



NOTICE of PUBLIC MEETING

**The Portage District Library Board
will meet in regular session on
February 24, 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

February 24, 2020

In the Lower Level Austin Lake & Sugarloaf 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 February 24, 2020 (1 minute) (Vote)
- V. Consent Agenda (5 minutes) (Vote)
 - A. Minutes of the regular meeting held on January 27, 2020. *(Pg.1-6)*
 - B. Narrative Report for January 2020. *(Info) Pg. 7-13*
 - C. Report on Financial Condition for January 2020. *(Info) Pg. 14-16*
 - D. Marketing Update for January 2020. *(Info) Pg. 17-18*
 - E. Library Board Linkage *(Info) Pg. 19*
- VI. Marketing Report (20 minutes total)
 - A. Presentation of the 2020 Marketing Plan by Marketing Manager Colin Whitehurst *(Info) Pg. 20*
- VII. Governance (60 minutes)
 - A. Library Board Roster for 2020. *(Info) Pg. 21*
 - B. Review and Approval of Library Board Bylaws. *(Vote) Pg. 22-24*
 - C. Report from Staff Liaison to the Friends of the Library. *(Info) Pg. 25*
 - D. Fine Free Presentation and Discussion. *(Info) Pg. 26-38*
 - E. Building Renovation Financing Discussion and Recommendation. *(Vote) Pg. 39*
- VIII. Ends Development (10 minutes total)
 - A. Donations Report for Funds Received in 2019. *(Info) Pg. 40*
- IX. Monitoring to Assure Compliance with Executive Limitations (10 minutes)
 - A. Monitoring Report: Emergency Library Director Succession. *(Info) Pg. 41-43*
 - B. Library Director Succession/Replacement Plan. *(Info) Pg.44-46*
 - C. Monitoring Report: Treatment of Consumers. *(Info) Pg. 47-50*
- X. Library Director's Reports (5 minutes total)
 - A. Statistical Report for January 2020. *(Info) Pg. 51-52*
 - B. Legislative Update for January 2020. *(Info) Pg. 53-56*
 - C. Final remarks by Library Director for the February 24, 2020 Library Board Meeting.
- XI. Process Evaluation (5 minutes total)
 - A. Suggestions for Agenda Items to be included on the March 23, 2020 Board Meeting
 1. Minutes of the Regular Meeting held on February 24, 2020.
 2. Monitoring Report on Executive Limitation: Asset Protection.
 3. Monitoring Report on Executive Limitation: Financial Planning & Budgeting.
 4. Monitoring Report on Executive Limitation: Financial Condition & Activities.
 5. Library Investment Report.
 - B. Assessment of this meeting
 - C. Miscellaneous Items
- XII. Adjournment

PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Board Meeting held on

January 27, 2020

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 Ample Pantry and the board meeting started at 6:00 PM

II. Roll Call -

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

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

Library Staff Absent: Abby Pylar

Guests Present: Antoinette Yanni, President of the Friends of the Library

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

Board Chair Welsh welcomed everyone to the January meeting and then opened the floor for any comments from the public, board members, or library staff.

- A. Comment from Bale - I had the privilege with assisting Laura and the Youth Staff on Dec. 30 with the program Book Fun Winter Break Drop-In and it had a great turnout! Thank you for the opportunity.
- B. Comment from Welsh – I just wanted to share that my daughter got a text from her library recently that included information about how many items she had checked out over the course of the year and how much money she saved using library services. Is this something we could do here at PDL? Systems Administrator Behrje said that our system is configured not to save users specific checkout information for privacy reasons. Austin mentioned the possibility of allowing users to opt in to saving information if they wanted to use it to keep track of their borrowing history.

DISPOSITION: The Library Board acknowledged the comments made by Trustees Bale and Welsh.

IV. Adoption of the Agenda for the Regular Meeting of January 27, 2020.

Library Board Chair Welsh asked if there were any changes needed to the agenda for the January 27, 2020 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 VanderVries and supported by Trustee Behr that the Library Board adopt the agenda for the regular meeting of January 27, 2020. 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 January 27, 2020 board meeting before its adoption. No changes were requested.

- A. Minutes of the Regular Meeting held on December 16, 2019.
- B. Review of Library Privacy & Search Warrant Policy.
- C. Budget Amendment Request to Increase Expense Lines in the FY 2020 Budget to Offset Unpaid Encumbrances.
- D. Request to Approve 2020 Budget Amendment for Friends of the Library Donation.
- E. Request to Approve 2020 Budget Amendment for Grandmother and CIG Donations.

- F. Request to Approve 2020 Budget Amendment for an Anonymous Donation.
- G. Narrative Report for December 2019.
- H. Report on Financial Condition for December 2019.
- I. Marketing Update for December 2019.
- J. Library Board Linkage.

MOTION: It was moved by Trustee Vlieg and supported by Trustee Bale that the Library Board adopt the consent agenda for the regular meeting of January 27, 2020. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

VI. Governance

A. Election of Library Board Officers for 2020 –

Trustee Bale informed the group of what she had learned while surveying interest in serving as a board officer, on the Personnel Committee, or as a Liaison to the Friends of the Library. Trustee Welsh expressed a willingness to serve as chair and Trustee Behr expressed a willingness to serve as vice chair. Trustee VanderVries and Trustee Friedman were willing to serve on the Personnel Committee. Trustee Terry said she was willing to continue to serve as Liaison to the Friends of the Library. The consensus of the group was for Welsh to serve as Board Chair and Behr to serve as Vice Chair and a motion was made.

MOTION: It was moved by Trustee Bale and supported by Trustee VanderVries, to nominate Tom Welsh to serve as Board Chair and Michele Behr to serve as Vice Chair in 2020. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

B. Appointment of Library Board Personnel Committee, Library Board Liaison to the Friends, and Library Board Secretary for 2020. -

Taking into account those who expressed willingness to serve as well as those who have had the opportunity to serve in the past, Board Chair Welsh made the following appointments for 2020:

Personnel Committee -	Jeanne Friedman and Donna VanderVries
Liaison to the Friends of the Library -	Cara Terry
Library Board Secretary -	Quyen Edwards

DISPOSITION: The Library Board acknowledged the appointments for Personnel Committee, Liaisons to the Friends of the Library, and Library Board Secretary for 2020.

C. Annual Signing of “Conflict of Interest” Statements by Trustees – Trustees were provided with a blank Conflict of Interest form and access to a copy of the Michigan Compiled Laws 15.321, et. seq. for review. All trustees signed the form and returned it to Library Board Secretary Edwards to file in the Library Office.

DISPOSITION: Conflict of Interest statements for 2020 were issued and signed for all Portage District Library Board members and will be kept on file in the Library Office.

D. Consideration of Guests/Presenters to be invited to Board Meetings in 2020 -

Board Chair Welsh said that trustees could begin offering their preferences and suggestions for potential guests at 2020 board meetings. Many said they would be interested in hearing from the new Portage City Manager, Mr. Joseph La Margo. They were also interested in hearing from KPL’s Director, Mr. Ryan Wieber, regarding how things are going with their 2020 fine free initiative. Library Board Secretary Edwards said that KPL’s Library Board Meetings also take place on the 4th Monday of each month and Library Director Klien said their meetings start at 4PM. She said she was willing to reach out and see what might be possible – whether Mr. Wieber could come later in the evening, send a staff representative, or send a report. Systems Administrator Behrje said that there is a new section in the State Aid report regarding fines, so that in the near future we will have access to information regarding how many libraries in Michigan are fine free, and if so whether they waive only children’s fines or fines for all patrons.

Trustee VanderVries expressed an interest in meeting face to face with Library’s attorney. Trustee Friedman said she was interested in touching base with the Portage Public School media specialists. Head of Youth Services Wright said that all of the PPS media specialists are coming to the library for a meeting next week. She said if

trustees had any specific questions or information for the media specialist, they can be directed to her.

Klien asked for a priority ranking of guest presenters and the consensus was:

1. Portage City Manager
2. KPL's Director
3. Library's Attorney

DISPOSITION: The Library Board concluded their discussion of Guests/Presenters to be invited to Board Meetings in 2020. Klien said she would follow up with the board after making inquiries.

E. Community Meeting Room Policy Review –

Library Director Christy Klien reminded trustees that each policy is reviewed once a year. Klien met with the two staff members responsible for public meeting room bookings, Business Assistant Kathy Morris and Head of Technical Services Abby Pylar to review how the community meeting room policy is currently working and if there are any issues that need to be addressed. They also looked at meeting room policies from other libraries and consulted the library's lawyer to address the two concerns – the two tiered rate system divided by for profit and non-profit organizations and language specifying how non-library sponsored programs can be advertised. The library's attorney thought it was easier to justify, manage, and confirm the validity of a two tiered rate system based on residents vs. non-residents. There is also added language to address promotional materials and a library disclaimer. With this change, the library would also be able to provide the added convenience of putting the room rental fee on a patron's library account so they can pay using a credit card or PayPal if they so choose. We are recommending that this revised policy take effect on May 1st because we book out two months in advance and want to give community meeting room renters advance notice of the change.

MOTION: It was moved by Trustee Vlieg and supported by Trustee Friedman, to approve the Community Meeting Room Policy changes as presented, effective May 1, 2020. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

F. 4th Quarter Financial Report for Fiscal Year 2019 & Variance Report –

Business Manager Foti said that the 4th Quarter Variance report included those budget categories which have over a 20% variance. Foti then addressed several of the key reasons for the variances. Foti explained that they will continue to be conservative when budgeting interest income even though it has gone up over the past couple years. Sweep account was earning well and we invested more in commercial paper earning a higher return. As we have for the past couple of years, the library received a distribution back on building insurance.

On the expenditures side, Foti reminded trustees that there were several positions unfilled for large portions of the year and that some full time staff have opted out of health insurance.

In the Computer Repair and Maintenance Budget, one projected had funds budgeted for annual support which ended up being covered in an upgrade project. Facilities Manager Lefaive has identified a few building projects and upgrades to move forward with in the Capital Maintenance line. The rest of those unspent funds in both those lines will now be pushed down to the fund balance.

Election costs from November 2019 came in at approximately \$15,000. Foti and Klien made the decision to encumber money for the potential of additional attorney fees for contract reviews of upcoming building projects in 2020.

Trustee Welsh said that the encumbrances were around 12% this year and wanted to know if that was abnormal. Foti responded that includes open purchase orders and is actually smaller than last year. This amount is also affected by some large tech projects that will carry over and some other larger projects that don't happen every year including the previously mentioned additional attorney fees, capital projects, book lines, and larger encumbrance set aside for eMaterials.

DISPOSITION: The Library Board received the information about the 4th Quarter Financial Report for FY 2019 and Variance Report.

VII. Ends Development

A. Library Director 3 Year Contract –

A recommendation was presented by the Library Board Chair to renew Library Director Christy Klien's contract for three years. The Library Director is only the contract employee and her contract would cover 2020-2022.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Behr, to renew Library Director Christy Klien's contract for an additional three years, from 2020-2022. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

B. Endorsement of Library Director's Personal Goals for 2020-

Klien said that her personal goals are based off the discussion in December regarding what the Board saw as priorities in order of importance. 1. Building Plan 2. Staffing Plan. 3. Connection to Portage Public Schools and library card project. 4. Professional Development (which will include Public Library Association 2020 Conference in Nashville, Tennessee at the end of February, Michigan Class 6 library group meetings, Policy Governance Training in spring or fall, and the Michigan Library Association Annual Conference which will be in Kalamazoo in October).

Trustee Behr said that she understood why a staffing plan was in the Director's goals but also wondered if this included a succession plan, especially for leadership and department heads. She wanted to be sure the library was thinking about supporting and promoting from within and that staff with interest might need more training in certain areas in advance. She said she was also glad to see the relationship with Portage Public Schools highlighted and is interested to see even more improvement to the relationship we already have.

Trustee Vlieg said that he felt that in addition to Goal #3 to be mindful about including the Portage Senior Center in relationship building. As a close neighbor and with all the changes that will be happening soon over there, it is important for the library to stay informed.

