<u>**NOTICE OF ELECTRONIC REGULAR MEETING**</u>

LIBRARY BOARD MEETING
PORTAGE DISTRICT LIBRARY
Monday, May 18, 2020
at 6:00 p.m.

THE MEETING WILL BE HELD ELECTRONICALLY.

The Library Board of the Portage District Library will hold a regular meeting on Monday, May 18, 2020 at 6:00 p.m. This meeting will be held electronically pursuant to the Open Meetings Act and Governor Whitmer's Executive Order 2020-75.   The purpose of this meeting is to consider any issues that may come before the Library Board. Pursuant to Executive Order 2020-75, the Library gives notice of the following:

1.	**Reason for Electronic Meeting**. The Library Board is meeting electronically because Executive Order 2020-69 requires that the Library is closed to the public on the date of the meeting. Therefore, the public cannot be physical present and provide comment in the Library Building. The Board is holding its meetings by electronic means only because residents must remain at home or in their place of residence to the maximum extent feasible, and all in-person government activities have been suspended except for critical infrastructure workers and workers necessary to conduct minimum basic operations.

2.	**Procedures.** The public may participate in the meeting electronically and may make public comment through either of the following methods.

Connect from your computer, tablet or smartphone:

Please copy and paste the link below to join the webinar:
https://us02web.zoom.us/j/86094775585

Or iPhone one-tap :
   US: +16465588656,,86094775585# or +13017158592,,86094775585#
Or Telephone:
   Dial(for higher quality, dial a number based on your current location):
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   Webinar ID: 860 9477 5585
   International numbers available: https://us02web.zoom.us/u/kcsPIqbsn

3.	**Contact Information.** For those people who desire to contact members of the Library Board to provide input or ask questions on any business that will come before the public body at the meeting, please contact Quyen Edwards at qedwards@portagelibrary.info prior to the start of the meeting.

4.   **Persons with Disabilities**. Persons with disabilities may participate in the meeting through the methods set forth in paragraph 2. Individuals with disabilities requiring auxiliary aids or services in order to attend electronically should notify Quyen Edwards at qedwards@portagelibrary.info within a reasonable time in advance of the meeting.

Dated: May 14, 2020   Quyen Edwards
                                       Portage District Library
                                       300 Library Lane
                                       Portage, MI 49002

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PORTAGE DISTRICT LIBRARY BOARD MEETING
May 18, 2020
Virtual Meeting via Zoom at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

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

IV. Adoption of the Agenda for the Regular Meeting of May 18, 2020 *(1 minute) (Vote)*

V. Consent Agenda **(5 minutes) (Vote)**
  A. Minutes of the Electronic Regular Board Meeting held on April 27, 2020. (*Info) Pg. 5-11*
  B. Review of Reciprocal Borrowing Policy (*Info) Pg.12*
  C. Review of Patron Behavior Policy (*Info) Pg.13-19*
  D. Financial Report for April 2020. (*Info) Pg.20-22*
  E. Marketing Report for April 2020. (*Info) Pg.23*
  F. Legislative Update for April 2020. (*Info) Pg.24-26*
  G. Statistical Report for April 2020. (*Info) Pg.27-28*
  H. Budget Amendment for Designated Funds (*Info) Pg.29*
  I. Budget Amendment to Transfer Funds (*Info) Pg.30*

VI. Governance **(60 minutes total)**
  A. Narrative Report for May 2020 (*Info) Pg.31-38*

  B. Additional Staff Activities during the Building Closure caused by the COVID-19 Pandemic (*Info) Pg.39-47*

  C. COVID-19 Preparedness and Response Plan (*Info) Pg.48-57*

  D. Portage District Library Board Action in Response to the COVID-19 Pandemic (*Info) Pg.58*

  E. Follow-up on Mid-Year Meeting with Library Director (*Info) Pg.59*

VII. Staff Presentation on the Library's Summer Reading Program **(20 minutes total)** (*Info) Pg.60*

VIII. Library Director's Reports **(20 minutes total)**
  A. Final remarks by Library Director for the May 18, 2020 Library Board Meeting.

