reception on a Saturday afternoon in December. The teachers and library staff believe this led to increased attendance by extended family (grandparents, etc.). The exhibit will remain up until the end of January.
- Solo Gallery: View the exhibit "An Artist's Journey: Horses and Birds and More" at the library during the months of November and December. A life-long Michigan resident, Norma Clack was born and raised in the Detroit area, but now lives in Portage. She began drawing horses in elementary school and received her first easel from her grandparents. Art has been a passion for her ever since. Experience her vibrant paintings and drawings for yourself in our Solo Gallery.
- Lower Level: For the months of December and January we have a display of artwork by the young artists of CHUM preschool. You are bound to find something adorable in this exhibit.
- Local History & Culture Gallery: Explore the celebration of Kwanzaa through this informative display made up of items donated by a resident of Portage. Kwanzaa is a pan-African holiday, which celebrates family, community, and culture. The celebration was created by Dr. Maulana Karenga in 1966 and is observed around the world from December 26 through January 1. This display will be available for viewing for the months of December and January.

Heritage Room Book Expansion Project
- Local Historian, Steve Rossio, made a successful book buying trip during the month of December where he acquired numerous volumes, both old and new, to add to the Heritage Room collection. Some of the more unusual items consist of: Original copy of the Bath School Disaster; Officer’s of our Union Army and Navy dated 1862; English Grammar dated 1814 and once owned by the Michigan Territorial Governor William Woodbridge and his son William L. Woodbridge; Journal of the Sixth Legislative Council of the Territory of Michigan dated 1834.

Portage Public Schools Project
- The Portage School's Collection continues to be sorted in preparation for scanning which will begin in January, 2020. A brand new scanner is currently in the ordering que, which will greatly increase the speed, and quality of Heritage Room scans.

Operational

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

Project Updates:

Facilities Master Plan
- The Facilities Master Plan Committee will met with the architects to discuss the results of the facility's needs assessment and next steps on January 21, 2020.

Professional Development (Develop a schedule, conduct employee training and certification in topics such as employee benefits, emergency procedures, safety/first aid, equipment use)

- The PDL Professional Development Committee is currently reviewing a draft copy of a training response manual to help staff respond to patron interactions and complaints in a positive, compassionate, and empathetic manner.

Sponsor annual community support initiatives
- Our participation in Salvation Army Angel Tree helped to collect 280 gift items from the community that were delivered December 12, 2019. We also collected personal care items for Portage Community Center.

Make use of new technologies like RFID (Radio Frequency Identification) to empower patrons with self-service and to manage its ongoing operations effectively
- Upgraded Self-CKO kiosks to address cash management reporting issues, receipt printing and emailing and tag scanning reliability issue. Currently, testing the new QCI (Quick Connect Self-CKO Software). Adjusted credit settlement times for more reliable reporting for daily auditing.

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.

Updates on SaaS migrations:

- Software Patching: Ninite Pro – Added New Staff and Public Access Computers to Ninite Patching Program. Working with Vendor to establish Patching Profiles to ease computer deployment process and minimize mistakes.

- Accounting: Financial Edge –The Library is working with Blackbaud and Papersave Pro to assist in the final replication and go live for the library's financial accounting software and document management.

- Document Management – PaperSave –The Library is working with Blackbaud and Papersave Pro to assist in the final replication and go live for the library's financial accounting software and document management.

- Integrated Library System: SirsiDynix Symphony - Portage District Library completed its 3.6.2 upgrade with 2 hours of downtime between 3-5am on December 23, 2019. Custom Work was adjusted and ran without exception for the reports for MelCat, CollectionHQ and Boopsie. The Portage District Library built a Group Policy administrative install for the Library with minimal manual intervention.

- Portage District Library is currently working with SirsiDynix to complete all preparatory work before its upgrade. This upgrade is scheduled for March 5, 2020.

- Integrated Library System: SirsiDynix BlueCloud Analytics - BlueCloud upgrade is complete and is forward compatible with Symphony 3.6.2 and Webservices 2019.03.2.

- Integrated Library System: SirsiDynix Web Services - Portage District Library completed its Web Services upgrade on December 23, 2019. There was no noticeable downtime during this upgrade.

- Integrated Library System: SirsiDynix SIP Services - Portage District Library completed its SIP Services upgrade. Database vendors used bypasses while SIP was upgraded so that patrons would experience no noticeable downtime. This upgrade was completed on December 23, 2019.

- Integrated Library System: SirsiDynix BlueCloud Analytics - BlueCloud Mobile is going to be the library's new native mobile app. This native will replace the library's existing PDL2GO mobile app. The new mobile app will offer the library all of features of PDL2GO plus active management of the apps content, e-payment features and will have integrated e-material searching. The library is currently working with SirsiDynix to build and deploy this app. It is expected to be available in March 2020.

- Productivity Software – Microsoft Office 365 - Renewed Microsoft Office A2 Licensing which will allow staff to installed Microsoft office on 5 additional devices. Migrating from EmailDefender to Microsoft ATP (Advanced Threat Protection) for Email Security.

- Telephone Service and Appliances: Cisco Call Manager and Related Products - Patched Emergency Responder, Unity and Call Manager to deal with a lingering issue. Planning a mid-winter meeting to review RingCentral features and transitioning from PRI lines to SIP trunks.

Public Access Computers: Envisionware PC Res / LPTOne / Library Document Station -

The library is planning to upgrade and migration Emvisionware software early February 2020

- Public Access Security: Faronics DeepFreeze –New DeepFreeze hosted server has been upgraded and is ready for Windows 10 PCs. Designed to also host PC Reservation and Mobile Print services. Built and tested public access desktops in the new environment.

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

- The library is planning demos of RingCentral and Cisco Call Manager as it chooses its upgrade path for its telecommunications system.

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

- Aunalytics (formerly Secant) has recommended core switch replacement models. The library has verified the models and is working with Aunalytics on an upgrade plan. The library expects to complete this upgrade in the first quarter of 2020.

- The library has secured a quote for a redundant EVC Point-to-Point connection to add redundancy for its vital internet connection.

- All Staff and Public Access Desktops/Laptops/Tablets were ordered and most have been received. The library is finishing the staff desktop refresh and will begin on the Public Access refresh beginning in February 2020.

- When all of the Desktops and Laptops have been deployed, the library will then begin deploying tablets with its Mobile Device Management (MDM) and Device Enrollment Program (DEP). Configuring these services will aide in faster deployment, management, and security for both mobile devices and traditional devices.

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

- While Head of Technical Services Abby Pylar is out on leave, Systems Administrator Rolfe Behrje will be covering some of her duties to keep new materials flowing into the library's collection.

Create a sustainable Maker area for Youth

- Families participated in the Big Box Build, co-hosted by Portage Northern High School's Book Buddies. Participants were supplied with boxes and other building materials. A group facilitated by the Buddies built a castle, and others built a tank, rocket, house, and much more. These hands-on events are well-attended, and provide the types of maker activities the community requests.

- Maker Mania at Central Middle School: On December 16th, the Teen Services Librarian ran a station at the afterschool maker's space at Central Middle School that was attended by 25 teens who built courses for Hot Wheels cars and tested them with great vigor.

PORTAGE DISTRICT LIBRARY

Library Director's Report on the Financial Condition

for

December 2019

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

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

Director's Response:

Revenue	$ 4,706,339
Expenditures	$ 3,868,913

Fund	11/30/2019	Changes	12/31/2019
General Reserve (13%)	$ 520,223	-	$ 520,223
Building Reserve	50,000	-	50,000
Benefits Reserve	29,742	-	29,742
Technology Reserve	111,305	-	111,305
HVAC Reserve	-	-	-
Patio Feasibility Reserve	4,700	-	4,700
Lobby Reserve	-	-	-
Personal Property Tax Reserve	805,946	-	805,946
Bldg. Improvement Reserve	2,022,500	-	2,022,500
Reserve for Encumbrances	-	-	525,848
Unassigned Fund Balance	2,288,546	-	3,691,535

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

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

POLICY: 3. Use any long-term reserves.

Director's Response: No reserves have been used.

POLICY: 4. Conduct inter-category shifting in amounts greater than can be restored to a condition of discrete fund balances by certain, otherwise unencumbered revenues within 30 days.

Director's Response: No inter-category shifting has taken place.

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

Director's Response: Payroll is processed by Paylocity (payroll service) bi-weekly. Payables are also processed monthly or "as needed".

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

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

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

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

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

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

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

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

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

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

POLICY: 11. Fail to arrange for an external financial audit of the library services.

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

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

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

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

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

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

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

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

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

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

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

Portage District Library

Marketing Update

Recurring Monthly Projects:

- The December 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 residences.
- 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.

December Marketing Highlights:

- Created marketing materials for the Teen Exam Late Night and our Exam Care Packages.
- Finalized program advertisements for the January through May event season.
- Sent a letter to our Non-Resident members regarding the fee increase for 2020.
- Assigned various staff members tasks to aid in gathering content for our website update.

December Social Media Highlights:

Facebook

29 New Page Likes | 133 Post Shares | 1,058 Post Likes | 74 Comments | 443,958 Total Reach

Twitter

4,596 Tweet Impressions | 6 Likes | 1 Re-tweets | 30 Profile Visits | 1 Mentions | 2 New Followers

Portage District Library

(269) 329-4544
PORTAGELIBRARY.INFO
300 LIBRARY LANE
PORTAGE, MI 49002

Upcoming Changes to Non-Resident Fees

Dear Mr. Smith,

We are contacting you to inform you about upcoming changes to our non-resident card fees. As you may know, on Tuesday, November 5th, 2019, the voters that reside within our district approved a ballot measure to increase the library's funding by 0.5 mills.

Our non-resident card fee is determined by calculating the average amount a homeowner in the library district would contribute via their property taxes. Since the cost to resident taxpayers has gone up, our non-resident card fee will also be increasing.

Beginning on January 1st, 2020, the new fee for non-resident cards will be $171.00 for an individual/family and $85.50 for seniors (age 62+). Your current non-resident card is valid one year from the date of issuance. Please inquire at the Checkout Desk if you are unsure when your card will expire, or if you would like to learn about payment plan options.

Library Value

To learn more about the value of your libra
http://portagelibrary.info/calculator.

Library Materials & Services	Value of Your U
10 Adult Books Borrowed	$170.00
10 Children's Books Borrowed	$170.00
10 Audiobooks Borrowed	$99.50
10 Interlibrary Loan Requests	$250.00
10 eBooks Downloaded	$150.00
10 Movies Borrowed	$40.00

If you have any questions, please don't h

Sincerely,

Christy Klien

Library Director
Christy Klien

Teen Exam Late Night

Sunday, January 19th | 4:30 PM - 9:00 PM

Is studying for finals giving you a headache? Come to the library for a special after hours study session! Food & drinks will be provided! Open only to high school students who are taking exams. No advance registration is required, but you must sign in at the Youth Desk before 5:00 pm in order to stay after hours. Please arrange to be picked up no later than 9:00 PM.

(269) 329-4544 | PORTAGELIBRARY.INFO | 300 LIBRARY LANE | PORTAGE, MI 49002

School Exam Care Packages Available

January 13th - 18th | All Day

Exam Care Packages are back! Feeling stressed? Come get a free Exam Care Package, full of treats and distractions. One per Portage High School student while supplies last. Please bring your school I.D. to the Portage District Library Youth Desk.