Trustee Welsh said that for Goal #4, he thought the board had placed an emphasis on presenting and not only participating in professional development. Klien said that in a year with so many other priorities on her time that might not be possible, but said she would investigate possible presentation topics.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Behr, to endorse the Library Director's Goals for 2020 as discussed. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

C. 4th Quarter 2019 Strategic Plan Statistics –

Klien asked if there were any questions or comments about the presented statistics. She said that library staff has made good progress towards these goals and briefly covered the projects that were not completed or did not reach their goal this year. While not available to the public yet, the Creation Station staff has been hired, equipment purchased, and staff are starting to get trained. Marketing videos took a backseat to the millage campaign in 2019. Youth Services Librarian Andrea Smalley has done a great job as the outreach coordinator. Collection size reduction goal was not met, however we have talked in the past about how the percentage for this goal was reached based off of an earlier conversation about space, shelving height, etc. As we are using our CollectionHQ software, we have learned quite a bit about our collection and how it is being used. Klien said the feedback has been that staff feel comfortable with our collection and where it is right now and she is OK with not hitting that number target. There was a conversation about Ends 3 regarding outreach versus collaboration and how that looks different in Adult Services vs. Youth Services. Head of Adult Services Kapture said that as far as time spent on Adult Services programming, collaboration makes more sense as it is more efficient and usually reaches a larger audience. He acknowledged that it is good to experiment. Local Historian Steve Rossio has been working towards his goals and met them for the year, but the overall projects are not complete.

After Klien's review, the floor was opened for questions or concerns and there were none.

DISPOSITION: The Library Board received the information about the 4th Quarter Strategic Planning Statistics.

D. Strategic Plan and Ends Reporting -

Klien asked if trustees had questions or concerns regarding renewal of the Ends Statements for 2020.

End Statement #1 for 2020: Optimize access to resources for information, education, and entertainment.

End Statement #2 for 2020: Be a safe, welcoming, inclusive destination for families and individuals.

End Statement #3 for 2020: Be a leader in strengthening our community.

End Statement #4 for 2020: Be a community center to experience and explore local arts and culture.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Friedman, to approve the library's Ends Statements in 2019. Vote: 7-Yes, 0-No, 0-Absent. Motion carried.

VIII. Monitoring to Assure Compliance with Executive Limitations

A. Monitoring Report on Executive Limitation: Global Executive Constraint.

Library Director Klien said that the Library was in full compliance with the provisions of the Executive Limitation and that all federal, state, and district laws were being followed, as well as Library Board policies. She asked if there were any questions or comments from the Board on this topic, and there were none.

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

IX. Library Director's Reports

A. Legislative Update for December 2019.

Library Director Klien said that the Privacy Act is still up in the air. She spoke with the library's attorney, Anne Seurynk, who was a part of the original draft of the act. Upon review, MLA would like some details changed. Klien said she would expect to see modifications based on feedback and concerns from other libraries. Trustee VanderVries said it will be interesting to see what legislation will be held up in Lame Duck session this year.

B. Statistical Report for December 2019.

C. Year-End Statistical Report for FY 2019.

Klien said that the first report is Statistics for December 2019 and a comparison to December 2018. The second report and charts are for year end and years comparisons. It was noted that eMaterials use was way up and AV way down. Music CDs currently have the lowest circulation rates now. There was a brief discussion about the continued issues with eMaterials published by Macmillan and its subsidiaries and how to educate our patrons. Head of Adult Services Kapture said there will be an April discussion at the coop level. Kapture said that there is currently a link on our MCLS consortium OverDrive homepage, but it is difficult to get patrons to understand that some eBooks have a long wait because member libraries are unable to purchase more copies of an eBook due to Macmillan's new practices.

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

The library in completing its yearly State Aid report which is on its last proofing before being submitted. It is due February 1st.

The Master Planning Committee met with architect last week. Those discussions have resumed. We asked for some budget numbers from the architect including a comparison of the cost of doing projects in phases vs. one large project.

Trustees each received a brochure with all of the supplementary programming happening in conjunction with this year's Reading Together program. The 2020 Reading Together title is We Are the Weather: Saving the Planet Begins with Breakfast by Jonathan Safran Foer. Foer will speak about his book on Tuesday, March 10 at Chenery Auditorium.

Our CommuniTEEN event is coming up in March and our 2020 CommuniTEEN author, Jason Reynolds, has just been named the National Ambassador for Young People's Literature by the Library of Congress! Head of Youth Services Wright said they are very excited about this event. Reynolds writes a wide variety of styles of books for a variety of reading levels. He is a wonderful speaker who will appeal to anyone even if you haven't read his books.

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

X. Process Evaluation

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

C. *Miscellaneous Items* – Klien reminded trustees that the library will have its annual February Personal Care Item Drive. Items collected all go to the Portage Community Center.

XI. Adjournment –

Library Board Chair Welsh said if there was no further business to be considered, he would adjourn the rescheduled regular board meeting of January 27, 2020.

DISPOSITION: The rescheduled regular board meeting of January 27, 2020 was adjourned at 7:40 PM.

Recorded and Transcribed by,



Quyen Edwards
Library Board Secretary

Library Director's Narrative Report for February 24, 2020
(Activities at the end of January and beginning of February 2020)

Administrative Activities:

During the months of January and February 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.
- Facilitated a Master Plan Committee meeting with architects on January 21.
- Attended PDL Library Board Meeting on January 27.
- Participated in the Professional Development Committee meetings on January 28 and February 11.
- Met with Admin Team to continue staffing needs discussions on January 30.
- Attended the PPS Media Specialist & PDL Librarian joint meeting on February 3.
- Participated in the PDL Volunteer Luncheon Committee meeting on February 3.
- Facilitated an internal staff Master Plan Committee meeting on February 11.
- Facilitated a Fine Free Model Research Committee meeting on February 11 and 19
- Participated and took notes for the Portage Rotary Club meetings on February 12 and 19.
- Attended the Southwest Michigan Library Cooperative Board meeting at PDL on February 13.
- Attended a “The Future is Fine Free” webinar on February 13.
- Met with Library Board Chair Tom Welsh and Business Manager Rob Foti to discuss options of building modification financing on February 14.
- Participated in the Friends of the Portage District Library Board Meeting on February 17.
- Conducted a phone conversation with architects, Library Board Chair Tom Welsh, and Business Manager Rob Foti to discuss their recommendation to proceed with a single project versus multiple phases on February 18.

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.
- Updated cubicle space for STEM software training 1-20.
- Purchased expandable conveyor for transporting book boxes to Salvation Army truck 1-22.
- Installed shelving for relocating Mystery series books 1-27.
- Installed new LED lights with occupancy sensors in all restrooms 1-29.
- Began tracing electrical circuits and installing new emergency LED lights with battery backup on 1-30.
- Recycled/Reuse old metal lights to the Portage Restore 1-31.
- Conducted K-9 inspection for pest control assurance and heat treated material on 2-3.
- Replaced both the flag pole ropes and flags on 2-3.
- City of Portage trimmed the five oak trees of low hanging and dead branches at the south side of the parking lot on 2-4.
- Miss Dig flagged the east side of the library for underground wiring/piping in preparation to potentially grind the four stumps between the utility fence and asphalt parking on 2-4.
- The City of Portage's Dept of Community Development Neighborhood and Community Enhancement Program Project approved funding assistance for the outdoor drinking water fountain pending the source of the water determination 2-5.

- McNally Elevator extensively cleaned contacts of both elevators and replace a contactor 2-5.
- Removed the lighting ballasts and fluorescent lights and installed LED lights in the Adult Services room 2-7.
- Consumers Energy advisor and electrical contractor met to discuss Pre-application for rebates due to the new LED light installation 2-7.
- Installed locks on both waste bins, comingled and trash, to prevent potential contamination causing a monetary fine from Republic Services. The Senior Center has a set of keys for access 2-11.
- Updated the Safety Data Sheets for Mite-E Exterminating on 2-14.

Personnel Information:

The library undertook the following Human Resource and Financial activities since the January 27, 2020 Board meeting:

- The Professional Development Committee met and began laying out a training initiative for 2020. A framework for various areas of need and a structure in which to schedule training was brainstormed. Further development will continue in future meetings.
- Administrative staff have begun meeting to discuss staffing in the future and what changes need to occur to accommodate Library needs. Further discussions will follow in the weeks ahead.

Ends Statement #1

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

We will accomplish this by providing a collection of tools to facilitate creating and learning (1a) and by reaching the community at their diverse literacy needs. (1b)

Project Updates:

Adult Services Programming Highlights

- Business Resources Essentials - January 14th - 20 attendees; Portage District Library collaborated with the Small Business Resource Center and LuMarie Guth, Business Librarian at the Waldo Library, to bring back this business education program.

- Science Fiction and Fantasy Discussion Group: The Hulk (Bruce Banner) - January 14th - 12 people attended: The attendees learned about the Incredible Hulk from the character's origin in 1962 to the present. Stan Lee took inspiration for the Hulk from Dr. Jekel and Mr. Hyde and Frankenstein. The fact that seemed the most surprising to attendees was learning that Bruce Banner's father was physically and mentally abusive to his wife and son, thus causing Bruce to create the Hulk in his mind to deal with that horrific situation. Then, when hit with Gamma radiation, Bruce's inner monster became real. We ended the night giving away four Hulk figurines that were donated by Fanfare.

- Jazz Speaks for Life: Remembering MLK and The Civil Rights Movement Concert - January 17th - 97 Attendees: The Jazz & Creative Institute joined us for a concert featuring jazz music from the civil rights era and quotes from civil rights visionaries. The jazz band consisted of 17 local teenagers and a local civil right activist who marched in the 1960s joined us for the evening to read quotes and say a few words about her experience. Despite snowy weather, we were joined by an audience of parents, youth, and interested community members. The attendance of 97 people was a little too large for the space we had cleared in the atrium; however, everyone could hear the music and appeared to have a great time.

- DIY Book Safe – January 23rd - 16 attendees: Patrons learned how to transform an old book into a Book Safe! Patron comments: “a creative and fun way to upcycle” and “useful and fun”

- Balanced Nutrition on Balanced Budgets - January 25th - 21 attendees: Patrons were enthused to learn from a Registered Dietitian Nutritionist from KVCC. They learned that healthy eating doesn't have to be put on the back-burner when money or time is short. This presentation highlighted what is included in a balanced meal, and how to quickly prepare, prep and package meals and snacks without breaking the bank. Patron Comments: “Very Informative! Good Speaker! Very Relevant!”, “Thoroughly Delightful! Making food fun and exciting, thanks so much!”, “[I really liked this about today's program]...Practical suggestions.”

Youth Services Programming Highlights

- Youth Staff hosted a Winter Break drop-in event, providing different crafts and activities to engage families at the end of their time off.

- In January, we began providing two Friday Baby Toddler storytimes, provided by both in-house staff and contracted performers. These are in addition to the three Baby Toddler storytimes provided on Mondays. The Friday events were added due to demand. Each Monday, an average of 150 people attend the combined three storytimes, so we are providing additional options to lower the Monday numbers.

- 17 teens attended the January 21st Teen LGBTQ+ Meet-Up, a record number.

- Youth staff began hosting a 6-week series on Raising an Anti-Racist Generation. It's designed to help parents develop a working understanding of racism's implications for their children, and to have a planned course of action for raising children who are anti-racist. The course is presented by Adrienne Graham, a Portage educator and parent.

- The teen Book Buddies from Portage Northern High School hosted a LEGO Competition for Portage Families. The attendees competed in several building challenges throughout the event.

Build a Creation Station to allow patrons to use software for creation of art and technical design

- In December and January, we started to receive hardware and software to be used with the Creation Station. Training stations have been set up in the Adult Department for staff use. Quotes are being received for furniture to be used as the public Creation Station.

Create programming that promotes interactive learning

- 20 teens attended the January 8th session of Teen Art Space, a monthly program where patrons in 6th-12th grade draw and create origami while enjoying hot beverages and delicious baked goods. One first-time attendee very excitedly exclaimed, “This is my PLACE!”

- The Reading Reynolds book club began in January. Elementary attendees are reading and discussing Jason Reynolds' middle grade books in anticipation of his visit to Portage in March.

- Youth Staff and Just Move Fitness hosted the first of several monthly Boxing Boot Camps for teens after school.

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 yearly collection of database stats was finished this month.