IV. Process Evaluation **(5 minutes total)**
  A. Suggestions for Agenda Items to be included on the June 22, 2020 board meeting
    1. Minutes of the Regular Meeting held on May 18, 2020.
    2. Initial Discussion about Plans for the 2020 Library Board Retreat.
    3. Review of Heritage Room Policy.
    4. Presentation of Audit Report for Fiscal Year 2019 by Rehmann Robson staff.
    5. Presentation of proposed Library Operating Budget for Fiscal Year 2020.

  B. Assessment of this meeting

  C. Miscellaneous Items

V. Adjournment

PORTAGE DISTRICT LIBRARY BOARD
Electronic Regular Board Meeting to be held on
April 27, 2020
To be held virtually via Zoom at 6:00 pm 300 Library Lane, Portage Michigan 49002
AGENDA

I. Start of Meeting

II. Roll Call

Board Members Present:	Carol Bale, Michele Behr, Jeanne Friedman, Cara Terry, Donna VanderVries, and Tom Welsh
Board Members Absent:	Ted Vliek (excused)
Library Staff Present:	Library Director Christy Klien, Jill Austin, Rolfe Behrje Quyen Edwards, Rob Foti, Lawrence Kapture, Doran Lefaive, Abby Pylar, Colin Whitehurst and Laura Wright

III. Comments or Requests from the Public, Board Members, or Library Staff **(10 minutes total)**
Board Chair Welsh welcomed everyone to the meeting. He then opened the meeting for any comments from the public, board members, or library staff.

   A. Comment from Trustee Terry – Trustee Terry commented on what a great job the library staff is doing to keep patrons informed and engaged. Trustee Behr agreed and said the staff's creativity should be commended.

   B. Comment from Head of Adult Services Lawrence Kapture – Kapture said that he wanted to take a minute to thank his staff for doing a great job, pitching in where needed, keeping track of projects and moving them forward.

DISPOSITION: The Library Board acknowledged the comments from Trustee Terry, Trustee Behr, and Head of Adult Services Kapture.

IV. Adoption of the Agenda for the Regular Meeting of April 27, 2020
Library Board Chair Welsh asked if there were any changes needed to the agenda of the April 27, 2020 board meeting before its adoption. No changes were requested.

   MOTION: It was moved by Trustee VanderVries and supported by Trustee Bale that the Library Board adopt the agenda for the regular meeting of April 27, 2020. Vote: 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

V. Consent Agenda
   A. Minutes of the regular meeting held on February 24, 2020
   B. Narrative Report for February and March 2020
   C. Financial Condition for February and March 2019
   D. Budget Amendment to Transfer Funds Budgeted for Capital Maintenance to Building Repair Lines in the FY2020 Budget
   E. Marketing Update for February and March 2019
   F. Statistical Report for February and March 2019
   G. Legislative Update for March and April 2020
   H. Review of Programming Policy
   I. Review of Art Exhibit Policy
   J. Volunteer Appreciation Event Rescheduled TBD
   K. Monitoring Report on Executive Limitation: Asset Protection
   L. Monitoring Report on Executive Limitation: Financial Planning & Budgeting
   M. Monitoring Report on Executive Limitation: Financial Condition & Activities
   N. Monitoring Report on Executive Limitation: Fundraising Activity

MOTION: It was moved by Trustee VanderVries and supported by Trustee Behr that the Consent Agenda for the regular board meeting of April 27, 2020 be approved. Role Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

VI. Governance
A.   Portage District Library Resolution in Response to the Covid-19 Pandemic
Library Board Chair Welsh asked if there was any discussion needed on the resolution prior to a vote. Trustee VanderVries expressed interest in more information about how the payment of staff is being handled and what staff are able to do from home right now. She said that clarification on behalf of the taxpayers was important during these unprecedented times.

Library Director Klien said that all staff have been instructed to do professional development at home and report what they have learned to their supervisors. At this time, the Professional Development Committee has decided that the library will not have a dedicated closed staff development day (usually in September) due to the current closure of the library building. Other things staff can be working on: reviewing policies, feedback on the draft patron interaction document, staff thinking of barriers to service and challenges faced when working with patrons, corresponding with supervisors, all department staff meetings on a regular basis, collection development and ordering material, social media content, program planning and adjusting to a virtual programming model. All staff have also been assisting in drafting the reopening plans for the library. Each department has held meetings and done research on best practices for adjusted services.