(269) 329-4544 | PORTAGELIBRARY.INFO | 300 LIBRARY LANE | PORTAGE, MI 49002

NON-RESIDENT LETTER & TEEN EXAM PROGRAM ADVERTISEMENTS

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 15, 2020

Subject: Upcoming Library Board linkage opportunities in February 2020 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 February 2020:

Date	Time	Activity or Program Description
2/8	9:00 AM	Friends of the Library Book Sale
2/9	2:00 PM	Art Reception: Michigan Art Education Assoc. Region 5
2/11	7:00 PM	Sci-Fi/Fantasy Discussion Group: The Hunks
2/12	6:00 PM	Reading Reynolds: a 4^{th}-6^{th} Grade Book Club
2/13	5:00 PM	Book a Book Buddy
2/13	7:00 PM	International Mystery Book Discussion: Nigeria
2/18	10:30 AM	Open for Discussion: We are the Weather
2/19	6:00 PM	Traveling While Black: A VR Experience
2/20	4:00 PM	Boxing Bootcamp for Teens
2/22	2:00 PM	Classic Movie: Sleeping Beauty
2/23	1:00 PM	Raising an Anti-Racist Generation (final meeting of a 6 week course)

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 21, 2020

Subject: Election of Library Board Officers for 2020

BACKGROUND:

The Library Board bylaws include a provision for election of officers as follows:

Article III **Officers**

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

Trustee Bale has surveyed the other trustees regarding their interest in serving as a Library Board officer and those names will be put forward prior to a vote at the January 27, 2020 Board Meeting. Library Board Chair Welsh will ask if there are any other nominations from the floor, and if there are none, he will ask for a motion to close the nominations. A vote will then be taken to close the nominations. After that, Library Board Chair Welsh will ask for another motion to accept the slate of proposed Library Board Officers for 2020. If there is more than one person interested in a position, then separate votes will be taken by written ballot to determine who will be elected. The new Library Board officers for 2020 will be identified and noted in the minutes for an official record of the election and the Portage District Library Board roster will be revised accordingly. The newly elected Library Board Chair may choose to conduct the remainder of the January board meeting if desired.

UPDATE:

The *Election of Library Board Officers for 2020* has been placed as an item under Governance on the agenda for the January 27, 2020 board meeting.

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 20, 2020

Subject: Appointment of Library Board Personnel Committee, Library Board Liaison to the Friends and Library Board Secretary for 2020

BACKGROUND:
The Library Board bylaws include provisions for special appointments by the Library Board Chair as follows:

Article III **Officers**

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

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

Article V **Committees**

The Chairperson of the Library Board may nominate members to special committees, with Library Board approval, as the need arises.

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

UPDATE:
The *Appointment of a Library Board Personnel Committee, Library Board Liaison(s) to the Friends and a Library Board Secretary* for 2020 has been placed on the January 27, 2020 agenda under Governance.

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 21, 2020

Subject: Annual Update of *"Conflict of Interest"* Statements by Trustees

BACKGROUND:

Every year at the January board meeting, trustees are asked to sign *"Conflict of Interest"* statements that are kept on file for library board members in order to comply with Michigan Complied Laws 15.321 et seq.

In order to ensure that these *"Conflict of Interest"* statements for trustees are always current, we have added this activity to the Library Board's Annual Calendar and have prepared a *"Conflict of Interest"* statement for each board member to sign. These will be distributed to trustees at the January 27, 2020 board meeting.

REQUEST:

Please review the *"Conflict of Interest"* form in the board packet and consider any changes that may need to be made. All trustees will be asked to sign an up-to-date *"Conflict of Interest"* statement at the January 27, 2020 board meeting.

Thank you.

Conflict of Interest Policy
for
Library Board Members

(Adopted on October 27, 2008)

Conflict of Interest – Library Board

The Portage District Library complies with Michigan Complied Laws 15.321 et seq. Members of the Library Board will annually sign a Conflict of Interest Statement (see below) to ensure compliance with the law.

Library Board Conflict of Interest Statement

I have read and understand the law pertaining to conflict of Interest (Michigan Compiled Laws 15.321, et seq.) which was provided to me. There are no present or potential future conflicts of interest other than those listed below. I have and will continue to observe the law carefully including, without limitation, the obligation to promptly disclose any pecuniary interest in a contract to be considered by the Board.

_____ _____

Board Member's Signature **01-27-2020**

Disclosures:

(Indicate "none" if applicable. Otherwise, please give a brief explanation of the conflict.)

_____

_____

_____

PORTAGE DISTRICT LIBRARY COMMUNICATION

To:	Portage District Library Board Members
From:	Christy Klien, Library Director
Date:	January 21, 2020
Subject:	Discussion about Guests to be Invited to Library Board Meetings in 2020

BACKGROUND:
At the beginning of each year, it has been the practice of the Library Board to consider guests to be invited to board meetings throughout the year or presentations to be heard that would be beneficial. This will be a topic for discussion on the agenda for the board meeting on January 27, 2020.

NOTE: There are (11) board meetings held in a year (there is no meeting in November) and some of the board meetings have standard presentations as indicated on the Library Board's 2020 Annual Calendar. In February it is the Marketing Plan; in May it is an Auditor's Report; in June it is the budget presentation; in July it is the 3-Year Technology Plan; in August we hold a Public Hearing for the follow year's budget. It is realistic to plan for 1-2 external guest presentations for the year.

Board Meetings:	Agenda	Guest or Presentation
February 24, 2020	Regular board meeting	Marketing Plan
March 23, 2020	Regular board meeting	
April 27, 2020	Regular board meeting	
May 18, 2020	Regular board meeting	Auditor's Report
June 22, 2020	Regular Board meeting & FY 2018 Budget	Budget Presentation
July 27, 2020	Regular board meeting	3-Yr Technology Plan
August 24, 2020	Public Hearing on proposed FY 2018 Budget	Public Hearing
September 28, 2020	Regular Board Meeting	
October 2019	LIBRARY BOARD RETREAT	None
October 26, 2020	Regular board meeting	
December 14, 2020	Regular board meeting	

Below is a list of some suggested guests to invite to board meetings in 2020:

- C2AE Architect Dennis Jensen - Attorney Anne Seurynck - Portage Public Schools Staff/ Superintendent Mark Bielang - MLA Executive Director	- Directors from other libraries - Friends of the Library President Toni Yannie - Legislators, State of Michigan - Local Business Owner(s) - Local Organization Leader(s)	- Portage Community Center staff - City Manager of Portage - Carver Policy Governance trainer - additional training by Keith Hopkins, Fundraising Consultant

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 22, 2020

Subject: Community Meeting Room Policy

BACKGROUND:

In reviewing the Community Meeting Room Policy, I met with our Meeting Rooms Coordinator, Kathy Morris and Business Manager, Robert Foti, to discuss how the policy is working. During our discussions, it became clear that there are two areas of concern. One concern is our two-tiered rate system differentiating room rental fees for for-profit and non-profit organizations. Many of the individuals inquiring about the use of the rooms do not know if their organization has a 501 (c) (3) which leads to time-consuming discussions and multiple phone conversations. The other major area of concern is groups that do not clearly state in their advertisements that the library does not sponsor their event. We are proposing to revise the Community Meeting Room Policy to address these main concerns.

After speaking with the library's Library Law attorney, we are recommending to change from a for-profit and non-profit fee structure to a resident and non-resident fee structure. We can easily determine if any individual or business resides in our district service area. We would also be able to provide the added convenience of putting the room rental fee on their library account so they can pay using a credit card or PayPal if they so choose. Currently, the only options are cash or check. Our proposed revised policy also more firmly address the verbiage required by each renting group to use on their marketing materials and statements about library endorsement/sponsorship.

RECOMMENDATION:

I recommend that the Library Board approve the proposed changes to the Community Meeting Room Policy to take effect on May 1, 2020.

PORTAGE DISTRICT LIBRARY

Community Meeting Rooms Policy

The mission of the Portage District Library ("Library") is to provide quality Library services that support the cultural, educational and informational needs and interests of the community. In keeping with this mission, the Library provides community meeting rooms for Library programs as well as Library business meetings. When the community meeting rooms are not scheduled for Library-sponsored or co-sponsored events, they may be used by the public within the parameters set by the Policy. The community meeting rooms are intended to host organized meetings and are not available for private, party-type functions such as birthday parties and showers. The restrictions of this Policy regarding Application and Scheduling do not apply to Library-sponsored or co-sponsored events. The regulations in the policy apply to all community meeting rooms unless otherwise specified.

A. <u>Reserving, Scheduling and Rental Charges of the Library's Community Meeting Rooms:</u>

1. Community meeting rooms may be reserved by any person, group or organization.

2. Library use of community meeting rooms takes precedence over all other uses. If the Library should find it necessary to cancel a scheduled activity in a community meeting room, then the Library Staff person in charge of room reservations will notify the User that booked that room that other arrangements must be made. A full refund of the room fee will be issued to the User. The Library shall not be responsible for any loss, damage or other claim based on the cancellation.

3. Reservation Process.

   A. Any person 18 years or older may request to reserve the community meeting rooms by contacting our Meeting Room Coordinator. If the person is requesting the room for a corporation or organization, that person must have authority to do so.

   B. If you need to cancel the reservation, the User must provide the Library 24 hours' notice.

   C. At the time of room use, the User must sign a community meeting room Application that includes Waiver of Liability prepared by the Library. The Library is released and held harmless from any and all claims for personal injury, property damage or other claims as a result of the use or application to use the community meeting room.

   D. Users shall not promote that the event or meeting is at the Library until the Library confirms the reservation is accepted. The Library shall not be used as the address, information contact source, or headquarters for Users using the Library community meeting rooms.

   E. Reservations may not be transferred to other Users.

4. Any use of the community meetings rooms is not sponsored by the Portage District Library unless sponsorship is <u>expressly approved in writing</u> by the Portage District Library. Groups shall not cause a probability of confusion or misunderstanding as to sponsorship of their use of the community meeting rooms by the Portage District Library. Use of facilities does not imply Portage District Library endorsement of the group or ideas presented at the meeting. A written

disclosure is required in all advertising from outside groups that use advertising to promote their meeting. A verbal disclosure is required for all others. The following statement is required: **"This program is neither sponsored nor endorsed by the Portage District Library."** Use of the Portage District Library logo on advertising by outside groups is prohibited.

5. Rooms are to be booked on a first-come, first-served basis in two-hour blocks of time, and may be reserved a maximum of two months in advance. A community meeting room rental charge shall be required as set forth below and the fee is based on a two-tier system. Room access will be denied if payment of the rental charge is not received prior to the start of the rental period.

   SINGLE ROOM RENTAL PRICES are as follows per two-hour block:

Meeting Room	Tier 1	Tier 2
Austin Lake Room	$25.00	$55.00
Sugarloaf Lake Room	$20.00	$50.00
West Lake Room	$20.00	$50.00
Gourdneck Lake Room	$15.00	$30.00
Long Lake Room	$10.00	$20.00

   COMBINED ROOM RENTAL PRICES are as follows per two-hour block:

Meeting Room Combinations	Tier 1	Tier 2
Austin Lake + Sugarloaf Lake + West Lake Rooms	$ 65.00	$155.00
Austin Lake Room + Sugarloaf Lake Room	$ 45.00	$105.00
Sugarloaf Lake Room + West Lake Room	$ 40.00	$100.00
Gourdneck Lake Room + Long Lake Room	$ 25.00	$ 50.00

   Exceptions to these community meeting room rental charges may only be granted by the Library Director.