Improve the accessibility and visibility of existing physical and electronic collections

Youth Displays:

- Celebrate Black History Month with Books that Celebrate Being Black
- Dolphins
- You Choose: An Interactive History Adventure
- Explore the 50 U.S. States
- Valentine's Day

Teen Displays:

- Celebrate Black History.
- Jason Reynolds, the Library of Congress' new National Ambassador for Young People's Literature, who will be visiting Portage in March for the CommuniTeen Read.

- Two Tuesday tips were created for our Facebook page, highlighting Lynda.com and Rosetta Stone.

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

- 77 teens attended Teen Exam Late Night, an event that was held on January 19th, the eve of exams, and featured free pizza, space to study, and a special guest appearance by a couple of therapy dogs.

- 191 high school students stopped by the Youth Information Desk during the week before exams to pick up an Exam Care Package.

- On January 13th, the Teen Services Librarian ran a Hot Wheels track station at West Middle School's Maker Mania event, which was attended by 14 teens.

- On January 20th, Youth Staff provided materials for North Middle School's Maker Mania event.

- On January 27th, the Teen Services Librarian ran a drawing station at Central Middle School's Maker Mania event, which was attended by 14 teens.

- On January 30th, the Teen Services Librarian visited Community High School, where she interacted with 20 teens and gave a presentation to Friends Group about library services and programming.

- We have resumed Head Start storytimes which are now provided in the 3 year old and 4 year old classrooms at the Portage Community Center, and are working to establish storytimes at the Curious

Kids Head Start location. By travelling to the facilities, we are now able to connect with all three Head Start classrooms, instead of just one.

Update the Library Website

- Library Staff are working on their assigned website content during the months of February and March. Marketing Manager Colin Whitehurst will be loading content onto the new site in April.

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)
Project Updates:

Displays and use of space to showcase local arts and organizations

- New Year New You Display for DVD's, Rock N Roll Hall of Fame Inductee Display for CD's
- Highlighted 1920s mysteries in January.
- A display featuring Austen-related resources in connection to the new TV show Sanditon.
- A display highlighting MLK resources for January.
- Changed the carousel on the Books and More page to books about jazz in order to connect with our concert event.
- Fiction End Caps – Read with a box of Kleenex (sad reads)
- SF/GN End Cap – Welcome to the Post-Apocalypse
- Non-Fiction End caps: 900s It happened one winter, 700s Art: Read Experience Create
- Other Floor Displays - Roaring 20s, New Years Resolutions, Jane Austen, People's Experiences.

Published descriptions of Gallery displays

Community Art Gallery - For the months of December and January, enjoy art created by the students of Portage Public Schools.

Solo Gallery - Enjoy the bright colors of Kalamazoo artist Carrie Penny for the months of January and February. Her acrylic and watercolor paintings feature many natural elements such as flowers.

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.

Local History & Culture Gallery - Local History and Culture Gallery: 19th Amendment Centennial The League of Women Voters invites you to experience a display celebrating the 19th Amendment Centennial. The year 2020 marks the 100th anniversary of the passage of the 19th Amendment, guaranteeing and protecting women's constitutional right to vote. The display will be available for viewing on the upper level near the Adult Information Desk for the months of January and February.

Lower Level Gallery - For the months of December and January we will have a display of artwork by the young artists of CHUM preschool. You are bound to find something adorable in this exhibit.

The Heritage Room will initiate a long-term CONTENTdm Scanning Project

- Scanning is on a temporary hold while the Heritage Room awaits the arrival of a new scanner and subsequent installation of software, etc. on new computer.

Portage Public Schools Project

- Processing of items is moving ahead. Local Historian Steve Rossio met with the Portage School's 100th Anniversary Committee and is currently working on proposals on how the collection can be utilized during the celebrations.

World War 1 100th Anniversary Commemorative Walking Trail 2018

- Local Historian Steve Rossio has begun working with the Sign Center to transition the signs from WWI information to Portage (and Kalamazoo) Before and After utilizing the John Todd collection. The signs have weathered beautifully and look as good now as when they were first placed along the Celery Flats trail. The plan is to have them ready for public viewing by this summer.

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 met with the architects on January 21, 2020 to discuss the results of the facility's needs assessment and next steps. An internal staff committee meeting was held on February 11, 2020 to continue discussions about concept drawings and set priorities. A conference call was conducted with the architect to discuss their recommendation to proceed with a single project versus a multiple phased project model on February 18, 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 has identified six areas of training that should be covered annually with staff. The committee is currently drafting a calendar and plan to how that training could be conducted.

Make use of new technologies like RFID (Radio Frequency Identification) to empower patrons with self-service and to manage its ongoing operations effectively

- The library will be upgrading its 5 Self Checkout machines from Windows 7 to Windows 10 to comply with Microsoft's end-of-life of Windows 7. This project is expected to be finished in May 2020.

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

- The Portage District Library is continuing its movement to Software as a Service model. Moving to Software as a Service model will help maintain public service continuity and expand public services beyond the walls of the library. The following list provides current updates to migration status:

- 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.
- AntiVirus & Security: Sophos Central Endpoint Advanced – The Portage District Library has added Intercept-X to its Anti-Virus and Security Suite of products. Intercept –X helps better protect the library from ransomware and zero day exploits. This software package will also allow the library to run test scenarios. These tests include phishing campaigns to help staff learn about these events.
- Productivity Software – Microsoft Office 365 - Added trials of Office A3 licensing to test Microsoft Bookings. Auditing security and employing best practices to increase the Portage District Library’s security scores.
- Added Advanced Threat Protection Plan 2 to replace its aging Email Defender product. The new product has been configured and is actively managing Email spam, phishing and malware. In addition, the new product scans embedded links.
- Telephone Service and Appliances: Cisco Call Manager and Related Products - Working with Analytics and RingCentral to organize a demo of RingCentral Office. This project is planned for 2020. The library will also be reviewing its Cisco CallManager and other competitors.
- Public Access Computers: Envisionware PC Res / LPTOne / Library Document Station - After careful deliberation, the library will be deploying its new public access computers in February and March and will follow this deployment with its migration and upgrade of PCRes, LPTOne and MobilePrint.
- Public Access Security: Faronics DeepFreeze –Deepfreeze upgrade is complete and all public access computers are running the latest version of the software.
- Library Statistics and Reporting – Desktracker - Continuing to work on SpaceTracker as a potential software resource for the library.

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

- The Portage District Library will purchase and configure a power and network stacked Cisco 9300 switch for its core switching at the library. This pair of switches will provide the necessary redundancy for the library to begin moving its telephone services and other core services to the Software as a Service model and add a redundant EVC/internet link
- All Staff workstations have been deployed. All public service desk workstations are still backordered. Public Access Desktops and Laptops are currently being configured and will be deployed in February and March 2020. When the desktops and laptops deployments are complete the library will begin its deployment of its public access and staff iPads.
- The library intends to use Meraki’s Mobile Device Management (MDM) and Apple’s Device Enrollment Program (DEP) to configure these devices.

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
January 2020

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

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

Director's Response:

Revenue	\$ 3,630,664
Expenditures	\$ 1,103,291

Fund	12/31/2019	Changes	1/31/2020
General Reserve (13%)	\$ 520,223	\$ 178,437	\$ 698,660
Building Reserve	50,000	-	50,000
Benefits Reserve	29,742	-	29,742
Technology Reserve	111,305	-	111,305
Patio Feasibility Reserve	4,700	-	4,700
Bldg. Improvement Reserve	2,022,500	-	2,022,500
Personal Property Tax Reserve	805,946	-	805,946
Unassigned Fund Balance	3,063,563	-	3,063,563

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.

Library Director's Report on Financial Condition for January 2020

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.

Library Director's Report on Financial Condition for January 2020

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

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

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

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

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

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

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

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

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

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

Marketing Update

Recurring Monthly Projects:

- The January 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.

January Marketing Highlights:

- Created signage and flyers to assist with the library’s distribution of tax forms.
- Designed graphics for additional Spring Programs.
- Produced flyers to advertise all of the activities surrounding the upcoming CommuniTeen event.
- Finalized graphics to notify patrons of our Holiday closings for 2020.
- Created graphics for projects related to the Professional Development Committee.
- Produced a Geek Fest “Save the Date” flyer to be distributed by all of the libraries participating in the event.

January Social Media Highlights:

Facebook

27 New Page Likes | 91 Post Shares | 1,174 Post Likes | 66 Comments | 477,041 Total Reach

Twitter

3,145 Tweet Impressions | 13 Likes | 2 Re-tweets | 12 Profile Visits | 1 Mentions | 2 New Followers




CommuniTeen Read 2020

Long Way Down

Meet the Author, Jason Reynolds
 Wednesday, March 18th | 6:30 PM - 8:30 PM

Meet Jason Reynolds, the Library of Congress' National Ambassador for Young People's Literature and author of the book *Long Way Down*, at the feature event of the 2020 Portage CommuniTeen Read during a free presentation and book signing at Portage Central High School: 8135 S Westnedge Ave, Portage, MI 49002.

ABOUT THE AUTHOR



Jason Reynolds is the Library of Congress' National Ambassador for Young People's Literature, a New York Times bestselling author, a Printz Award Honoree, National Book Award Honoree, a Kirkus Award winner, a two-time Walter Dean Myers Award winner, an NAACP Image Award winner, and author of many books including *When I Was the Greatest*, *The Boy American Boys* (cowritten with Brendan Kiely), *As Brave as One*, the *Track* series (*Ghost*, *Patina*, *Sunny*, and *Lu*), and which received Newbery, Printz, and Coretta Scott King awards in Washington, DC. You can find his writings at JasonWrit.com



The Portage CommuniTeen Read is a community read event developed in collaboration with Portage Public Schools, the Portage District Library and Bookbug & This is a bookstore. CommuniTeen Read is to create a shared reading experience for teens, teachers, and community members by inviting best-selling authors to Portage. The vision of the Portage CommuniTeen Read is to create a strong connection between teens and the community through the shared experience of reading. To learn more about the CommuniTeen Read, go to <https://www.communiteenread.com>

More events on back



this is a bookstore Portage

PORTAGELIBRARY.INFO | 300 LIBRARY LANE, PORTAGE, MI 49002

Save the Date for GEEKFEST

Friday, October 10th, 2020
 10:00 AM - 3:00 PM

Portage District Library
 300 Library Lane, Portage, MI 49002

This is a free, all-ages celebration of geek culture in all its forms! Comics, games, cosplay, and much, much more!

For more information, visit us on Facebook, [facebook.com/SWMGeekFest](https://www.facebook.com/SWMGeekFest)



Portage Township Library, Kalamazoo County Library, Portage District Library, and Portage Central High School District Library

CLOSING GRAPHICS, COMMUNITEEN FLYER, GEEK FEST SAVE THE DATE

PORTAGE DISTRICT LIBRARY**COMMUNICATION**

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 5, 2020
Subject: Upcoming Library Board linkage opportunities in March 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
2/26	6:00 PM	Teen Cupcake Wars
2/26	7:00 PM	Reading Together: Book Discussion
2/28	10:00 AM & 1:00 PM	Opera for Babies and Tots
2/29	1:00 PM	Reading Together: Finding Alternatives for Our Sustenance
3/3	6:00 PM	Long Way Down: a Poetry Workshop Hosted by RAWK
3/5	7:00 PM	Finding Peace During War
3/12	7:00 PM	International Mystery Book Discussion: England
3/13	1:00 PM	Space Food: What Astronauts Eat (Elementary)
3/14	1:00 PM	Quilling 101 (Reg. beings 2/12)
3/18	6:30 PM	Portage CommuniTEEN Presents: An Evening with Jason Reynolds (at PCHS Auditorium)
3/19	7:00 PM	Bee Basics: An Introduction to Honey and Native Bees

To: Portage District Library Board Members
From: Christy Klien, Library Director
Date: February 19, 2020
Subject: Presentation of the 2020 Marketing Plan by Marketing Manager Colin Whitehurst

At the February 24, 2020 Board Meeting, Marketing Manager Colin Whitehurst will give a presentation on the Library's 2020 Marketing Plan. His presentation will outline the many activities and projects that will be undertaken at the Portage District Library in 2020 to fulfill the Library's four end statements, and to achieve the goals of the strategic plan.