6. The two-tier system is as follows:

   Tier 1: Residents of the Portage District Library service area, resident business members, and paying non-resident library card members.

   Tier 2: An individual or group who resides outside of the Portage District Library service area.

   Groups wishing to take advantage of the Tier 1 rate must have an active Resident or Paying Non-Resident Portage District Library card.

7. Set-up and tear-down of a community meeting room is the responsibility of the User. Chairs and tables are provided at no additional charge. Any time spent prior to, or after the reserved time, may result in an additional charge of one or more two-hour blocks of time. At the conclusion of a meeting, the room should be left in the same condition as it was found or an additional fee will be assessed equal to a minimum of one two-hour block of time for clean-up.

8. Any damage done, whether accidental or due to negligence, including the need for special cleaning, will result in the billing of the User for the actual cost of the cleaning, repair, and or replacement of the damaged article(s).

9. Users must be completely out of their community meeting room one-half hour prior to the Library's closing time. If a User remains past the Library's posted hours of operation, an

additional fee of *(*$100.00) one hundred dollars may be charged to the User. Users must be out of the rooms by:

8:30 p.m. - *Monday* - T*hursday*
5:30 p.m. - *Friday*
4:30 p.m. - *Saturday*
Note: Meeting rooms are not rented on Sunday.

Use of the Library's community meeting rooms is not permitted before or after Library hours or when the Library is closed.

10. Each of the larger community meeting rooms contain a computer projector, which is available at no additional charge. Additionally, DVD players, microphones, dry erase boards and dry erase markers may be available upon request. It is the responsibility of the organization using the room to double check that their equipment is compatible with that of the Portage District Library. To do this, please contact the Meeting Room Coordinator at least forty-eight (48) hours prior to room use. All Equipment must be requested at least forty-eight (48) hours prior to room use.

B. Rules and Regulations Regarding Community Meeting Rooms:

1. Food and drink are permitted but must remain within the User's rented room. Coffee pots are available, however the Library does not supply coffee, cream, sugar, serving ware, etc. As per fire codes, no open flames of any kind are allowed within the Portage District Library.

   NO ALCOHOLIC BEVERAGES ARE ALLOWED ON LIBRARY PREMISES EXCEPT FOR LIBRARY SPECIAL EVENTS - WITH THE APPROVAL OF THE PORTAGE DISTRICT LIBRARY.

2. No tobacco or vaping use is allowed inside the Library.

3. The community meeting rooms are used for multiple purposes and therefore nothing may be permanently affixed to the walls.

4. The community meeting rooms shall not be used for any unlawful purposes, and anyone using the meeting rooms will abide by all Library policies, rules and regulations.

5. The Library is not responsible for loss or damage to exhibits left in the community meeting rooms or for the personal property of those attending the meetings.

6. In accordance with the Elliot-Larsen Civil Rights Act, the Library, as a tax supported facility, may be used only by those groups whose membership is open to all people without discrimination because of religion, race, color, national origin, age, sex, height, weight, familial status or marital status.

7. Users shall not sell tickets, raffles or any objects or solicit contributions from persons located anywhere in the Library or on Library property. Users shall not use the community meeting room for fundraising, commercial purposes, or selling goods or services. The exception to this rule is for the following:

a. The sale of books, CDs and other items by authors or artists and Library sponsored or co-sponsored events;

b. Events for which the proceeds are used for Library programs or for the benefit of the Library, provided that the Library accepts the donated proceeds. However, the User must be authorized by law to conduct the fundraising or solicitation.

8. Users of the community meeting room must be under adequate supervision by adults 18 years of age or older. The reservation form requires the listing of an adult who will be in charge of the group, and financially responsible for any damages if they occur. This listed adult must be on site during the reserved meeting time. In addition, there must be one adult supervisor for every twenty (20) minors. This ratio may be altered by the Library Director depending on the age of the minors.

9. Users making excessive noise that disrupts normal Library functions or other patrons' use of the Library may be asked to leave. This includes conducting the meeting or any part of the meeting outside of the community meeting rooms.

10. Users shall permit no more persons than is stated by occupancy requirements.

11. The Library staff may attend or observe any event or activity in the community meeting room.

C. Violation and Appeal Section:

The Library Director or the Director's designee may restrict access to Library facilities, including the Library community meeting rooms, by immediately dismissing the patron from the premises, by suspending the patron's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

A. Incident Reports: Library Staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions, in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.

B. Violation of the Policy – Suspension of Privileges: Unless otherwise provided in this Policy, (see Section C below), the Library shall handle violations as follows:

1. *Initial Violation*: Library patrons observed violating this Policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, the police may be called.

2. *Subsequent Violations*: The Director or the Director's authorized designee may further limit or revoke the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

C. Violations that Affect Safety and Security: Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of Library Staff and/or patrons shall be handled as follows:

1. *Initial Violation*: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate one (1) month suspension of Library privileges. The Incident Report shall specify the nature of the violation.

2. *Subsequent Violations*: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Library Director or the Director's authorized designee, may further limit or revoke the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

D. Reinstatement: The User whose privileges have been limited or revoked shall attend a meeting with the Library Director or the Director's designee to review the Policy before their privileges may be reinstated.

E. Damages: If the User violates the Policy by causing damage to Library property, the User shall be assessed the actual costs.

F. Right of Appeal: Users may appeal a decision in writing to the Library Director within ten (10) business days of the date of the letter stating why Library privileges should be restored. The Library Director or a designee will respond to the appeal in writing within ten (10) business days of the date the appeal was received. Any person may appeal the Library Director's decision by sending an appeal in writing to the President of the Library Board within 10 business days. The decision of the Library Board is final.

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Portage District Library
4th Quarter Report
December 31, 2019

Revenue

Percent of Year Gone --> 100%

General Ledger Category	4th Qtr. Budget	4th Qtr. Actual	4th Qtr. % Received	2019 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Received
Total Tax Revenue	$ (3,125)	$ (246)	8%	$ 3,443,119	$ 3,469,297	$ 3,469,297	101%
Other Revenue	51,750	57,704	112%	275,790	410,410	410,410	149%
Revenue from Reserves	-	-	100%	487,864	487,864	487,864	100%
State Aid Revenue	-	-	100%	333,595	338,768	338,768	102%
Total Revenue	**$ 48,625**	**$ 57,458**	**118%**	**$ 4,540,368**	**$ 4,706,339**	**$ 4,706,339**	**104%**

Expenses

General Ledger Category	4th Qtr. Budget	4th Qtr. Actual	4th Qtr. % Spent	2019 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Spent
Total Salaries & Wages	$502,020	$351,024	70%	$1,495,860	$1,351,477	$1,351,477	90%
Total Fringes & Benefits	240,650	133,472	55%	608,080	500,901	502,028	83%
Total Library Materials	256,921	118,764	46%	692,077	550,008	646,100	93%
Total Utilities	46,479	25,417	55%	131,300	110,238	110,238	84%
Total Buildings	114,199	40,227	35%	254,085	180,223	241,865	95%
Total Furnishings & Equipment	31,657	5,264	17%	39,931	13,538	36,503	91%
Total Supplies	118,060	59,729	51%	183,512	125,732	147,319	80%
Total Professional Services	177,381	42,899	24%	344,441	210,555	279,007	81%
Total Other Charges	128,214	26,796	21%	302,819	159,207	229,078	76%
TOTAL OPER. EXPENSES	**$ 1,615,581**	**$ 803,592**	**50%**	**$ 4,052,105**	**$ 3,201,879**	**$ 3,543,615**	**87%**
TOTAL CAPITAL PROJECTS	$ 421,866	$ 102,243	24%	$ 460,730	$ 141,186	$ 325,298	**71%**
TOTAL EXPENSES	**$ 2,037,447**	**$ 905,835**	**44%**	**$ 4,512,835**	**$ 3,343,065**	**$ 3,868,913**	**74%**
EFFECT ON FUND BALANCE *	$ (1,988,822)	$ (848,377)		$ 27,533	$ 1,363,274	$ 837,426	

Cash Flow Analysis of 2019 money only		Cash Flow Analysis of all money including prior year(s)	
2019 cash as of 9/30/2019	$ 2,460,440	12/31/18 Audited Total cash (Fund Equity*) minus liabilities	$ 6,455,788
+Second Quarter Revenues	57,458	+ 2019 Revenues	4,706,339
- Second Quarter Operating Expenses	803,592	- 2019 Operating Expenses	3,201,879
- Second Quarter Capital Projects	102,243	- Capital Projects	141,186
		- General Reserves	520,223
		- Building Reserves	50,000
		- Benefits Reserve	29,742
		- Technology Reserve	111,305
		- Patio Feasibility Reserve	4,700
		- Personal Property Tax Reserve	805,946
		- Building Improvement Reserve	2,022,500
		- Library Endowments	57,263
		- Encumbrances	525,848
2019 cash as of 12/31/2019	$ 1,612,063	Total available cash as of 12/31/2019 (Fund Balance*)	$ 3,691,535

* 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.

PORTAGE DISTRICT LIBRARY **COMMUNICATION**

To: Christine Klien, Library Director

From: Rob Foti, Business Manager

Date: January 22, 2020

Subject: Fourth Quarter, Fiscal Year 2019 Explanation of Budget Variances exceeding 20%

Revenue

Other Revenue was $134,620 over budget for the year. The vast majority of this is directly related to realizing approximately $82,000 more in interest income than budgeted. The Library budgets conservatively for revenue and items such as interest income are budgeted conservatively. With an increase in savings in recent years, the Library has had more funds to invest. Additionally, the Library took advantage of several investment options that offered very good interest rates for the current economic climate. This result will be difficult to duplicate in FY2020 as interest are now dropping and the Library is planning on spending savings for building enhancements. The Library also received approximately $28,500 in donations, which were not budgeted for in FY2019. Lastly, the Library received an approximate $21,000 distribution back from its pooled building insurance fund.

Expenditures

Other Services is $73,740 under budget for FY2019. The majority of this is due to the SirsiDynix upgrade to a hosted solution. The project was completed as a technology project and budgeted as such. As part of the Library's yearly Computer Repair and Maintenance budget, the annual service and maintenance agreement for the SirsiDynix software was also budgeted. These funds were unused because the annual cost was covered in the upgrade project. Additionally, there are several small amounts that were budgeted for and unused in several accounts. These include approximately $6,000 in Dues & Memberships, $6,500 in Training, $4,500 in Equipment Repair & Maintenance, $4,800 in Communication Equipment Repair.

Capital Projects is approximately $135,500 under budget at year-end. The Library budgeted $160,000 in its Capital Maintenance line. These funds were undesignated at the time of budgeting and were to be used for building maintenance issues, if needed. The Library did not need these funds for large repairs and will save the funds for future building projects. In the future, the Library will continue to budget funds for large repairs. If these funds are unused, they will be put into savings to assist with costs associated with a large building project.

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Tom Welsh, Library Board Chair

Date: January 16, 2020

Subject: Official Action to Renew Director's Contract in 2020

Background:

The 2019 evaluation process for Library Director Christy Klien has now been completed. At the December 2019 meeting, the Personnel Committee's recommendations for Klien's compensation and benefit's were approved, however there was no mention in the official motion to renew Library Director Klien's contract for another three-year term.