300 Library Lane
 Portage, MI 49002
 (269) 329-4544
 (269) 324-9222 (Fax #)
www.portagelibrary.info

LIBRARY BOARD 2019 ROSTER
 Revised: February 7, 2020

NAME	ADDRESS	CONTACTS	TERM EXPIRES
Carol Bale	3112 Fleetwood Drive Portage, MI 49024	(269) 599-8522 caannba@gmail.com	December 31, 2022
Michele Behr Vice Chair	6526 Robinswood Street Portage, MI 49024	(269) 365-0094 (Home #) (269) 365-5387 (Cell #) mdbehr@yahoo.com	December 31, 2020
Jeanne Friedman Personnel Committee	3045 Kalarama Portage, Michigan 49024	(269) 323-8991 (Home #) (269) 569-6777 (Cell #) jfriedman@portageps.org	December 31, 2022
Cara Terry Friends Liaison	9895 Fort Myers Parkway Portage, MI 49002	(269) 598-8878 cara730@charter.net	December 31, 2020
Donna Vander Vries Personnel Committee	7160 Venice Drive Portage, MI 49024	(616) 802-0044 (Cell #1) (231) 750-6750 (Cell #2) osulawyer@hotmail.com	December 31, 2022
Ted Vlieg	1551 Palmetto Dr. Apt 6 Portage, MI 49002	(269) 324-0031 tvlieg@gmail.com	December 31, 2020
Tom Welsh Board Chair	2380 Tangley Oak Court Portage, MI 49024	(269) 491-0768 (Cell #) thomasgwelsh@msn.com	December 31, 2020
Christy Klien (Library Director) (269) 585-8721 (Office #) (269) 216-1953 (Cell #) cklien@portagelibrary.info			
Quyen Edwards (Assistant to the Director & Library Board Secretary) (269) 585-8701 (Office #) (269) 455-9004 (Cell #) qedwards@portagelibrary.info			

PORTAGE DISTRICT LIBRARY
Library Board By-Laws

Article I **Incorporation and Name:**

The Portage District Library was formed under the Michigan District Library Establishment Act, May 22, 1989 PA 24 (MCL 397.171, et seq.) (the “Act”), through an agreement entered into on January 27, 1998, by and between the School District of the City of Portage, the County of Kalamazoo Michigan, and the City of Portage to provide library services to their combined populations. The Library of Michigan formally approved the agreement to form the Portage District Library and officially recognized the Portage District Library as a legally established district library on March 22, 1998 and approved an amendment to the agreement on June 1, 1998. The address of the main office is as follows:

**Portage District Library
300 Library Lane
Portage, Michigan 49002**

Article II **Membership:**

In accordance with the provisions of the Portage District Library agreement, the Portage District Library shall consist of seven members who shall be elected by the electors of the District Library at the regularly scheduled school elections in the month of November in even-numbered years. Terms are for four years and commence on the January 1st following the November election. Members are elected on a rotating basis with four members elected to four year terms at one school election and three members elected to four year terms at the succeeding school election.

Before assuming the office of Library Board Member, each person elected shall take the oath of office prescribed for public officers by the Constitution and shall file the oath with the staff Board Secretary.

The expectation is that no elected board member shall be unexcused for more than (1) meeting per fiscal year.

The office of a Library Board member becomes vacant when the incumbent dies, resigns, is convicted of a felony, is removed from office by the governor pursuant to Section 10, Article V of the State Constitution of 1963, or ceases to be a resident of the district. In the event that a Library Board member cannot fulfill the length of his term, the Portage District Library Board shall appoint a replacement who will be a qualified elector of a participating municipality. The appointed Library Board member’s term will come up for election at the next Portage District Library Board election and shall be for the length of the remaining term.

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.

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.

In the event an office becomes vacant, the office shall be filled by a Library Board election at the next regular meeting. However, in the case of the Chairperson the current Vice-Chairperson shall fill the vacancy and a new Vice-Chairperson shall be elected.

Article IV **Meetings**

The Library Board shall meet at times and dates approved by the Library Board at the December Library Board meeting. Special meetings may be called by the Chairperson, or upon written request of two members, for the transaction of business as stated in the call. Written notice stating the time and the place of any special meeting and the purpose for which it is called shall be given to each member of the Library Board 18 hours in advance, and posted for the public in accordance with the Michigan Open Meetings Act.

The meeting will commence as soon after the hour of the meeting as there shall be a quorum present. In the absence of the Chairperson, the Vice-Chairperson shall call the meeting to order. If neither the Chairperson nor the Vice-Chairperson is present, then board members may elect a temporary Chair for the limited purpose of moderating the meeting.

A quorum for the transaction of business shall consist of a simple majority. Members of the Library Board who are unable to attend a meeting will notify the staff Board Secretary (24) hours prior to the meeting. In the absence of a quorum the Library Board shall meet as a committee of the whole, however no binding decisions may be made.

Roberts Rules of Order, the latest revised edition, shall govern the parliamentary procedure of the Library Board.

Sufficient time will be provided at the beginning of the meeting for any person, not a member of the Library Board, to address the Library Board on any matter within the scope of the provision of District Library Law.

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 conduct the annual evaluation of the Library Director.

Article VI **Powers and Duties of the Library Board**

The powers and duties of the Portage District Library Board are set forth in the District Library Law, PA 24 (MCL 397.171, et seq.) (the “Act”), and include the following:

Section 1: The Library Board may exercise any and all of the powers granted to it in the Act. The Library Board may delegate such powers to the Officers of the Library Board and/or the Library Director, as it deems necessary.

Section 2: The fiscal year of the Portage District Library shall be the annual period commencing January 1st and ending December 31st.

Section 3: The Library Board shall adopt and publish an annual operating budget in accordance with the Uniform Budgeting and Accounting Act, being Act No. 2 of the Public Laws of Michigan of 1968, *as amended* (“UBAA”).

Section 4: The Library Board shall have exclusive control of the budget of the Portage District Library except as provided by delegation to the Library Director in accordance with the Uniform Budgeting and Accounting Act.

Section 5: The Library Board shall adopt Policies, Rules and Regulations for the operations of the library, not inconsistent with law or with these by-laws.

Article VII **Conflict of Interest**

Members of the Library Board shall disclose any conflict of interest in accordance with legal requirements. (Current conflict of interest statute, MCLA 15.323, states that 7 days is required.) Conflict of Interest statements will be completed and signed annually by Library Board members at January board meeting.

Article VIII **Amendments**

These bylaws may be amended at any regular meeting of the Library Board with a quorum present by a majority vote of the members present providing the amendment was stated in the call for the meeting and that it is done in accordance with legal requirements.

NOTE: These by-laws were adopted by the Portage District Library Board at its regular meeting on December 14, 2000, and last revised and reviewed and approved on February 25, 2019. All prior bylaws are hereby repealed.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 10, 2020
Subject: Report from Library Board Liaison to the Friends of the Portage District Library

Since the Friends of the Portage District Library had a book sale on February 7-8, 2020 and their February board meeting on February 17, 2020, there will be an item on the agenda for the February 24, 2020 Library Board meeting. Portage District Library Board Trustee Cara Terry is the Board Liaison to the Friends of the Library in 2020. Since she was unable to attend the Friends Board Meeting, Staff Liaison to the Friends Jill Austin will give the report and share information about Friends' activities.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 19, 2020
Subject: Fine Free Discussion

BACKGROUND:

At the December 2019 Library Board meeting, the Board requested to have a discussion about going fine free at the Portage District Library. The Kalamazoo Public Library and other libraries across the nation are changing their borrowing policies in favor of a fine free model and trustees are interested to learn more about that trend and how going fine free would impact our organization and community. At the February 24, 2020 Library Board meeting, library staff will provide information about fines and its impact at Portage District Library, as well as information about why many libraries have made the decision to eliminate fines.

In preparation for this discussion, we have included 4 documents for your review:

1. Resolution on Monetary Library Fines as a Form of Social Inequality from the 2019 American Library Association Midwinter Meeting
2. Eliminating Fines FAQ's by Kieran Hixon of the Colorado Virtual Library, Published on March 26, 2019
3. New Year, No Fines, an article from Petoskey News, Published on January 9, 2020
4. Why We are Eliminating Late Fees for Overdue Books by Linda Poon, Published on October 2, 2019

Resolution on Monetary Library Fines as a Form of Social Inequity

Whereas monetary fines present an economic barrier to access of library materials and services;

Whereas there is mounting evidence that indicates eliminating fines increases library card adoption and library usage;

Whereas monetary fines create a barrier in public relations, and absorb valuable staff time applying, collecting, and managing dues;

Whereas the first policy objective listed in ALA Policy B.8.10 (Library Services to the Poor) as approved by ALA Council on January 27, 2019, states that the American Library Association shall implement these objectives by “Promoting the removal of barriers to library and information services, particularly fees, and overdue charges”;

Whereas ALA Policy B.4.2 (Free Access to Information) “asserts that the charging of fees and levies for information services, including those services utilizing the latest information technology, is discriminatory in publicly supported institutions providing library and information services”;

Whereas in Economic Barriers to Information Access, An Interpretation of the Library Bill of Rights, ALA states “All library policies and procedures, particularly those involving fines, fees, or other user charges, should be scrutinized for potential barriers to access;

Whereas libraries will need to take determined and pragmatic action to dismantle practices of collecting monetary fines

Whereas libraries of all types are responsive to bodies, be they school districts, boards of trustees, college and university administration, or government entities and therefore need to be able to make the case to those bodies about eliminating fines; and

Whereas monetary fines ultimately do not serve the core mission of the modern library; now, therefore, be it

Resolved, that the American Library Association (ALA), on behalf of its members

1. adds a statement to the Policy Manual that establishes that “The American Library Association asserts that imposition of monetary library fines creates a barrier to the provision of library and information services.”;
2. urges libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them; and
3. urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.

Mover: Peter Hepburn, Councilor At-Large, 773.426.8082

Seconders: Matt Ciszek, Councilor At-Large, 330.397.3650

Sara Dallas, Councilor At-Large, 518.859.0742

Ed Garcia, Councilor At-Large, 401-497-8992

Version: Final. 1.27.19 4:51 PM

Eliminating Fines FAQs

By Kieran Hixon: Published on March 26, 2019

<https://www.coloradovirtuallibrary.org/resource-sharing/eliminating-fines-faqs/>

Want to eliminate fines at your library but have questions? You're not alone! Here are some frequently asked questions about eliminating fines and research-based answers. For more resources on eliminating fines, check out our resources

– <https://www.coloradovirtuallibrary.org/resource-sharing/eliminating-fines-resources/>

Have other questions? Please contact us!

First, we'll define some terms as not everyone uses the same language when talking about fines and fees. For this FAQ round, fines are the charges you incur if you return your materials late, which accrue each day until you return your materials. They are typically small. A 2017 Library Journal article reported they average around 17 cents a day. But they do add up. In many instances, libraries will, at some point, block your account if you haven't paid the fines. Fees, on the other hand, are what you pay if you damage or lose a book and it needs to be replaced. Fees can also refer to the cost to use copy and fax machines.

These FAQs address fines.

If we get rid of fines at our library, will our materials come back more slowly? And will they come back at all?

Research and lots of recent experience from libraries that have recently gone fine-free show that overdue fines do not affect how fast people bring back books; return rates are THE SAME before and after libraries go fine-free. And some libraries get MORE materials back after going fine-free because of 2 reasons:

1. Some people are ashamed to bring items back late and have to face library staff to pay a fine, and
2. Some people can't afford to pay the fine, so they figure why bother bringing the stuff back?

Take a look at these recent results:

In Colorado, High Plains Library District removed fines on everything except DVDs. They tracked their circulation and after six months and found that 95% of materials were being returned within one week of when they were due. They found no increase in "patron disappoints" (the scenario where someone has put a hold on an item and is waiting for the previous borrower to return it).

St. Paul Public Library (MN), Gleason Public Library (IL), and San Rafael Public Library (CA) libraries reported hold times (a good measure of late returns) were virtually unchanged

after eliminating fines. Milton Public Library (VT) saw its on-time return rates actually increase after fine elimination!

The Salt Lake City Library (UT) found that materials returned late decreased from 9% with overdue fines in place to 4% after ditching fines. They did have longer hold times after going fine-free, but attributed it to more people checking out items as the number of unique borrowers in the system increased by more than 10% during that same time.