Recommendation:

At the January 27, 2020 board meeting, there will be a recommendation presented by the Library Board Chair to renew Library Director Christy Klien's contract for three years and an official vote taken.

Thank you.

PORTAGE DISTRICT LIBRARY
Library Director's Personal Goals for Fiscal Year 2020

Goals Description	Measurement Criteria
GOAL 1: Work with the library's partnered Architect to finalize a Facilities Master Plan, begin design phase and implementation. A. Conduct meetings with the architect and the Master Planning Committee to discuss floorplans. B. Investigate options for implementation (large project or phases) C. Incorporate funding into FY2021 & FY2022 Budgets Proposals	• FY 2020 Proposed Budget reflects improvements to facilities. • An overall funding and implementation plan is drafted and presented to the Board. • Meetings are held with the architect. **End of Year Accomplishments**
GOAL 2: Create a staffing plan for the library. A. Conduct meetings with department heads to discuss library's current and future staffing needs. B. Develop a plan for staffing that meets the needs of the library and community. C. Incorporate funding into FY2021 & FY2022 Budget Proposals	• A staffing plan is developed and approved by the library board. • Proposed Budgets reflect staffing plan recommendations **End of Year Accomplishments**
GOAL 3: To lead a library-wide initiative for a greater connection to and involvement with the Portage Public Schools. A. Develop a library card enrollment process that allows for easier access to library materials and services for students enrolled in the Portage Public Schools B. Meet Portage Public School personnel to discuss potential new collaborations	• A new library card enrollment process is ready for implementation for 2021. **End of Year Accomplishments**

GOAL 4: To be involved in professional organizations representing the Library, and to engage in professional development in 2020. A. **Participation in Professional Organizations:** I will continue my professional leadership involvement as follows: 1.Michigan Library Association • I will continue my MLA membership in 2020. 2.Class VI Public Library Directors Group • I will attend meetings with public library directors when possible. 3.American Library Association • I will continue my ALA membership in 2020. B. **Professional Development Activities:** I will engage in the following professional development activities: 1. I will attend the 2020 Public Library Association Conference. 2. I will investigate other professional development opportunities that will be of benefit to the organization, community, and to myself. 3. I will attend a Policy Governance Training in 2020.	• ALA & PLA memberships are current • Participate in Class VI Library Directors Group • Attend the 2020 Public Library Association Conference • Attend a Policy Governance Training in 2020 **End of Year Accomplishments**

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

Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date	2019 Target	% of Target
75 % patrons responded that they learned something in a guided learning event	77.5%	86%	89%	87%	85%	75%	Target Met
50% of programs offered will provide guided learning activities (Adult/Youth)	A 69% Y 53%	A 69% Y 52%	A 71% Y 25%	A 70% Y 60%	A 69.75% Y 47.5%	A 50% Y 50 %	Target Met Y 95%
20% increase of hits of online learning tools - These numbers have changed because we have expanded our collection of data to include additional online learning tools.	32%	77%	114%	148%	148%	20%	Target Met
Implement 12 software/devices that allow people to create and learn	**	**	**	**	0	12	0%
12 videos are created	1	1	2	0	4	12	33.3%

** With the Board's approval at the 6-24-19 Board Meeting, this project will move forward in 2020.

- 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

Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date	2019 Target	% of Target
Youth Services will provide 3 programs annually targeting each literacy level (Beginner, Intermediate, Expert)	B 5 I 3 E 2	B 7 I 3 E 6	B 8 I 6 E 3	B 6 I 3 E 3	B 26 I 15 E 14	B 3 I 3 E 3	Target Met Target Met Target Met
Help 150 patrons become more info-literate *	161	191	224	253	132	50	Target Met
Have 50 people in the library for ESL tours	0	24	0	28	52	50	Target Met

* The numbers reported quarterly are cumulative from the beginning of the Strategic Planning period. Year to date numbers are for 2019 only.

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

Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date	2019 Target	% of Target
80% of user satisfaction with collections and instructional events	96%	87%	86%	94%	90.75%	80%	Target Met
Active holds older than 3 month less than 200 titles	208	224	166	179	179	Less than 200	Target Met
21 Special programs will target groups representing different perspectives or cultures	7	11	12	19	19	21	90%
25% of kits will change annually to reflect changing needs of the community	0	5%	15%	10%	30%	25%	Target Met
20% reduction in total physical collection size	3.44%	0.77%	1.09%	.08%	5.38%	20%	26.88%

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

Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date	2019 Target	% of Target
20% more items available for circulation will be digital	19%	23%	22%	29%	29%	20%	Target Met
15% of our programs annually will be outreach (Adult/Youth)	A 2% Y 33%	A 1% Y 34%	A 5% Y 17%	A 4% Y 20%	A 3% Y 26%	A 15% Y 15%	A 20% Target Met
70% of patrons who completed an exit survey were satisfied that the program met their needs	96%	87%	86%	94%	90.75%	70%	Target Met
100% of PPS middle school and high school students have access to PDL electronic services	84%	86%	87%	87%	86%	100%	86%
12 events or table events will be held outside the Library by the Adult Department	1	1	6	6	14	12	Target Met

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

Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date	2019 Target	% of Target
90% of display space used for local artists and organizations	100%	100%	100%	100%	100%	90%	Target Met
5 large projects completed in the Local History Rooms *	1	0	0	0	1	5	20%
90% of patron responses say displays are meaningful	100%	0	100%	100%	100%	90%	Target Met
4 new resources for information will be added each year	0	2	3	4	9	4	Target Met

* Target number over the course of the 3 year plan. The yearly progress targets for the 4 remaining projects have been met in 2019.

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: January 21, 2020

Subject: Strategic Plan 2018-2020

BACKGROUND:

The Library Board and Administrative Team worked in 2016 and 2017 to create a Strategic Plan to guide the library into the future. The final details of the 2018-2020 Strategic Plan were completed and the library staff eagerly got to work on their projects in January 2018. The projects planned over the course of 3 years include new areas of growth for all departments in the library, refining existing services and educating patrons about their use, as well as completely new initiatives. The Library Board has already voted to approve the 2018-2020 Strategic Plan and Library Staff have been reporting updates on Strategic Plan initiatives in the monthly narrative report and in a quarterly statistical report.

RECOMMENDATION:

As a Library Board that runs under the Carver Governance model, we ask that the Board vote to reaffirm our four End Statements for the 2020 calendar year with the understanding that they will be reported on within the goals outlined by the 2018-2020 Strategic Plan which is in its final year of implementation.

End Statement #1 for 2020

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

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

End Statement #2 for 2020

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.

End Statement #3 for 2020

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.

End Statement #4 for 2020

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.

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.

PORTAGE DISTRICT LIBRARY

Monitoring Report on Executive Limitation Policy: Global Executive Constraint

POLICY: The Library Director shall not cause or allow any practice, activity, decision, or organizational circumstance which is either unlawful, imprudent or in violation of commonly accepted business and professional ethics.

RESPONSE: The Library Director has not caused or allowed any practice, activity, decision, or organizational circumstance to occur which is either unlawful, imprudent or in violation of commonly accepted business and professional ethics. Supporting evidence to substantiate this statement is available in the Library Office, and the following list outlines the ways in which the Library Director maintains compliance with the Global Executive Constraint Policy:

Controls in Place	Evidence of Compliance
District Library Law	The library is in compliance with all aspects of the District Library Law, including: • Powers of the Board are well defined and followed. • Limitations on borrowing money and issuing bonds are followed. • Limitations on issuance of limited tax bonds or notes are followed. • All procedures for millage authorization and tax levy are followed and public notices posted as required by law. • All legal requirements pertaining to real property, personal property, intangible property, and employee benefits are met. • All election requirements are met within the timeframe specified.
State Library Requirements	The library is fulfilling all requirements for a Class VI public library as determined by the Library of Michigan, including: • Filing an annual state-aid report by February 1st each year. • Maintaining library standards as they pertain to collections and professionally certified staff. • Maintaining compliance with state and federal regulations, such as: ✓ Library Bill of Rights ✓ Library Privacy & Search Warrant Act ✓ Patriot Act ✓ Right to Read ✓ Right to View ✓ Michigan Freedom of Information Act ✓ Michigan Open Meetings Act
Federal and State Laws And City of Portage Ordinances	The library is in compliance with all federal and state laws and City of Portage ordinances. Examples of this are: • Federal and state financial laws – all required reports filed. • Federal and state employment laws – all personnel rules followed. • City of Portage ordinances such as: parking and traffic, leaf removal, disposal of waste, outdoor signage, flag display, etc.
Library Board Policies	All Library Board policies are reviewed on an annual basis, and library staff and patrons are made aware of board policies. • Board meetings, agenda planning sessions and other board gatherings are posted & comply with Michigan Open Meetings Act. • An up-to-date Library Board Policy Manual is kept in the Library Office for referral purposes.

Controls in Place	Evidence of Compliance
Administrative Procedures	• The Library Director administers the library in a manner that guards against any activity, decision, or organizational circumstance which would be unlawful, imprudent or in violation of commonly accepted business and professional ethics by using these management techniques: ✓ Maintaining an ongoing contract with attorneys for legal advice and counsel as needed. (Anne Seurynck for general counsel and Luis Avila for labor issues). ✓ Maintaining an ongoing contract with a professional accounting firm to conduct independent annual audits of the library (Rehmann for internal audits of the library). ✓ Maintaining checks and balances in the overall operation of the library by instituting practices to safeguard against theft, embezzlement, impropriety, or any unprofessional or unethical behavior. ✓ Making sure that bank authorization signature cards are up-to-date. *[**Note:** Authority for expending funds and signing checks is split between the Library Director, the Head of Adult Services, the Head of Youth Services, and the Business Manager and bank authorization signature cards are up-to-date and include one for the current Library Board Chair.)* ✓ Maintaining an Employee Handbook with rules and regulations. ✓ Maintaining an ongoing relationship with governmental officials to keep current on new business practices or rules and community developments. ✓ The Library Director participates in activities with governmental officials, such as the City of Portage, Portage Rotary Club, Portage Public Schools, the Portage Community Center, organizational boards, contact with state legislators and membership in the Michigan Library Association. ✓ Maintaining compliance with laws and consulting appropriate authorities as required. ✓ Systematically checking operations throughout the library on a regular basis to ensure that they are being run properly. *(**Note:** The Library Director has weekly meetings with the Administrative Team, weekly library-wide staff meetings, and daily interactions with the Assistant to Director, Business Manager, Systems Administrator, Marketing Manager, Facilities Manager, Heads of Adult Services & Youth Services, and the Circulation Supervisor.)*

MLA Advocacy News

Cultural Advocacy Network of Michigan (CAN)
December 18, 2019

For the past five months, MLA has been involved in the formation of a new organization, the Cultural Advocacy Network of Michigan (CAN). This new initiative was started by the leaders of eight statewide cultural organizations, including the Michigan Library Association, Historical Society of Michigan, Michigan Museums Association, Michigan Presenters Network, Michigan Festivals and Events Association, Michigan Youth Arts, Michigan Historic Preservation Network and the Michigan Humanities. We are actively pursuing a number of other statewide cultural entities to join us as well.

With the demise of Creative Many Michigan last June, there wasn't an organization on the front line advocating for all cultural activities in Michigan in the interests of funding for arts and cultural activities through the Michigan Council for Arts and Cultural Affairs. CAN is designed to fill that space, making sure that there is a voice in Lansing and around the state that is looking out for cultural organizations, which represent the quality of life in every community throughout Michigan. MLA member libraries are a huge part of this landscape, and as we well know, serve as anchors of their communities and contribute to this quality of life that all residents throughout our state enjoy.

In coming together, these organizations have recognized their common goals and shared programming to make our communities thriving and dynamic places to live, work and visit. Our mission:

The Cultural Advocacy Network of Michigan will strive to bring a collective voice for cultural organizations in Michigan. The organization will lead advocacy and education efforts to influence decision making at the highest levels of state and local government and ensure that cultural leaders have the tools they need to deliver the highest quality of service for the individuals they serve.

This new 501(c)4 nonprofit organization is just getting started and we promise to keep you tuned in as the future unfolds.

Update on MLA's Work to Address Changes to the Michigan Library Privacy Act
December 19, 2019

Since the introduction of SB611 by Senator Peter MacGregor on October 29, MLA has been gathering input from library directors, deans and others about support and concern on the proposed changes. MLA believes that library privacy is a core value to librarianship and any changes to the Privacy Act should be vetted through the proper channels. This bill was introduced without MLA input. MLA has taken the past 45 days to gather your thoughts and try to find a way to find compromises to the concerns that

you've brought to our attention in order to get the best possible changes in front of Senator MacGregor by mid-January when it is expected to move forward in the legislative process.

Please Note: MLA values all voices being heard, all possible solutions being vetted, and that we hope to contribute to a final bill that libraries throughout the state feel is in their best interest and can support. The MLA Legislative Committee ended their last meeting recommending a small sub-group, who represent both sides, come together face-to-face, to converse and try to build consensus by adding, strengthening and editing language that takes into account the concerns we've documented. Along with MLA staff and Governmental Consultant Services, Inc. (GCSI) representative, Bob DeVries, those present included Lance Werner (Kent District Library), Larry Neal (Clinton-Macomb District Library), Jenny Marr (Ferndale Public Library), Julia Eisenstein (University of Detroit Mercy), Randy Riley (Library of Michigan), Clare Membiela (Library of Michigan), Josie Parker (Ann Arbor District Library), and Anne Seurynck (Foster, Swift, Collins and Smith, PC).

Issues/concerns with the bill that the sub-committee discussed at length included:

- Definition of a Crime
- The May/Shall Not – in the updated language the burden would fall on the library director to decide or not decide to hand over library records
- Reading and circulation history of patrons
- Surveillance videos – are they a patron record
- No reference to Third Party Vendors being held to the same standard on privacy rights
- Removal of personal liability of library personnel who make the decision

We are working with Anne Seurynck on recommended changes to the bill language. MLA will use our newly defined legislative guidelines for recommendations to move it forward through the MLA Advocacy & Legislative Committee and MLA Board for a decision that we will share with the membership as soon as we have something concrete. We will then take the updates to Senator MacGregor and reiterate the importance of all libraries having a voice in something that affects them all on a daily basis.If you would like to have a conversation, please do not hesitate to contact Executive Director, Deborah E. Mikula at dmikula@milibraries.org or by phone at (517)394-2774 ext. 224.

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: January 19, 2020
SUBJECT: Library Statistical Report - December 2019

	Month Statistics			YTD Statistics		
	Dec-19	Dec-18	CHANGE	2019	2018	CHANGE
Circulation/Collections						
Total Library Circulation	**60,436**	**60,571**	**-0.22%**	**815,739**	**811,045**	**0.58%**
Adult - Books	15,750	15,064	4.55%	204,830	203,676	0.57%
Adult - A/V	5,110	6,082	-15.98%	67,272	79,127	-14.98%
Youth - Books	19,322	20,012	-3.45%	294,160	293,177	0.34%
Youth - A/V	2,501	3,230	-22.57%	40,890	44,229	-7.55%
Hot Picks	3,078	3,328	-7.51%	38,843	42,044	-7.61%
E-Material	11,996	10,921	9.84%	140,609	120,364	16.82%
ILL - PDL Requests	1,427	1,101	29.61%	15,146	15,012	0.89%
ILL - Other Lib. Requests	1,252	833	50.30%	13,989	13,416	4.27%
Self-Checkout Percentage	**56.08%**	**59.07%**		**59.87%**	**60.13%**	
Total Library Collection	**189,651**	**198,404**	**-4.41%**			
Adult - Books	87,416	91,302	-4.26%			
Adult - A/V	17,270	17,539	-1.53%			
Youth - Books	71,542	75,619	-5.39%			
Youth - A/V	9,480	10,346	-8.37%			
Hot Picks	3,943	3,598	9.59%			
Net Acquisitions	**(95)**	**639**	**-114.87%**	**(9,147)**	**991**	**-1023.01%**
Purchased - Books	1,864	2,043	-8.76%	20,207	17,865	13.11%
Purchased - A/V	531	372	42.74%	3,618	3,733	-3.08%
Donated - Books	2	3	-33.33%	36	40	-10.00%
Donated - A/V	4	3	33.33%	34	36	-5.56%
Material Discarded	(2,496)	(1,782)	-40.07%	(33,042)	(20,683)	-59.75%
Total In-House Usage*	**523**	**557**	**-6.10%**	**3,858**	**4,222**	**-8.62%**
In-House Periodical Usage	45	67	-32.84%	500	681	-26.58%
In-House Book Usage	478	490	-2.45%	3,358	3,541	-5.17%
Patrons						
Total Patrons	**40,335**	**40,393**	**-0.14%**			
Adult	26,460	26,432	0.11%			
Youth	6,472	6,653	-2.72%			
Non-Resident	370	400	-7.50%			
Reciprocal	6,256	6,178	1.26%			
Internet User	716	662	8.16%			
Professional	61	68	-10.29%			
Net Patrons	**16**	**(32)**	**150.00%**	**1,056**	**251**	**320.72%**
Adult	121	134	-9.70%	1,775	1,827	-2.85%
Youth	30	9	233.33%	737	577	27.73%
Non-Resident	4	5	-20.00%	30	42	-28.57%
Reciprocal	30	29	3.45%	460	456	0.88%
Internet User	40	41	-2.44%	658	646	1.86%
Professional	0	0	#DIV/0!	0	3	-100.00%
Patrons Removed	(209)	(250)	16.40%	(2,604)	(3,300)	21.09%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: January 19, 2020
SUBJECT: Library Statistical Report - December 2019

	Month Statistics			YTD Statistics		
	Dec-19	Dec-18	CHANGE	2019	2018	CHANGE
Library Building Usage						
Total Meeting Room Usage	**174**	**170**	**2.35%**	**2,241**	**2,257**	**-0.71%**
Internal/Collaboration	89	88	1.14%	1,154	1,174	-1.70%
External/Outside Usage	85	82	3.66%	1,087	1,083	0.37%
Total Program Audience	**1,715**	**1,110**	**54.50%**	**32,696**	**29,591**	**10.49%**
Adult	262	190	37.89%	3,629	3,920	-7.42%
Youth	1,412	888	59.01%	26,631	23,107	15.25%
Heritage Room	41	32	28.13%	2,436	2,564	-4.99%
Total Number of Programs	**45**	**45**	**0.00%**	**652**	**649**	**0.46%**
Adult	14	14	0.00%	162	191	-15.18%
Youth	29	30	-3.33%	442	423	4.49%
Heritage Room	2	1	100.00%	48	35	37.14%
Total Volunteer Hours	**426**	**339**	**25.66%**	**6,055**	**5,733**	**5.62%**
Adult	129	86	50.00%	1,545	1,336	15.64%
Youth	95	59	61.02%	1,810	1,605	12.77%
Technical	80	58	37.93%	888	785	13.12%
Circulation	103	86	19.77%	1,344	1,464	-8.20%
Administration	19	32	-40.63%	304	296	2.70%
Community Service	0	18	-100.00%	164	247	-33.60%
Total Front Door Traffic	**60,553**	**61,953**	-2.26%	**688,143**	**699,351**	**-1.60%**
Total Youth Services Traffic	**31,698**	**32,665**	-2.96%	**493,869**	**495,688**	**-0.37%**
Total Business Center Traffic	**2,787**	**3,073**	-9.31%	**32,584**	**35,037**	**-7.00%**
Information Access/Reference/Research						
Total Reference Transactions	**8,034**	**7,454**	**7.78%**	**99,617**	**107,487**	**-7.32%**
Adult Phone	312	332	-6.02%	4,220	4,406	-4.22%
Adult Ready Reference	2,912	2,619	11.19%	30,059	32,974	-8.84%
Adult Reference	247	353	-30.03%	3,462	3,300	4.91%
Youth Phone	99	93	6.45%	1,332	1,418	-6.06%
Youth Ready Reference	2,538	2,164	17.28%	34,167	37,630	-9.20%
Youth Reference	331	290	14.14%	6,178	6,074	1.71%
HR Phone	9	10	-10.00%	156	150	4.00%
HR Ready Reference	438	431	1.62%	5,222	5,356	-2.50%
HR Reference	25	19	31.58%	318	330	-3.64%
Circ Phone	521	536	-2.80%	6,588	6,925	-4.87%
Circ Ready Reference	361	400	-9.75%	4,815	5,948	-19.05%
Circ Reference	241	207	16.43%	3,100	2,976	4.17%
Total Edutainment LAN Use	**366**	**354**	**3.39%**	**5,697**	**5,636**	**1.08%**
Total Internet Computer Use	**2,030**	**2,421**	**-16.15%**	**28,773**	**31,763**	**-9.41%**
Youth Computers	215	267	-19.48%	3,585	3,517	1.93%
Adult Computers	1,706	2,044	-16.54%	24,103	27,051	-10.90%
Laptop Computer Circulated	109	110	-0.91%	1,085	1,195	-9.21%
Total Electronic Transactions	**42,558**	**45,460**	**-6.38%**	**587,973**	**539,050**	**9.08%**
WebSite Hits	29,545	32,482	-9.04%	420,805	377,324	11.52%
WebCatalog Sessions	9,836	9,609	2.36%	125,589	118,010	6.42%
Licensed Database Hits	3,177	3,369	-5.70%	41,579	43,716	-4.89%

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

Christy Klien, Library Director

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: January 19, 2020
SUBJECT: Library Statistical Report - Year End Comparison