Vernon Public Library (IL) saw the average number of days an item is overdue fall 42% once it eliminated fines.

Martin Public Library (TN), since eliminating fines, reports, “We do not lose as many items – our loss rate is less than 1%. – Our patrons return their items on a more timely basis. In fact approx. 95 percent of materials are returned within a week of their due date. – We have more patrons return to using the library. They are no longer ashamed to come to the library because of having items that were late. – There has been a 60% drop in overdue items from the time that we started this in 2005. At that time we had thousands of overdue items. That year we started mailing reminders and informed our patrons that fines had been discontinued.”

How much will our library lose in revenue if we eliminate fines?

First, find out how much revenue your library actually brings in from library fines (look just at funds from fines, not fees for lost/damaged books and other fees). Research shows that no matter the size and budget of the library, in most cases, fines account for only about 1% on average of a public library’s total operating budget. So to start out, revenue from fines may be less than you (or your governing authority) expect. Second, take into account all the costs associated with collecting all those dimes and quarters; it’s expensive! Postage to send overdue notices, credit card fees, collection agency costs, and especially staff time all add up. Many libraries that go fine free track the revenue from fines vs. collection costs and find that it ends up costing as much to collect the fines than they’re bringing in—and sometimes it even costs MORE than they’re bringing in.

Also, with more e-materials circulating virtually that don’t have overdue fines, and with the increasingly popular auto renewal service, revenue from fines has gradually been decreasing in libraries worldwide.

Check out all these recent findings:

Using the assumption of one minute per transaction and actual data on the number of annual payment transactions, the San Diego Public Library estimated it was spending more than \$1 million per year in fine collection while only bringing in \$600,000. Similarly, the Vernon Area Public Library (IL) eliminated overdue fines in 2014, in part because it estimated that the cost of staff time required to collect and process overdue fines exceeded the amount of money coming in from fines.

A 2016 study of academic libraries found that in many libraries the costs of collection equaled the income generated by overdue fines, resulting in no actual net revenue.

High Plains Library District (CO) eliminated overdue fines in 2015 and found the move to be cost neutral. The library was able to eliminate costly credit card technology on their self-check machines and save a great deal of staff time.

What about the board members/elected officials/community members who complain that fine-free libraries aren't doing their part in teaching responsibility, and just let people be unaccountable for keeping books a long time—or forever?

This is a very common concern and one based in the long tradition of libraries charging fines. One answer is that young children and even many teens cannot get to the library on their own to return materials on time. It is the parents that have to do that. So why should kids be penalized, and how is that teaching them responsibility?

Another answer has to do with the core mission of libraries. San Francisco Public Library recently released a white paper advocating for eliminating late fines that addressed this “teaching responsibility.” They argued that if the library does have a role in teaching public responsibility, it must do so in a way that does not interfere with its mission. From their white paper: “Responsibility is an important value for individuals and communities to practice, but not one that permits the library to overlook its essential function. If there is a conflict between teaching responsibility and ensuring equal access, the library is duty-bound to prioritize equal access.”

Many libraries stress to their governing bodies and communities that patrons will still be charged for materials that they don't return, so there's still accountability in place; going fine-free is definitely not giving away library materials or letting patrons keep them for months on end, but rather providing a much more equitable service model.

What are the most compelling reasons to get rid of fines?

A core mission of libraries is to provide equitable service to all residents in their communities. Overdue fines go against that mission by disproportionately affecting residents in low-income households the most. These patrons may have transportation challenges that keep them from getting to the library regularly. They may work multiple jobs, be single parents, or have unstable housing, all leaving them with limited time to visit the library. Thus, these patrons are most likely to have library cards blocked due to high fines, and these patrons—the very residents that need access to library collections the most—are less likely to check out materials. Check out these statistics:

At the St. Paul Public Library (MN), while 19% of cardholders are blocked system-wide, 34% of cards are blocked in one of the lowest income neighborhoods.

At the Salt Lake City Public Library (UT), several branches serving lower-income communities accounted for about 14% of materials checked out but 30% of blocked cards.

In San Francisco, overdue fines disproportionately affect low-income communities, African American communities, and communities without college degrees. Patrons across all branches accrue fines at similar rates, but in locations serving these three communities, fine totals are higher and account suspension is more common. For instance, 11.2% of adult cardholders in the Bayview branch are blocked from using the library due exclusively to overdue fines (not because of lost or unreturned items), significantly more than in any other location and more than three times as many as in high-income areas of San Francisco.

Is there a way we can test out being fine free before going all in?

Yes; many libraries have had success eliminating fines on children's (sometimes including young adult) materials for a year, collecting data, seeing the success and lack of all of those feared negative effects, and then using this new knowledge to confidently eliminating all fines. This can help the library administration make a compelling case to its governing body that actually none of those assumed negative effects will occur.

We provide fine amnesty days (a period when patrons can return materials without having to pay overdue fines), food-for-fines days (patrons can bring in nonperishable food that we donate to a food bank and in exchange we erase some of their fines/fees), and let kids read down their fines (kids can read in the library and get their fines/fees reduced). These programs help our patrons who can't afford fines already; why take the next step and go entirely fine free?

Temporary programs like these also place burdens on the very patrons most affected by overdue fines. A single parent with transportation challenges may not be able to get to the library during a fine amnesty week, or to drive a child to the library and wait for an hour while she reads to lower fines. Food drives, in particular, are not helpful to patrons with financial difficulties—does the library really want parents to bring canned food to the library rather than stocking their own kitchen to feed their family? These programs often don't work to help the very people that need fine-free access to library materials the most.

I'd love to make our library fine-free but am having trouble convincing my governing authority. How can I make a compelling argument?

First, gather the facts for your library. How much of your operating budget comes from fines (separate from lost/damaged book fees)? How many patron cards are blocked due to fines (again, separate from fees)? If you can tell from your data, are there more cards blocked in lower-income zip codes in the community you serve? Has the money your library takes in from fines decreased over the last 10 years? Next, gather stories from your patrons—and non-patrons—about how fines affect them. Do fines keep them from checking out all the materials they'd like to borrow? How would their borrowing habits change if your library no longer charged fines?

Then, compile these into a visual format. Here's a great example from the St. Paul Public Library: <https://tinyurl.com/yxvot94g>. Armed with the visual and some solid talking points, present the pitch to your governing body.

How many libraries are fine-free? How can I find one in a community similar to ours?

Check out this map of libraries around the world that are at least partially fine-free: <https://endlibraryfines.info/fine-free-library-map/>. While not a comprehensive list (we add libraries as we become aware that they're fine-free), it's a great and fast-growing list that can provide a snapshot of libraries in a wide variety of communities that are partially or fully fine-free. Thus far the vast majority of the libraries on the map are public libraries, but there are also a growing number of academic and K-12 libraries that are going fine-free as well!

Will our circulation and number of cardholders go up if our library goes fine free?

Yes, it's very likely! Another compelling reason is that eliminating fines tends to increase circulation and library cardholders: The Salt Lake City Public Library had a 10% increase in both circulation and unique borrowers in one year after eliminating fines.

San Rafael Public Library (CA) reported an increase in circulation of their children's materials and a 40% increase in youth borrowers after dropping late fines for children's materials.

High Plains Library District (CO)'s children's circulation increased 16% in the year after going fine free.

Check out the report on going fine free!

<https://www.cde.state.co.us/cdelib/removingbarrierstoaccess>

Kieran Hixon

Technology & Digital Initiatives Consultant at [Colorado State Library](#)

Contact Kieran at hixon_k@cde.state.co.us.

Petoskey

New year, no library fines

Jan 9, 2020

https://www.petoskeynews.com/news/community/new-year-no-library-fines/article_0ed64f87-ecab-5f0d-bf19-b0adb13bd84f.html

CHARLEVOIX— A new year has arrived, which may be a great time to resolve to reconnect with your local library.

Libraries strive to be accessible to everyone, so a number of area libraries are working together to break down barriers to borrowing by going fine-free this January.

If overdue fines have kept you or your family from using the library, libraries are now saying, “Welcome back.”

In the past, charging an overdue item fine was used as a method to encourage patrons to return their library items on time.

However, research shows that instead of enticing return of items, it actually contributes to loss of items because once an item was late, patrons would not want to incur a late fee, so just wouldn't return the item. Patrons who are financially unable to pay fines, or have difficulty getting to the library, often stop visiting altogether once an item is overdue.

“Children and teens often have little to no control over when they can return items to the library, so being a fine-free library means we can continue to provide our young patrons with access to books, materials and digital resources,” said Megan Goedge, youth services librarian at the Petoskey District Library.

“We are happy to eliminate a barrier to access and we welcome back patrons who may not have visited in a while!”

As of Jan. 1, 2020, overdue fines will no longer be charged on most items (eBook readers, Wi-Fi hotspots and Library of Things are excluded), and all outstanding overdue fines will be forgiven. Most patrons' existing overdue balances will be wiped clean to give them a fresh start to the year.

Patrons will continue to receive reminders to renew or return materials on or before their due date to allow those items to be borrowed by other patrons.

The libraries participating in this new fine free system include Alcona County Library, Boyne District Library, Charlevoix Public Library, Cheboygan Area Public Library, Mackinaw Area Public Library, Petoskey District Library and Presque Isle District Library.

Why Libraries Are Eliminating Late Fees for Overdue Books

LINDA POON

OCTOBER 2, 2019

[HTTPS://WWW.CITYLAB.COM/EQUITY/2019/10/PUBLIC-LIBRARY-LATE-FEES-CHICAGO-SAN-FRANCISCO-EQUITY-ACCESS/599194/](https://www.citylab.com/equity/2019/10/public-library-late-fees-chicago-san-francisco-equity-access/599194/)

Chicago Public Library became the largest system to eliminate late fees, a move that will increase access for low-income families. Will more libraries follow?

Chicago libraries will no longer collect late fees starting this month, becoming the largest public library system in the U.S. to do away with overdue fines. The city is also erasing all currently outstanding fees, which is good news to the more than 343,000 cardholders whose borrowing privileges have been revoked for accruing at least \$10 in unpaid fines.

Chicago is one of a growing number of cities trying to make access to libraries more equitable. Its own data revealed that one in three cardholders in the public library's south district, where many of the communities are of color and living in poverty, cannot check out books. That's compared to one in six people in the wealthier north district. It's likely that many who have unpaid fines fail to pay them because they don't have the disposable income to do so.

"Like too many Chicagoans, I know what it is like to grow up in financially-challenging circumstances and understand what it is like to be just one bill or one mistake away from crushing debt," Mayor Lori Lightfoot said a statement. One in five delinquent cardholders are children under 14, according to the city.

By imposing fines, and prohibiting people from borrowing books when the fines add up, the libraries are effectively driving away the very residents who need them the most.

Under Chicago Public Library's new policy, a checked out item will automatically be renewed 15 times as long as there are no holds on it. Afterwards, the item will be marked lost, and the library will charge the borrower its market value, though charges will be cleared as long as the borrower returns it.

The public libraries that have moved to reduce fines

Click on an arrow for more information on each fine-free library. ([Urban Libraries Council](#))

The decision to remove fines is a growing nationwide movement. Already, dozens of U.S. libraries have fully or partially eliminated overdue fines (usually for teens and children), according to a [“fine-free” map](#) from the Urban Libraries Council (ULC). Just this year, public libraries in cities like Phoenix, Dallas, and Palm Beach, Florida, have changed their policy, and Curtis Rogers, ULC’s communications director, expects more libraries and cities to follow suit.

San Francisco Public Library reformed its overdue fine policy last month. Before that, more than a third of library cardholders owed libraries money, averaging roughly \$24 per adult, according to the [city’s own research](#). Most belonged to low-income communities, African-American communities, and communities with few college graduates. Across the city, 5 percent are blocked from making full use of the library because of overdue fines, but that rate is highest at the Bayview branch, where the neighborhood’s median household income is the second-lowest of all the public library’s locations.

“Overdue fines are not distinguishing between people who are responsible and who are not,” says Rogers. “They’re distinguishing between people who can and cannot use money to overcome a common oversight.”