Year-End Statistical Comparative Data																				
	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Circulation/Collections																				
Total Library Circulation	**363,221**	**416,252**	**472,286**	**524,982**	**548,915**	**581,305**	**631,249**	**655,709**	**692,911**	**785,248**	**816,199**	**819,133**	**831,151**	**799,436**	**802,804**	**813,347**	**859,978**	**844,815**	**811,045**	**815,739**
Adult - Books	172,093	183,804	199,391	213,416	222,934	227,933	235,467	246,437	270,234	290,534	293,020	275,563	261,705	248,226	229,005	214,863	217,525	210,617	203,676	204,830
Adult - A/V		55,358	69,945	84,990	76,021	83,940	92,624	96,273	101,079	109,796	91,165	83,830	89,767	91,300	89,740	93,954	99,465	93,072	79,127	67,272
Youth - Books	129,105	142,570	151,504	155,710	174,471	183,218	205,086	201,927	204,017	232,723	253,304	270,826	273,784	267,645	273,638	286,327	291,481	295,275	293,177	294,160
Youth - A/V		30,743	47,077	65,268	69,336	79,854	92,443	106,767	109,159	138,462	108,533	84,654	76,286	66,379	58,361	51,752	51,114	49,116	44,229	40,890
Hot Picks											54,785	85,474	85,343	76,354	63,317	63,082	59,583	53,257	42,044	38,843
E-Materials												-	22,001	28,635	69,980	81,646	116,319	117,008	120,364	140,609
ILL - PDL Requests	1,615	1,542	1,846	1,624	1,591	1,893	1,795	3,470	6,177	6,986	7,438	8,825	11,061	11,381	10,698	12,101	13,484	13,314	15,012	15,146
ILL - Other Lib. Requests	2,397	2,235	2,523	3,974	4,562	4,467	3,834	835	2,245	6,747	7,954	9,961	11,204	9,516	8,065	9,622	11,007	13,156	13,416	13,989
Total Library Collection	**138,915**	**154,110**	**162,856**	**164,252**	**170,161**	**182,168**	**165,744**	**172,952**	**173,341**	**182,767**	**179,934**	**188,141**	**192,966**	**194,873**	**199,097**	**205,673**	**205,592**	**200,264**	**198,404**	**189,651**
Adult - Books		91,306	93,118	93,052	94,356	95,985	85,909	90,358	89,123	92,357	91,808	93,711	96,517	97,654	97,375	98,742	96,408	93,115	91,302	87,416
Adult - A/V		9,857	11,472	12,735	13,723	14,711	12,939	13,144	13,178	15,612	14,185	15,284	16,825	15,710	17,039	17,768	18,027	17,909	17,539	17,270
Youth - Books		48,977	51,356	52,106	54,581	62,661	59,039	60,064	61,054	60,774	57,726	62,419	62,682	65,714	68,668	72,037	73,897	73,604	75,619	71,542
Youth - A/V		3,970	6,910	6,359	7,501	8,811	7,857	9,386	9,986	14,024	12,434	12,441	12,645	11,002	11,129	12,504	12,714	11,146	10,346	9,480
Hot Picks											3,781	4,286	4,297	4,793	4,886	4,622	4,546	4,490	3,598	3,943
Net Acquisitions		**6,675**	**8,915**	**3,927**	**7,915**	**9,291**	**(18,105)**	**6,626**	**(2,514)**	**23,925**	**(3,542)**	**2,545**	**8,614**	**(1,628)**	**9,109**	**3,183**	**1,728**	**(5,151)**	**991**	**(9,147)**
Purchased - Books	18,425	17,477	15,527	17,550	17,661	15,816	15,472	20,116	22,068	22,584	20,367	18,556	19,337	18,251	18,353	17,899	19,775	18,395	17,865	20,207
Purchased - A/V		2,424	2,263	2,838	1,402	1,797	1,689	2,098	3,191	4,844	5,876	4,460	4,458	4,079	5,431	4,984	4,459	3,684	3,733	3,618
Donated - Books	942	805	1,033	441	242	428	97	394	231	88	89	69	45	48	35	32	43	38	40	36
Donated - A/V		215	310	127	195	204	211	64	39	34	36	44	41	42	36	26	31	32	36	34
Material Discarded		(14,246)	(10,218)	(17,029)	(11,585)	(8,954)	(35,574)	(16,046)	(28,043)	(3,625)	(29,910)	(20,584)	(15,267)	(24,048)	(14,746)	(19,758)	(22,580)	(27,300)	(20,683)	(33,042)
Total In-House Usage*		**6,129**	**3,508**	**3,138**	**3,833**	**3,659**	**3,864**	**3,791**	**4,049**	**4,114**	**4,645**	**4,886**	**4,727**	**4,833**	**4,819**	**4,719**	**4,635**	**4,558**	**4,222**	**3,858**
In-House Periodical Usage		873	639	660	713	457	490	524	616	635	651	799	838	812	787	756	728	724	681	500
In-House Book Usage		5,256	2,869	2,478	3,120	3,202	3,374	3,267	3,433	3,479	3,994	4,087	3,889	4,021	4,032	3,963	3,907	3,834	3,541	3,358
Patrons																				
Total Patrons	**36,169**	**40,194**	**42,653**	**40,112**	**40,072**	**43,377**	**45,360**	**34,639**	**37,914**	**43,377**	**47,337**	**47,119**	**46,610**	**49,612**	**47,747**	**51,629**	**52,383**	**40,244**	**40,393**	**40,335**
Adult	25,287	27,348	28,139	25,061	24,037	25,603	25,995	20,169	22,526	26,428	28,495	28,817	28,648	31,102	31,995	34,520	36,693	26,258	26,432	26,460
Youth	6,861	7,842	8,401	8,357	8,613	9,352	9,789	8,002	8,716	8,547	8,990	8,430	8,455	8,464	7,798	7,849	8,173	6,691	6,653	6,472
Non-Resident		339	374	351	351	382	366	196	238	244	266	357	280	328	324	343	349	370	400	370
Reciprocal	4,021	4,149	4,732	4,802	5,117	5,844	6,496	4,551	4,556	5,565	6,277	6,249	6,133	6,803	4,905	5,565	6,179	6,015	6,178	6,256
Internet User		384	838	1,316	1,724	1,949	2,442	1,572	1,731	2,522	3,235	3,199	3,043	2,852	2,667	3,286	926	844	662	716
Professional		132	169	225	230	247	272	149	147	71	74	67	51	63	58	66	63	66	68	61
Net Patrons	**4,353**	**4,811**	**5,148**	**5,443**	**5,449**	**5,529**	**5,591**	**6,305**	**6,590**	**5,514**	**4,455**	**4,739**	**4,307**	**4,022**	**3,816**	**3,599**	**3,618**	**(11,195)**	**251**	**1,056**
Adult	2,390	2,495	2,521	2,552	2,690	2,757	2,744	3,080	3,382	2,973	2,379	2,437	2,392	2,187	1,926	1,828	1,793	1,988	1,827	1,775
Youth	1,293	1,208	1,262	1,296	1,212	1,265	1,097	1,219	1,209	640	470	685	480	507	537	506	468	517	577	737
Non-Resident	37	40	33	48	43	36	34	49	43	34	44	47	34	47	52	40	38	41	42	30
Reciprocal	633	698	807	994	861	827	944	1,102	1,135	960	747	707	624	565	558	521	496	482	456	460
Internet User	n/a	354	495	490	622	633	752	824	792	905	808	861	777	712	740	702	813	764	646	658
Professional	n/a	16	30	63	21	11	20	31	29	2	7	2	-	4	3	2	10	4	3	-
Patrons Removed																		(14,991)	(3,300)	(2,604)

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: January 19, 2020
SUBJECT: Library Statistical Report - Year End Comparison

Year-End Statistical Comparative Data																				
	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Library Building Usage																				
Total Meeting Room Usag	**1,410**	**1,509**	**1,471**	**1,872**	**1,987**	**2,155**	**2,234**	**2,476**	**2,517**	**2,520**	**2,519**	**2,502**	**2,497**	**2,409**	**2,293**	**2,245**	**2,254**	**2,261**	**2,257**	**2,241**
Internal/Collaboration	419	473	622	942	1,055	1,053	1,105	1,285	1,323	1,345	1,327	1,297	1,274	1,237	1,183	1,156	1,156	1,173	1,174	1,154
External/Outside Usage	991	1,036	849	930	932	1,102	1,129	1,191	1,194	1,175	1,192	1,205	1,223	1,172	1,110	1,089	1,098	1,088	1,083	1,087
Total Program Audience	**12,863**	**20,441**	**18,739**	**21,975**	**22,305**	**25,747**	**28,038**	**28,601**	**24,093**	**26,051**	**26,047**	**27,687**	**23,019**	**23,358**	**26,325**	**27,857**	**27,642**	**34,547**	**29,591**	**32,696**
Adult	1,449	2,175	1,241	2,109	2,254	2,453	1,867	2,840	3,812	3,204	3,969	4,053	3,338	3,822	3,024	3,295	3,384	4,030	3,920	3,629
Youth	11,414	17,386	16,212	17,049	18,179	21,242	24,231	20,656	17,212	18,979	19,832	21,610	16,822	16,557	20,769	21,542	20,007	27,538	23,107	26,631
Heritage Room		880	1,286	2,817	1,872	2,052	1,940	5,105	3,069	3,868	2,246	2,024	2,859	2,979	2,532	3,020	4,251	2,979	2,564	2,436
Total Number of Programs			**114**	**205**	**380**	**475**	**518**	**525**	**506**	**532**	**584**	**680**	**562**	**512**	**497**	**524**	**471**	**605**	**649**	**652**
Adult			19	27	78	98	81	118	129	132	180	176	146	129	155	171	126	216	191	162
Youth			78	155	274	352	409	354	341	352	374	358	369	338	308	317	300	353	423	442
Heritage Room			17	23	28	25	28	53	36	48	30	146	47	45	34	36	45	36	35	48
Total Volunteer Hours	**4,881**	**4,249**	**4,930**	**5,076**	**4,884**	**4,517**	**4,191**	**4,626**	**4,597**	**4,551**	**5,179**	**5,414**	**6,268**	**6,274**	**6,326**	**6,034**	**5,759**	**6,527**	**5,733**	**6,055**
Adult		1,238	1,605	1,922	1,417	1,069	1,425	848	1,045	1,451	1,321	1,022	1,219	1,686	1,434	1,272	1,232	1,484	1,336	1,545
Youth		1,183	1,458	1,487	1,757	1,816	1,324	1,521	1,512	1,064	1,712	1,856	1,998	1,846	1,880	1,874	1,809	1,714	1,605	1,810
Technical		452	386	385	200	225	387	589	656	647	778	999	1,046	1,102	1,102	1,028	860	982	785	888
Circulation		799	714	754	720	744	565	539	518	415	374	517	814	938	1,341	1,421	1,460	1,701	1,464	1,344
Administration		16	11	15	37	10	1	503	299	356	378	352	399	384	337	329	361	395	296	304
Community Service		561	756	513	753	654	489	626	567	618	616	668	792	318	232	110	37	251	247	164
Total Front Door Traffic		**356,888**	**369,275**	**379,237**	**379,165**	**385,250**	**396,215**	**522,044**	**726,273**	**766,397**	**775,364**	**780,898**	**774,100**	**766,136**	**739,740**	**729,622**	**722,558**	**714,828**	**699,351**	**688,143**
Total Youth Services Traffic		**227,560**	**233,685**	**246,282**	**250,143**	**255,579**	**268,091**	**349,146**	**517,852**	**548,135**	**547,717**	**549,987**	**545,106**	**532,450**	**514,758**	**509,651**	**506,011**	**501,817**	**495,688**	**493,869**
Total Business Center Traffic		**23,371**	**21,408**	**8,611**	**5,636**	**5,043**	**3,547**	**13,795**	**25,505**	**28,601**	**30,408**	**34,773**	**37,044**	**38,526**	**37,906**	**37,568**	**37,246**	**35,964**	**35,037**	**32,584**
Information Access/Reference/Research																				
Total Reference Transact	**47,796**	**67,358**	**74,798**	**84,307**	**89,604**	**89,769**	**93,523**	**94,808**	**92,517**	**97,229**	**97,140**	**97,337**	**98,483**	**98,138**	**94,004**	**98,618**	**97,792**	**104,800**	**107,487**	**99,617**
Adult Phone		4,253	3,948	4,320	4,112	3,756	3,394	3,814	5,343	5,701	5,505	5,046	4,086	4,478	5,004	5,328	5,269	5,333	4,406	4,220
Adult Ready Reference		2,847	2,980	3,378	3,754	2,545	2,348	2,284	2,282	3,376	3,656	30,070	34,298	32,151	29,646	29,984	30,300	30,144	32,974	30,059
Adult Reference	33,785	25,684	27,984	31,151	33,369	32,915	36,581	37,849	36,572	37,209	34,653	2,265	2,327	2,728	2,498	1,926	2,213	2,098	3,300	3,462
Youth Phone		3,543	3,325	4,346	4,407	4,093	3,688	3,692	4,418	4,975	4,988	3,154	2,600	2,016	1,860	1,440	1,579	1,620	1,418	1,332
Youth Ready Reference	13,284	16,028	19,878	23,075	24,953	25,491	25,775	26,356	27,201	27,822	30,212	29,800	29,916	30,310	27,725	30,544	31,761	34,611	37,630	34,167
Youth Reference		3,484	4,373	4,194	4,298	4,114	3,983	4,202	4,375	4,477	2,038	2,782	2,951	4,336	5,267	6,072	4,743	6,125	6,074	6,178
HR Phone		310	301	331	243	268	187	192	202	192	213	360	345	323	351	151	200	185	150	156
HR Ready Reference		1,379	2,321	2,006	1,800	2,046	2,057	3,064	2,553	5,381	5,433	6,064	6,261	5,418	5,063	4,503	5,031	5,504	5,356	5,222
HR Reference	727	1,402	1,165	1,069	1,272	1,102	1,120	972	1,361	801	1,191	900	1,021	914	896	267	317	321	330	318
Circ Phone								10,194	6,617	6,151	3,902	4,530	3,617	3,370	6,212	8,140	7,798	7,623	6,925	6,588
Circ Ready Reference								1,614	1,020	432	2,649	7,698	6,088	7,507	6,864	6,814	5,710	7,349	5,948	4,815
Circ Reference								575	573	712	2,700	4,668	4,973	4,587	2,618	3,449	2,871	3,887	2,976	3,100
AnswerLine Phone		2,909	2,736	3,564	3,392	3,818	3,693													
AnswerLine Electronic		182	317	209	143	133	240													
AnswerLine Ready Ref		5,088	5,335	6,552	7,624	9,323	10,273													
AnswerLine Ref		249	135	112	237	165	184													
Total Edutainment LAN Use		**4,830**	**381**	**16**	**1,064**	**2,379**	**2,942**	**3,558**	**3,757**	**4,531**	**4,595**	**4,961**	**5,366**	**5,428**	**5,287**	**5,681**	**5,820**	**5,777**	**5,636**	**5,697**
Total Internet Computer U	**15,967**	**38,954**	**45,336**	**53,195**	**58,775**	**57,896**	**59,652**	**68,800**	**73,353**	**73,258**	**74,298**	**73,829**	**73,826**	**73,202**	**64,523**	**40,551**	**36,369**	**35,397**	**31,763**	**28,773**
Youth Computers		7,828	9,582	12,269	14,646	14,617	14,977	17,325	18,728	19,263	19,917	19,986	20,096	19,557	16,518	5,487	4,974	3,886	3,517	3,585
Adult Computers		31,126	35,754	40,926	44,129	43,279	44,675	46,001	48,124	47,025	51,721	51,626	51,275	49,740	46,045	34,100	30,206	29,980	27,051	24,103
Laptops Circulated								5,474	6,501	6,970	2,660	2,217	2,455	3,905	1,960	964	1,189	1,531	1,195	1,085
Total Electronic Transactions		**477,433**	**1,123,210**	**1,442,269**	**1,909,193**	**2,525,904**	**3,673,196**	**4,248,988**	**4,537,736**	**3,207,136**	**515,787**	**562,246**	**650,915**	**645,232**	**612,664**	**578,814**	**551,472**	**545,385**	**539,050**	**587,973**
WebSite Hits		436,887	1,004,063	1,292,854	1,764,714	2,393,195	3,552,974	4,129,703	4,419,563	3,091,119	401,095	448,817	508,162	489,807	460,708	429,661	400,981	387,998	377,324	420,805
WebCatalog Sessions		18,651	39,616	55,284	60,642	62,788	62,199	62,192	63,336	62,108	60,485	59,898	89,935	104,378	102,864	101,240	104,099	112,149	118,010	125,589
Licensed Database Hits		21,895	79,531	94,131	83,837	69,921	58,023	58,023	57,093	54,837	53,909	54,207	53,531	51,047	49,092	47,913	46,392	45,238	43,716	41,579
Alternate Circulation View																				
Circulation Data																				
Books	305,210	330,151	355,264	374,724	403,558	417,511	446,182	452,669	482,673	536,990	561,716	565,175	557,754	536,768	521,406	522,913	533,497	532,362	525,281	528,125
A/V	-	86,101	117,022	150,258	145,357	163,794	185,067	203,040	210,238	248,258	254,483	253,958	251,396	234,033	211,418	208,788	210,162	195,445	165,400	147,005
E-Materials	-	-	-	-	-	-	-	-	-	-	-	-	22,001	28,635	69,980	81,646	116,319	117,008	120,364	140,609
Total Item Checkouts (Physical Only)																				

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: January 19, 2020
SUBJECT: Library Statistical Report - Year End Comparison

Year-End Statistical Comparative Data																				
	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total Item Checkouts	305,210	416,252	472,286	524,982	548,915	581,305	631,249	655,709	692,911	785,248	816,199	819,133	809,150	770,801	732,824	731,701	743,659	727,807	690,681	675,130
Self Checkouts	-	-	-	-	-	-	-	-	-	-	309,711	435,617	441,731	433,318	434,712	428,803	428,154	410,703	398,243	386,737
Staff-Assisted Checkouts	305,210	416,252	472,286	524,982	548,915	581,305	631,249	655,709	692,911	785,248	506,488	383,516	367,419	337,483	298,112	302,898	315,505	317,104	292,438	288,393
Total Item Checkins (Physical Only)																				
Total Item Checkins	305,210	416,252	472,286	524,982	548,915	581,305	631,249	655,709	692,911	785,248	816,199	819,133	809,150	770,801	732,824	731,701	743,659	727,807	690,681	675,130
Automated Checkins	-	-	-	-	-	-	-	-	-	-	-	-	290,510	281,839	279,750	281,175	280,318	273,946	270,392	256,743
Staff-Assisted Checkins	305,210	416,252	472,286	524,982	548,915	581,305	631,249	655,709	692,911	785,248	816,199	819,133	518,640	488,962	453,074	450,526	463,341	453,861	420,289	418,387
Total Staff-Assisted Transa	610,420	832,504	944,572	1,049,964	1,097,830	1,162,610	1,262,498	1,311,418	1,385,822	1,570,496	1,322,687	1,202,649	886,059	826,445	751,186	753,424	778,846	770,965	712,727	706,780
Total Automated Transactio	-	-	-	-	-	-	-	-	-	-	309,711	435,617	732,241	715,157	714,462	709,978	708,472	684,649	668,635	643,480

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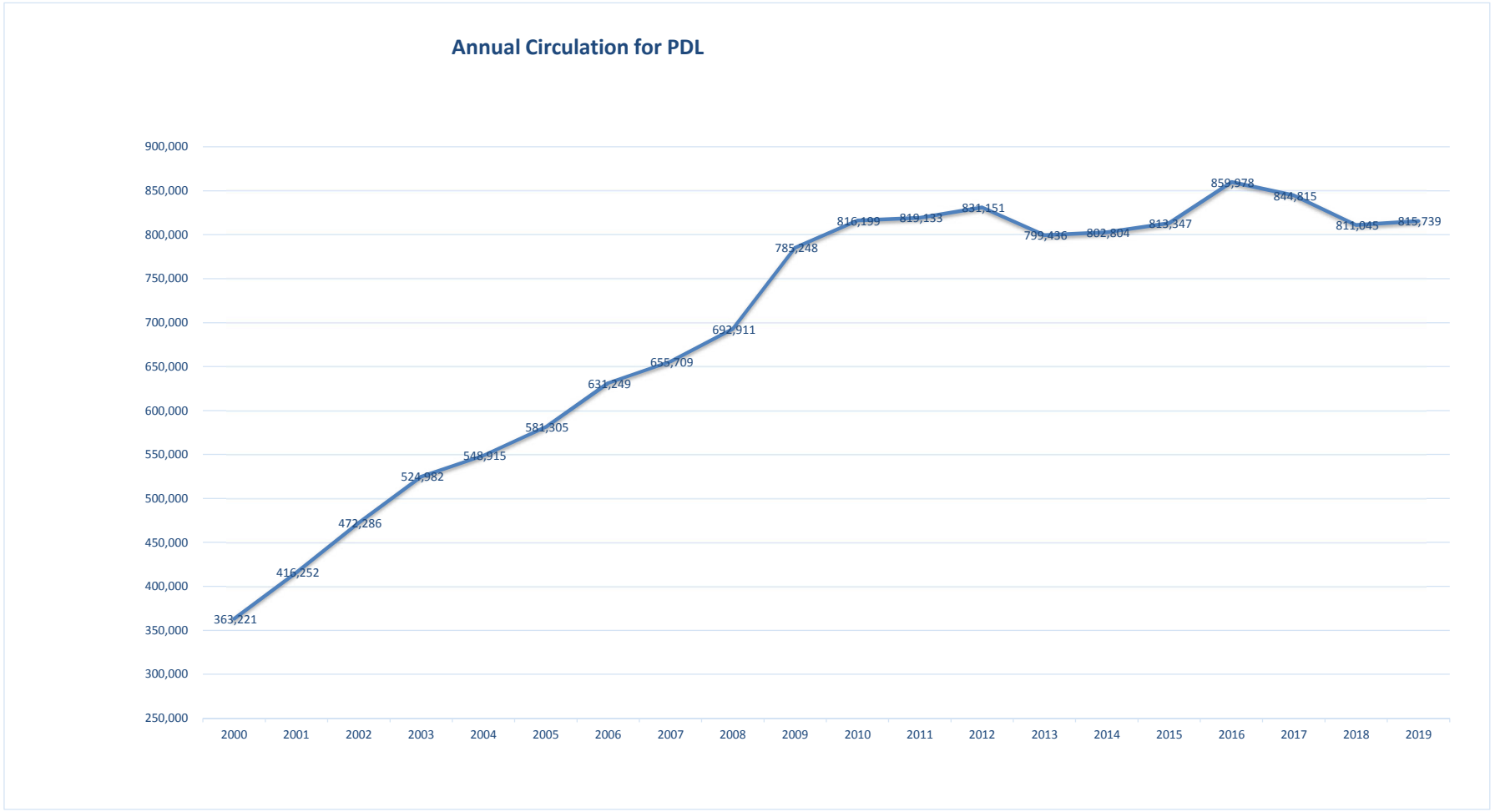
Year-End Statistical Comparative Data