In San Francisco Public Library locations with lower median household income, larger shares of cardholders are blocked from borrowing due to fines. ([San Francisco Public Library](#))

He adds that research going as far back as the 1970s shows fears that eliminating fines will deteriorate people’s sense of civic responsibility to return books on time are unfounded. A 1983 study in North Carolina, for example, found that while overdue rates did increase in the short term at libraries without fines, there was ultimately [no significant difference](#) over a three-year period between public libraries that do and don’t collect late fees. In San Francisco, one library even saw its late-return rate [drop](#) from 9 percent to 4 percent after removing fines.

A majority of public libraries do still charge late fees—some 92 percent, according to a 2017 [survey](#) in *Library Journal*. And Rogers emphasizes going fine-free is not necessarily the “one single solution” for all systems. There are multiple ways libraries can break down barriers of access. Some libraries designate “amnesty” days, where all late fees are waived if residents return the overdue items. Others provide alternatives, asking for food donations or volunteer time in place of money.

For many libraries, fines make up just a small share of their operating budget. The *Chicago Sun Times* [reports](#) the Chicago Public Library system collects \$875,000 annually in fines, which is not an insignificant amount. But the city says late fines constitute less than 1 percent of the library’s total budget. “Libraries need to look at the revenue that they’re generating from fines and what is their ability to handle the risk that could potentially be involved with making this decision,” Rogers says.

He adds that so far, no library has reported large-scale negative consequences to going fine-free. In some cases, axing fines can even save libraries money by eliminating the time and cost of collecting the debt.

Dawn Wacek, the youth services manager for La Crosse Public Library in Wisconsin, argues that it isn't the library's job to collect fines or teach its patrons responsibility. "I don't think it's our task, or that it's mission-centric, any more than teaching people manners is," she says. "Our role is to provide access to information."

In 2018, she gave a [TED Talk](#) advocating for more libraries to nix fines. She admitted that she herself had gotten \$500 in late fees over several years, and was fortunate enough to be able pay them. That was a different story from many La Crosse residents who were barred from checking out books because of fines. The city has since made its libraries fine-free.

Sometimes it's political will that stands in the way, especially when members of the local governments don't see the potential gain. That's why Chicago's move is encouraging even for smaller towns.

"As more and more libraries take that plunge it looks less daunting for people," says Wacek. "There will also be some years of evidence that say, look, stuff is still coming back, more people are getting library cards, and fewer people living in poverty are blocked from having access—all good things."

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 19, 2020
Subject: Building Renovation Financing Discussion

BACKGROUND:

At the February 24, 2020, Library Board meeting, library staff will provide information regarding the architects' recommendation to proceed with one large renovation project versus multiple smaller projects. Additionally, the Board will be presented with information regarding bond financing for the upcoming building renovation project. The Trustees will also be able to view the building concept plans that Master Planning Committee is currently reviewing.

Portage District Library

Donations Report for Funds Received in Fiscal Year 2019

February 2020

DONATIONS RECEIVED in 2019	AMOUNT
Grants:	2,682.45
Support for Programming:	19,728.00
Restricted Materials:	37,290.00
Memorials:	6,830.00
Unrestricted:	26,711.51
TOTAL: <i>(without in-kind donations included)</i>	\$ 93,241.96

In Kind Gifts: <i>(estimated value of donated items - not money)</i>	\$ 4,364.00
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TOTAL: *(with "In Kind" Donations Included @ Estimated Value.....)* \$ **97,605.96**

<u>DONATIONS RECEIVED in 2019 – (Previously Allocated)</u>	AMOUNT
<i>Note: The following designated donations were previously allocated through Budget Amendments approved by the Library Board during 2019 or 2020.</i>	
Friends' Donation for 2019 Summer Reading	13,078.00
Grants & Donations for Adult Programming in 2019	1,100.00
Grants & Donations for Youth Programming in 2019	1,000.00
Friend's Donation for Library Wish List	24,290.00
Donation Received for Millage Campaign	13,000.00
Grants & Donations for CommuniTeen Program	4,300.00
TOTAL: <i>(donations designated for specific purposes)</i>	\$ 55,668.00

TOTAL DONATIONS to be ALLOCATED in FISCAL YEAR 2020	
Total Donations <i>(without "In-Kind" donations)</i>	\$ 93,241.96
Less Donations <i>(previously allocated in 2019)</i>	<u>\$ 55,668.00</u>
Donations from 2019 to be Allocated: (Per Donors' Request):	\$ 37,573.96
Adult Services	\$ 1,050.00
Heritage Room	\$ 300.00
In Honor of Nicolette Sosulski	\$ 1,830.00
World Language	\$ 5,000.00
Unrestricted	<u>\$ 29,393.96</u>
TOTAL Donations from 2019 to be Allocated:	\$ 37,573.96

PORTAGE DISTRICT LIBRARY

Monitoring Report

For Executive Limitation Policy: Emergency Library Director Succession
Temporary and Long-Term

In order to protect the Library Board from sudden loss of the Library Director’s services, the Library Director will identify two other public service professionals familiar with Library Board and Library Director issues and processes who would be able to successfully substitute during the Library Director’s absence on an emergency temporary or long-term basis. Accordingly, the Library Director shall not:

POLICY ITEM #1:	Fail to have a plan in place for emergency Library Director succession, (temporary) which would utilize internal library public service professionals.
Director’s Response to Item #1:	<p><u>EMERGENCY (TEMPORARY) SUCCESSION</u> (Short-Term absence up to 6 weeks)</p> <p>In the event that the Library Director must be absent from the Portage District Library on an emergency (temporary) basis for a period of more than (3) days and not exceeding (6) weeks, then the succession plan is as follows:</p> <ul style="list-style-type: none"> A. Either the Head of Adult Services or the Head of Youth Services will be designated as a substitute for the Library Director during his/her emergency (temporary) absence from the library, with the support of the Library Administrative Team. B. The Library Director will notify the Library Board Chair in advance (if possible) about the need for an emergency (temporary) absence and the expected duration of the short-term leave. C. While substituting for the Library Director during his/her short-term absence, the Emergency (Temporary) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or any board action needed. D. The Library Business Manager will oversee all financial transactions, during the Library Director’s short-term absence. E. During the Library Director’s short-term absence, the Emergency (Temporary) Successor will act on behalf of the Library Director in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings. F. During the Library Director’s short-term absence, any personnel issues that may arise will be handled jointly by the Emergency (Temporary) Successor and the Library Business Manager. G. During the Library Director’s short-term absence, the Emergency (Temporary) Successor will comply with all Executive Limitations Policies and will consult with the Library Board Chair as necessary. H. The Emergency (Temporary) Successor’s substitution assignment will end when the Library Director returns from his/her short-term absence, or by a Library Board directive.
POLICY ITEM #2:	Cause a “conflict of interest” by designating the Library Business Manager as an emergency successor.
Director’s Response to Item #2	The Library Business Manager has not been designated as the Library Director’s Emergency (Temporary) Successor during any short-term absence. To avoid any conflict of interest, the roles and duties of the Library Business Manager and the

Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession

	<p>Library Director are clearly defined and separated. For example, the Business Manager generates purchase orders and expends funds, and the Library Director monitors expenditures and signs checks to pay invoices, so there is always a check and balance system in operation.</p>
<p>POLICY ITEM #3:</p>	<p>Fail to have a plan in place for Library Director succession/ replacement that would utilize either an internal public service professional or an outside professional designated by the Library Director and approved by the Library Board.</p>
<p>Director’s Response to Item #3:</p>	<p><u>EMERGENCY (LONG-TERM) SUCCESSION</u> (Long-Term Absence 6 wks. to 1 Year)</p> <p>In the event that the Library Director must be absent on an emergency (long-term) basis from the Portage District Library for a period of more than (6) weeks and up to (1) year, then the succession plan is as follows:</p> <ol style="list-style-type: none"> A. The Library Director (if possible), in consultation with the Library Board, will identify a professional either inside or outside of the library who will substitute for the Library Director during his/her long-term absence from the library. B. The Library Director will notify the Library Board Chair in advance (if possible) about the expected length of his/her absence and make a recommendation for the person to serve as Emergency (Long-Term) Successor. C. The Library Board will hold a special meeting to consider appointment of an individual as the Library Director’s Emergency (Long-Term) Successor, and will also identify the terms and conditions of the assignment as well as the probable duration. If the professional is from <u>inside</u> the library, an adjustment will be made to the individual’s compensation according to the length of substitution time for the Library Director. If the person is from <u>outside</u> the library, compensation for the substitution period covering the Library Director’s long-term absence will be negotiated with the Library Board. D. During the Library Director’s long-term absence, the Emergency (Long-Term) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or board action needed. E. All financial transactions, during the Library Director’s long-term absence, will be reviewed by the Emergency (Long-Term) Successor in consultation with the Library Business Manager. F. During the Library Director’s absence, the Emergency (Long-Term) Successor will act on behalf of the Library Director, with the support of the Library Administrative Team, in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings. G. During the Library Director’s long-term absence, any personnel issues will be handled by the Emergency (Long-Term) Successor in consultation with the Library Business Manager. H. During the Library Director’s absence, the Emergency (Long-Term) Successor will comply with all Executive Limitations and Policies of the

Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession

	<p>Library Board and will consult with the Library Board Chair as necessary.</p> <ul style="list-style-type: none"> I. The Long-Term Emergency Successor’s substitution assignment will end upon return of the Library Director from his/her long-term absence, or by a Library Board directive. J. In the event that the Library Director's long-term emergency absence changes to a resignation or termination, the Library Board will then refer to the "Library Director Succession/Replacement Plan" that was updated and presented to the Library Board in February 2018.
<p>POLICY ITEM #4:</p>	<p>Fail to produce a monitoring report about emergency Library Director succession to the Library Board on an annual basis.</p>
<p>Director’s Response:</p>	<p>The Library Board’s annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director.</p> <p>The Monitoring Report for the Executive Limitation on Emergency Library Director Succession appears on the board’s annual calendar in the month of February. In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 24, 2020.</p>

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 20, 2020
Subject: Library Director Succession/Replacement Plan

If the Library Director resigns or is terminated, the Portage District Library has a *Library Director Succession/Replacement Plan* that was established in 2004. It differs from the *Emergency Library Director Succession Plan* because it pertains to the permanent replacement of the Library Director. In actuality, it would be the process that the Library Board would need to follow in the event the Library Director had to be replaced, and it would require board member involvement and decision-making to a much greater extent than the emergency succession plan.

The Library Director Succession/Replacement Plan is multi-layered and entails several progressive steps that would need to be taken to replace the Library Director permanently. It would, of course, be subject to any changes and modifications that the Library Board might wish to make, depending on the circumstances of the Library Director's departure. Specifically, the Library Board may or may not choose to have the incumbent Library Director involved directly in the search and replacement process, and the choice of Interim Library Director would be entirely up to the Library Board.

The plan was reviewed in 2018, and in preparing for this year's Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession I updated the document to be current with our staffing structure. I am providing this document for the Board's review and to make all board members aware of the succession plan.

PORTAGE DISTRICT LIBRARY

Library Director Succession/Replacement Plan Updated February 11, 2020

If the Library Director departs from his/her position through resignation, retirement or removal, or is deemed incapable of carrying out his/her responsibilities for any reason - other than an emergency situation - the following Succession/Replacement Plan would be implemented immediately by the Library Board:

1. The normal operations of the library would continue under the guidance of the Library Board and with the leadership of the Library Administrative Team in their respective areas of responsibility, as outlined on the attached organizational chart and as shown below.

a. Assistant to the Director	f. Marketing Manager
b. Business Manager	g. Systems Administrator
c. Circulation Supervisor	h. Head of Technical Services
d. Head of Adult Services	i. Facilities Manager
e. Head of Youth Services	

2. The library would continue to operate under the provisions of the District Library Law, any mandates from the Library of Michigan, and would stay in compliance with all Michigan laws and City of Portage ordinances.
3. The Library Board would meet with the departing Library Director (if appropriate) and Business Manager to discuss procedures to be followed for the public announcement of the Library Director's departure and the appointment of an Interim Library Director from the Administrative Team (either the Head of Adult Services or Head of Youth Services). The Library Board Chair would contact the library's attorney about a contract for the Interim Library Director that would define the duration of the temporary appointment and appropriate compensation.
4. The Library Board, the departing Library Director (if appropriate) and the Administrative Team would meet in special session to discuss the process to be followed by the Library Director's succession/replacement. A timeframe would be developed, and specific responsibilities during the interim administration would be identified. A schedule for regular progress meetings with the Library Board Chair would also be established.
5. The Library Board and the departing Library Director (if appropriate) and the Library Marketing Manager would put together and issue a news release to the media about the impending departure of the Library Director and would contact the following individuals and institutions to inform them of the administrative change taking place at the library:

a. Library Attorney	e. Media
b. City of Portage (Manager)	f. Michigan Library Association
c. Kalamazoo County Clerk	g. Portage Public Schools (Superintendent)
d. Library of Michigan (State Librarian)	h. SMLC Members (Directors)

6. The Library Board and departing Library Director (if appropriate) and the Interim Library Director would work together to identify a list of “priority action items” that would need to be addressed at the library during the interim administration and would determine how to allocate resources best to preserve the library’s culture and maintain momentum.
7. The departing Library Director (if appropriate), the Interim Library Director and the Administrative Team would develop a “transfer of knowledge” plan. The plan would include accounting information, administrative procedures, bank information, Board policies, budget documents, circulation procedures, current contracts, emergency procedures, facilities checklists, institutional benchmarks and standards, legal requirements, security codes and any other important information. This information would later be conveyed to a replacement Library Director.
8. The Library Board Personnel Committee would work with the departing Library Director (if appropriate) and the Business Manager to review and update the Library Director’s job description and prepare a job posting advertisement.
9. The Library Board Personnel Committee or an appointed Search Committee would investigate and then recommend a search process to be followed to replace the Library Director, and the Library Board would vote to accept it. The following decisions would need to be made by the Library Board:
 - a. Selection criteria to be used in the search process (*requirements for Library Director position*)
 - b. The scope of the search (*national search?*)
 - c. Method of searching (*engage an outside search firm?*)
 - d. External involvement (*community input in the selection process?*)
 - e. Internal involvement (*staff and peer input into selection process?*)
 - f. Budgetary implications (*acceptable cost for search process?*)
 - g. The timetable for replacing Library Director (*6 to 9 months?*)
 - h. Who will evaluate the first-round candidates? (*Search firm and Library Board?*)
 - i. Who will interview final candidates? (*Search firm, Library Board, Community in Meet the Candidates open session?*)
 - j. Compensation package to be offered to the successful candidate? (*Library Board Personnel Committee and labor attorney*)
10. Once interviews have taken place and a final decision has been made by the Library Board a formal job offer with a compensation package is extended to the candidate.
11. After the offer has been accepted, a public announcement of the selection of the new Library Director will be made by the Library Board with the assistance of the Library’s Marketing Manager and the Assistant to the Director.
12. The Library Board and the Administrative Team would jointly plan a community event to welcome the newly hired Library Director.
13. The Library Board and new Library Director would meet to decide on initial first steps to be taken and future direction for the library.
14. The new Library Director would begin administration of the library.

PORTAGE DISTRICT LIBRARY

Monitoring Report

for

Executive Limitation Policy: Treatment of Consumers

February 24, 2020

With respect to interactions with consumers or those applying to be consumers, the Library Director shall not cause or allow conditions, procedures, or decisions, which are unsafe, undignified, which invade privacy, or are unnecessarily intrusive, and shall not:

POLICY ITEM #1: Use application forms that elicit information for which there is no clear necessity.

Director's Response to Item #1: The application form used by the Portage District Library contains standardized language that is appropriate for a non-profit, tax-supported institution, and that has been examined by legal counsel for compliance with federal and state laws. In addition, there are no questions on the form that attempt to elicit information for which there is no clear necessity. The library has been using this application form since 1998 when it became a district library, and there have been no challenges by applicants or others to its content. In 2019, the Library Director and Business Manager made the decision to remove the requirement to provide a social security number on the application.

To further ensure that all library forms and activities are in compliance with this Executive Limitation Policy, the Library Employee Handbook reinforces these requirements as follows: *"Portage District Library will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct."*

POLICY ITEM #2: Use methods of collecting, reviewing, transmitting, or storing client information that fails to protect against improper access to the material elicited.

Director's Response to Item #2: Currently, the library has the following procedures in place to protect the privacy of patron information.

PROTECTION of PRIVACY:

- Symphony (library automation system) updates with password protections.
- Measures have been taken to ensure the security of online e-mailing of overdue and reserve notices to patrons.
- Procedures are in place at all desks to guard against revealing private information.
- Patron data base is reviewed on a schedule to update old information.
- There is a regular schedule in place (quarterly) for deletion of unused patron accounts going forward. The purging process assures that we do not keep any unnecessary personal information in our patron database.
- Self-serve computer print stations with vending capability are available to patrons to print and retrieve their own personal print jobs without the assistance of library staff for more convenience and to ensure their privacy.
- Fax service (outgoing only) is also available to patrons to enable unassisted personal fax transmissions.

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

- The Library Privacy and Search Warrant Policy was last reviewed by the Library Board and Administration and approved at the January 27, 2020 board meeting. All employees are informed about the policy and trained to follow the specific process for safe-guarding patron privacy.
- The library reapproved the FOIA Policy on December 16, 2019 as required on the Library Board's Annual Calendar.

POLICY ITEM #3: Fail to provide appropriate accessibility and privacy in facilities.

Director's Response to Item #3

- The Portage District Library is ADA compliant with a wheelchair accessible entrance, elevators, computer stations and restroom facilities. There is also a wheelchair available for use upon request on the premises, and an entrance ramp and elevators that provide barrier-free entrance & transport.
- More seating has been provided in areas near the entrance to afford those with special needs a place to sit upon arrival, in preparation for leaving, or while waiting for assistance.
- The upper level Atrium and Adult Services areas have improved accessibility and privacy with advantageous placement of furnishings, wider aisles and pathways, lower, easier-to-reach shelving with wide open sight lines and unobstructed seating space.
- The library offers circulating laptops with wireless access so that patrons can use them anywhere in the library and connect to the Internet - which provides a higher degree of privacy than the stationary computers in the Adult Reference Room.
- Privacy is also ensured for our patrons' information by having an employee code of conduct at the library that requires staff to maintain confidentiality of all patron information.
- In the physical realm, privacy is offered to patrons by offering a Quiet Room, and by providing patrons access to an Adult Study Room, a Youth Study Room, a Youth Group Study Room and (5) other meeting rooms that are available for public use for a rental fee. There are numerous, individual study table & chair groupings throughout the library that provide places for people to read, study and work in an uninterrupted manner.
- Meeting room rentals are handled confidentially and are listed on the calendar only according to information that the renter provides to the library.
- More casual seating has been provided throughout the Atrium to present a friendlier more comfortable atmosphere for all visitors.
- The Teen Room has been furnished in an appealing way to make it more accessible and comfortable to that age group.
- Youth Room is arranged to make children's browsing areas more accessible and to create less obstructed sight lines for staff to monitor activities in that area.
- The Preschool Room has age appropriate learning toys and the floor plan is safe for small children and enables parents and caregivers to easily observe them.
- There is a Staff Lounge on the first floor, away from the public area, for employees to take break periods so as not to interfere with patron activities and to provide privacy for staff.

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

POLICY ITEM #4: Fail to establish with consumers a clear understanding of what may be expected and what may not be expected from the service offered.

Director's Response to Item #4: The library continues to handle its communications with library patrons in an excellent manner, using clear cut and easy-to-understand signage, flyers, posters, brochures, e-newsletters, and website information. All promotional materials are carefully developed to convey important messages to library users that will specifically describe new services (i.e., Hoopla, Lynda.com, new databases etc.) or changes in services (i.e., Changes in Non-Resident Fee; Library Closings, Friends' Book Sale dates, etc.) Any enhancements to library services are conveyed to library users via the library's monthly e-newsletter, inserts in The Portager, large posters placed throughout the library and with banner advertisements on the library's website. The library also uses digital signage to advertise upcoming programs to patrons.

The library's e-newsletter transmits useful library related information to patrons. In addition, other methods are used to communicate, such as:

- The library's website content was updated recently so that content in several areas of the site is current and dynamic and visually pleasing when viewed on a mobile device.
- The library has a Social Media Committee that is focused on developing meaningful, engaging, and newsworthy content for the library's Facebook account.
- An annual report for the library is made available that conveys all that the public is getting from its library.
- Newsletters are sent via e-mail and are used to highlight library resources, programs, and services.
- Special phone and e-mail communications are directed to homebound patrons to make sure they are up-to-date on library events, resources and services.
- Recorded message on the library's phone system are used to direct callers to the appropriate service points in the library and advertises any new services.
- Special promotional campaigns are conducted to "get the word out" about any new services available at the library.
- Any time that library resources and services are changed in any way, there is a publicity initiative undertaken to get the message out, through news releases, newspaper articles, and website alerts.
- Public surveys (both online and paper) are conducted regularly to gather information and feedback from patrons and then responses are used to assess library operations and services and to make any necessary changes.

POLICY ITEM #5: Fail to inform consumers of this policy, or to provide a way for persons to be heard who believe they have not been accorded a reasonable interpretation of their protections under this policy.

Director's Response to Item #5: Currently, the library has the following procedures in place to ensure that patrons are heard:

- All public service staff is trained to ask library patrons, during interactions with

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

them, if they found what they were looking for at the library.

- An Annual Report is distributed and includes contact information for Library Board Members and the Library Director.
- Electronic comment cards are available on the Library's website for users to submit online comments and paper comment cards are available at service desks.
- Evaluation forms are regularly handed out to patrons after library programs to get input on current and future program offerings.
- Patron surveys are conducted at regular intervals, both paper & electronic.
- All Library Board meeting notices are posted in high traffic locations and on the library's website and Library Board meetings are held onsite and open to the public at any time.
- Comments from library patrons are prompted by postings on the library's Facebook page.

POLICY ITEM #6: Fail to provide a written monitoring report to the Library Board once a year.

Director's Response to Item #6:

The Library Board's annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director. The Monitoring Report for the Executive Limitation on Treatment of Consumers appears on the board's annual calendar in the month of February.

In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 24, 2020. In addition to the Library Board's annual calendar, we have now also developed an annual calendar for the Library Administrative team to keep all work on track and ensure that marketing initiatives, special Ends projects and public service events are conducted in a timely manner.

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: February 18, 2020
SUBJECT: Library Statistical Report - January 2020

	Month Statistics			YTD Statistics		
	Jan-20	Jan-19	CHANGE	2020	2019	CHANGE
Circulation/Collections						
Total Library Circulation	68,203	63,787	6.92%	68,203	63,787	6.92%
Adult - Books	17,122	15,698	9.07%	17,122	15,698	9.07%
Adult - A/V	6,166	5,636	9.40%	6,166	5,636	9.40%
Youth - Books	22,048	22,041	0.03%	22,048	22,041	0.03%
Youth - A/V	2,651	3,412	-22.30%	2,651	3,412	-22.30%
Hot Picks	3,401	3,185	6.78%	3,401	3,185	6.78%
E-Material	13,151	11,570	13.66%	13,151	11,570	13.66%
ILL - PDL Requests	1,910	1,288	48.29%	1,910	1,288	48.29%
ILL - Other Lib. Requests	1,754	957	83.28%	1,754	957	83.28%
Self-Checkout Percentage	61.31%	61.00%		61.31%	61.00%	
Total Library Collection	189,153	198,815	-4.86%			
Adult - Books	87,325	91,258	-4.31%			
Adult - A/V	17,180	17,528	-1.99%			
Youth - Books	71,062	75,820	-6.28%			
Youth - A/V	9,568	10,519	-9.04%			
Hot Picks	4,018	3,690	8.89%			
Net Acquisitions	(441)	345	-227.83%	(441)	345	-227.83%
Purchased - Books	1,113	1,822	-38.91%	1,113	1,822	-38.91%
Purchased - A/V	353	352	0.28%	353	352	0.28%
Donated - Books	6	4	50.00%	6	4	50.00%
Donated - A/V	2	4	-50.00%	2	4	-50.00%
Material Discarded	(1,915)	(1,837)	-4.25%	(1,915)	(1,837)	-4.25%
Total In-House Usage*	n/a	n/a	n/a	0	0	n/a
In-House Periodical Usage	n/a	n/a	n/a	0	0	n/a
In-House Book Usage	n/a	n/a	n/a	0	0	n/a
Patrons						
Total Patrons	40,649	39,703	2.38%			
Adult	26,665	26,032	2.43%			
Youth	6,483	6,471	0.19%			
Non-Resident	371	393	-5.60%			
Reciprocal	6,305	6,077	3.75%			
Internet User	764	664	15.06%			
Professional	61	66	-7.58%			
Net Patrons	115	26	342.31%	115	26	342.31%
Adult	175	129	35.66%	175	129	35.66%
Youth	47	41	14.63%	47	41	14.63%
Non-Resident	4	2	100.00%	4	2	100.00%
Reciprocal	45	31	45.16%	45	31	45.16%
Internet User	51	47	8.51%	51	47	8.51%
Professional	0	0	0.00%	0	0	#DIV/0!
Patrons Removed	(207)	(224)	7.59%	(207)	(224)	7.59%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: February 18, 2020
SUBJECT: Library Statistical Report - January 2020