2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019



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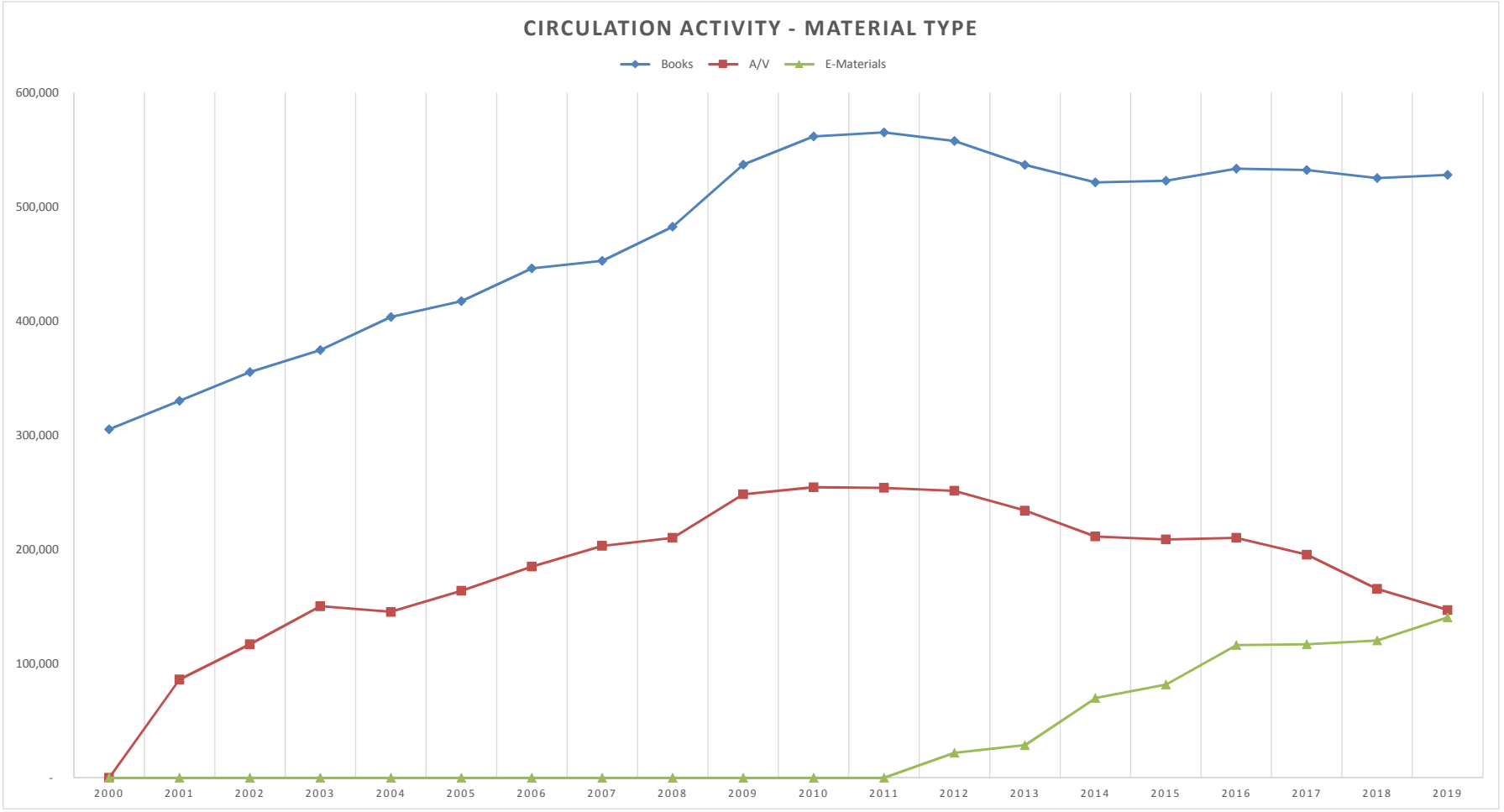
Year-End Statistical Comparative Data	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019



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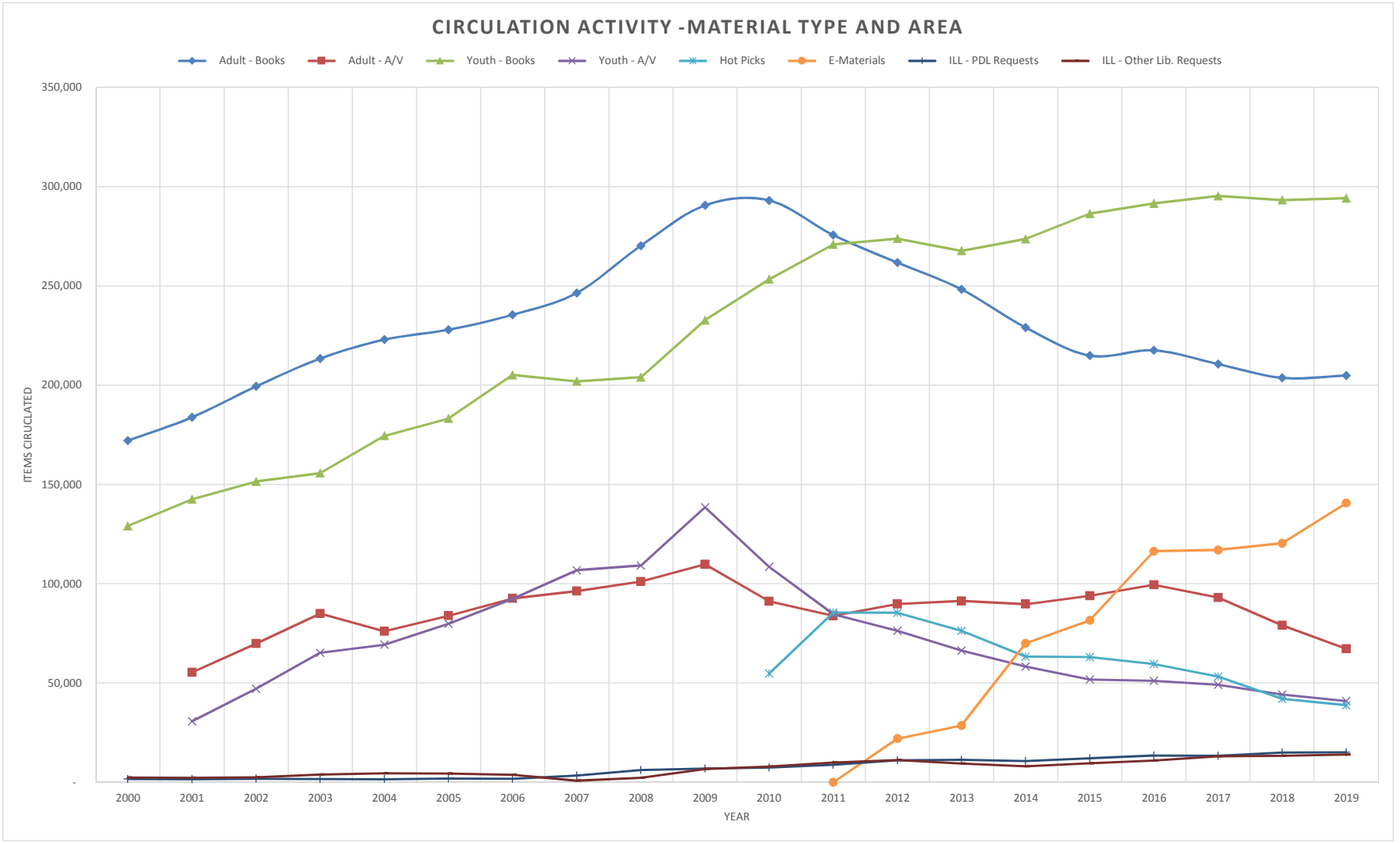
Year-End Statistical Comparative Data

2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019



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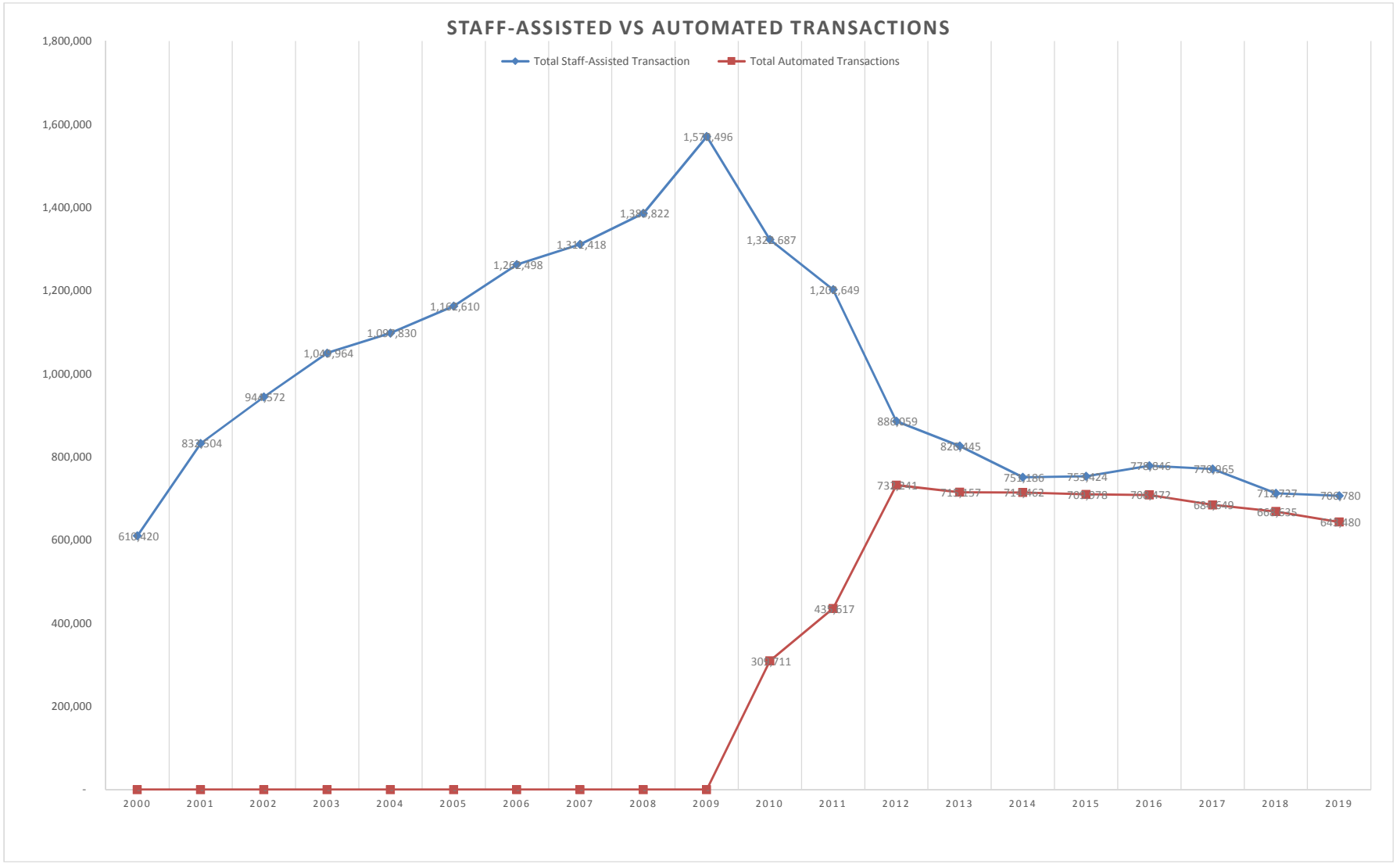
Year-End Statistical Comparative Data	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019