	Month Statistics			YTD Statistics		
	Jan-20	Jan-19	CHANGE	2020	2019	CHANGE
Library Building Usage						
Total Meeting Room Usage	150	140	7.14%	150	140	7.14%
Internal/Collaboration	81	78	3.85%	81	78	3.85%
External/Outside Usage	69	62	11.29%	69	62	11.29%
Total Program Audience	2,863	1,928	48.50%	2,863	1,928	48.50%
Adult	270	232	16.38%	270	232	16.38%
Youth	2,397	1,554	54.25%	2,397	1,554	54.25%
Heritage Room	196	142	38.03%	196	142	38.03%
Total Number of Programs	78	54	44.44%	78	54	44.44%
Adult	14	12	16.67%	14	12	16.67%
Youth	60	40	50.00%	60	40	50.00%
Heritage Room	4	2	100.00%	4	2	100.00%
Total Volunteer Hours	468	298	57.05%	468	298	57.05%
Adult	125	108	15.74%	125	108	15.74%
Youth	94	27	248.15%	94	27	248.15%
Technical	65	53	22.64%	65	53	22.64%
Circulation	132	92	43.48%	132	92	43.48%
Administration	39	0	#DIV/0!	39	0	#DIV/0!
Community Service	13	18	-27.78%	13	18	-27.78%
Total Front Door Traffic	48,671	47,889	1.63%	48,671	47,889	1.63%
Total Youth Services Traffic	28,967	29,003	-0.12%	28,967	29,003	-0.12%
Total Business Center Traffic	2,214	2,329	-4.94%	2,214	2,329	-4.94%
Information Access/Reference/Research						
Total Reference Transactions	10,080	8,602	17.18%	10,080	8,602	17.18%
Adult Phone	386	375	2.93%	386	375	2.93%
Adult Ready Reference	2,925	2,300	27.17%	2,925	2,300	27.17%
Adult Reference	315	373	-15.55%	315	373	-15.55%
Youth Phone	156	119	31.09%	156	119	31.09%
Youth Ready Reference	3,748	3,381	10.85%	3,748	3,381	10.85%
Youth Reference	838	497	68.61%	838	497	68.61%
HR Phone	15	9	66.67%	15	9	66.67%
HR Ready Reference	343	347	-1.15%	343	347	-1.15%
HR Reference	26	30	-13.33%	26	30	-13.33%
Circ Phone	665	575	15.65%	665	575	15.65%
Circ Ready Reference	367	391	-6.14%	367	391	-6.14%
Circ Reference	296	205	44.39%	296	205	44.39%
Total Edutainment LAN Use	389	379	2.64%	389	379	2.64%
Total Internet Computer Use	2,283	2,096	8.92%	2,283	2,096	8.92%
Youth Computers	144	321	-55.14%	144	321	-55.14%
Adult Computers	2,092	1,692	23.64%	2,092	1,692	23.64%
Laptop Computer Circulated	47	83	-43.37%	47	83	-43.37%
Total Electronic Transactions	54,370	51,208	6.17%	54,370	51,208	6.17%
WebSite Hits	39,157	36,323	7.80%	39,157	36,323	7.80%
WebCatalog Sessions	11,446	11,008	3.98%	11,446	11,008	3.98%
Licensed Database Hits	3,767	3,877	-2.84%	3,767	3,877	-2.84%

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

Note: Inclement Weather Closed the library 3 days and 2 evenings.

Christy Klien, Library Director



MLA Advocacy News

Good News and Bad News for Michigan's Budget

January 23, 2020

GOOD NEWS! While estimates set at the May 2019 Consensus Revenue Estimating Conference predicted a very flat revenue scenario this year, some good news was presented to the legislative and executive branch by fiscal experts in early January. According to new estimates, Michigan expects to see an additional \$235.2 million in General Fund revenue and \$85.7 million more in School Aid Fund support for the current Fiscal Year 2020. For the upcoming budget, which begins October 1, 2020, officials are expecting additional revenues of \$274 million in the General Fund and \$138 million in the School Aid Fund for a combined \$412 million in additional revenue.

BAD NEWS! Despite the adjustments, net general fund revenue – the amount available to be spent – is expected to remain mostly flat through 2021. Revenue growth is slowing. This is in direct correlation to the commitment to reimburse local governments for the loss of personal property tax revenue, formerly paid by manufacturers, and because of up to \$600M a year from the general fund allocated for road and bridge repairs.

In consultation with our lobby firm, GCSI, we anticipate a 2020 budget supplemental will pass in early February focusing on finding money for roads, and fixing the remaining problems caused by the 2020 budget vetoes.

And...here we go again. On February 6, Governor Whitmer is expected to propose her spending plan for 2021, which the Legislature should complete by the end of June — provided the process does not again devolve into partisan divisions.

As we all know, there remains no shortage of demands on a very constrained general fund. As the budget year continues and as a new budget is being created, MLA will keep an eye out for any and all opportunities to increase state aid to libraries.

Michigan Library Privacy Act Update

January 23, 2020

First and foremost, we are grateful for all input that we have received from statewide librarians on [SB611](#). The bill to amend 1982 PA 455, introduced by Senator MacGregor on October 29, was introduced without MLA input. MLA agrees that if these changes are to be implemented, it should be done when all voices (pro and con) have been heard, and all input has been taken into consideration. Through a very thorough vetting process beginning in November 2019, we believe that we have gained statewide and national insight into the support and the concerns that this update brings. The MLA Board will be voting on our position at the end of January, and we will communicate that with you quickly.

The true intent of the proposed revisions is to remove obstacles and barriers libraries face when dealing with crimes. We are in agreement that revisions to this Act must provide continued protections to patron privacy while removing the legal barriers we sometimes face when dealing with crimes that have occurred at our libraries.

Above all else, privacy is a core foundational value of libraries across the country. At all costs, we must protect the privacy rights of Michigan library patrons in their reading histories, materials borrowed, resources reviewed, or services used at the library. The current law's protection of user privacy, by requiring a court order for the disclosure of circulation records and computer usage logs in the event of a crime, must remain unaltered, and it is our position that this is not negotiable.

But as we all know, libraries have an obligation to provide a safe and welcoming environment for the public that they serve. By updating the current Act we are providing the potential to make libraries safer by hastening the investigation of crimes committed in the library and on library property through video surveillance.

Many will agree that if updated, MLA and our partners must be vigilant in educating the field about the changes if adopted by the legislature and signed into law by the Governor. Many of you have stated that SB611 must not move forward as presented...we agree. MLA must present the best possible revisions for consideration by taking into account how it affects all libraries, in different ways, under different circumstances. This Public Act must also be easy to understand by all libraries and all library personnel and governing bodies. It must clarify existing language, and at the same time clearly provide guidelines with which to balance patron privacy with patron and staff safety.

Based on your input, MLA is finalizing revisions with our attorney that address the following:

- **CRIME:** The definition of "crime" must be included within the act to distinguish the types of crime that are causing challenges within our library systems. We recommend that we follow already established protocol as defined by section 5 of 1931 PA 328, MCL 750.5.

- **PROTECTION OF LIBRARY RECORDS:** Under no circumstances should library personnel or the governing body be able to share library records, reading history or other personal information with law enforcement without a warrant.
- **SURVEILLANCE VIDEO:** A clarification that surveillance video is not considered part of a library record so that this can be turned over to law enforcement immediately when a crime is committed as long as it does not disclose what a user has read, borrowed, or viewed. The amended Act should also include a statement concerning sharing personal knowledge without utilizing library records.
- **THIRD-PARTY VENDORS:** Our national library association – ALA – recommends we update the Act to include Third-Party Vendors. This language strengthens the Act and provides even more privacy protection for users.
- **GOVERNING BODY:** Update language to be inclusive of all library types in describing the governing body.
- **EXIGENT CIRCUMSTANCES:** We want to define exigent circumstances which would always allow law enforcement to immediately gain access to all library records.
- **LIABILITY:** We are still clarifying MLA’s position on who should be held accountable when library records are shared.

Be watching for member communications in early February concerning the MLA board’s position. This is a lengthy process and we are doing our due diligence and trying to get this in front of you in a timely manner. Once again, our sincere gratitude to those that have provided input. We have taken your concerns and support into consideration as we’ve moved forward to determine MLA’s position.

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.

MLA's Official Position on SB 611 – Michigan Library Privacy Act

February 6, 2020

On Friday, January 31, 2020, the MLA Board of Directors unanimously voted to support and approve [a substitution bill for Senate Bill 611 \(SB 611\)](#).

Last October, Senator MacGregor introduced SB 611 to amend the Michigan Library Privacy Act, 1982 PA 455. The intention of his bill was to enable libraries to work with law enforcement when the library is a victim of a crime. After hearing both concerns and support from the Michigan library community on Senator MacGregor’s proposed amendments to the Privacy Act, MLA drafted a substitute bill that clarifies and updates SB 611.

The proposed substitution bill removes obstacles and legal barriers libraries sometimes face when a crime has been committed in the library while providing for continued protection to patron privacy.

At a meeting on February 5, Senator MacGregor agreed to move forward with the MLA-proposed changes to SB 611.

Below are highlights of the substitution bill content with updates to standardized language and confirming that Section 5 and Section 6 of the current Act remain in place without change.

SUBSTITUTION CONTENT:

1. **DEFINITIONS:** We have included a definition of “crime” as defined by section 5 of 1931 PA 328, MCL 750.5; a definition of “law enforcement officer” as defined as an individual licensed under the Michigan commission on law enforcement standards act, 1965 PA 203, MCL 28.601 to 28.614; and a definition of who is considered an “agent,” which also includes third party vendors.
2. **SURVEILLANCE VIDEO:** We have clarified that a library record does not include video surveillance and that video surveillance can be turned over to law enforcement without a court order if it shows no identifying library records or library activities.
3. **PERSONAL KNOWLEDGE:** We have clarified that personal knowledge may be shared with a law enforcement officer.
4. **EXIGENT CIRCUMSTANCES:** We have included a provision that in the event of exigent circumstances that make it impractical to secure a court order, a library may turn over records to law enforcement officers.
5. **LIABILITY:** While the library remains liable, we have removed an employee or agent as being liable unless an employee or agent knowingly violates this act.
6. **EQUITABLE RELIEF:** We have added that a court may grant equitable relief to a person.

Here is what is in store for us in the following weeks and months:

The next step is for Senator MacGregor’s staff to work with the Legislative Service Bureau to get our changes turned into an official legislative document. Once this is complete, our MLA Lobbyist will meet with Senator Peter Lucido, the Chair of the Senate Judiciary Committee, to gauge his interest in the bill. Following that meeting, it is likely that a committee meeting will be scheduled to take testimony on the substitution bill. MLA will be asked to testify and explain our position on proposed changes to the Privacy Act. Senator Lucido will likely hold a second hearing on the bill to hear testimony from anyone that could not make it to the first hearing and to vote on the bill. If the bill is voted out of committee it then goes to the Senate Floor for consideration by the full Senate. If the Senate passes the bill it will be sent to a House Committee and the process starts over in the House.

We will keep you informed as the process moves forward. Be watching for future communications from MLA as we will be asking you to provide your support and perhaps provide testimony during the hearings.

We continue to be grateful for the time many of you have given to voice your concerns and support.

As always, please feel free to contact MLA Executive Director, Deborah E. Mikula at (517)394-2774 ext. 224 or by email at dmikula@milibraries.org with questions or comments.