Trustee Behr asked about the technology capabilities off all the staff. Klien said that all library staff members have Internet or a library provided hotspot and all staff have a device to use at home for work and meetings. We are now using Microsoft Teams to communicate regularly and hold virtual meetings and all staff have access to that. Systems Administrator Behrje expanded on Klien's comments. He said the library has issued to technology to everyone which in some cases included refurbished laptops from the public circulating collection. Behrje has been holding training sessions with staff to show how to use various products. He said that there are plenty of opportunities for staff to get involved, participate, and collaborate.

Trustee Behr asked about the timing of this resolution. Klien responded that she had verbal approval from the Library Board to pay the staff during the closure when it first began, but because it has been going on for an extended period of time, the Library's Labor Lawyer recommended having formal board support. Head of Youth Services Laura Wright said that she understands the need for the Board to be justifying roles performed and the paying staff. She pointed out that to revamp and restructure our traditional service models takes work to rebuild which also requires time. She acknowledged that it is hard to see what is occurring outside of the brick and mortar and offered a list of activities her staff has performed during the closure including working as a liaison with the schools, budget conversations, staffing conversations, committees, building groundwork for reopening and plans for how to do it quickly once we have the ability to move forward.

Board Chair Welsh asked about the current number of vacant positions at the library. Business Manager Rob Foti responded that there are three (3) full time and one (1) part time positions unfilled. The part time position was for Thom Sherman, the library's custodian, who retired at the end of the year. His responsibilities have shifted to the contract cleaning company, Service Masters. They have not been working in the library for the last 5 weeks which has some added cost savings, but that could easily be negated if the cleaning schedule gets ramped up when we reopen to the public.

Trustee VanderVries said she has concerns for the budget in the future. While she wants the library staff to be supported, she said she is trying to be realistic and wants to make an informed decision. Business Manager Foti said that it is very possible that money from the state will be impacted in the way of personal property tax reimbursement. The library has received that reimbursement in February 2020, so the next payment won't be until the 2021 calendar year. There is also the possibility in property tax value decline and State Aid. We are certainly in unprecedented territory and we will be paying close attention to the library's incoming revenue and looking to adjust the budget accordingly in the future.

There was some discussion about the amount the library spends biweekly on staff salaries and wages as well as which library employees are currently deemed essential. Klien said that under the executive order only a few staff are considered "essential" and can go into the library building based on the given definition for individuals who perform duties such as payroll, bill paying, maintenance, security, and technology support. The rest of the staff not deemed "essential" is required to work from home. Foti said that there will also be additional conversations with the Library's Labor Lawyer regarding provisions of the CARES Act that apply to staff.

Trustee Behr brought up for discussion the resolution language in paragraph beginning with "Be it further resolved…" that referred to paying staff for "the duration of the closure or until further action of the board". There was some discussion on the language. Library Board Secretary Edwards reminded trustees that the next board meeting is scheduled for Monday, May 18th which is in 3 weeks time, Board Chair Welsh suggested amending the resolution to read "for the duration of the closure or until the next board meeting on Monday, May 18, 2020 for further review".

MOTION: It was moved by Trustee Terry and supported by Trustee Behr to approve the Resolution in Response to the Covid-19 Pandemic as amended. Role Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

This topic will be included on the agenda of the May Library Board Meeting as requested by the Board Chair.

B.   Portage District Library Guidelines for Re-Opening After a Pandemic
Board Chair Welsh said that the next document is what the Administrative Staff has been working on in preparation for reopening. Klien said that this gives you an idea of what the library staff are proposing. Obviously, the effect of the pandemic has been felt nationwide and it is difficult to know how it will end. While some forms of curbside pickup have been approved for restaurants and some retail, those transactions only go one way. Libraries are in a unique position because our model is about sharing.

This document is proposing a phased reopening. The return of thousands of items will be quarantined and staff must have the proper PPE (personal protective equipment) to handle it. Meeting rooms will be used to isolate returns and store some furniture from the public area. We are proposing one to two weeks of Phase 1, where we have library staff only in the building preparing to open to the public. We know that there is more information to come from the CDC, State of Michigan, and our Kalamazoo County Health Department and as we have more information we will revise this plan. Phase 2 included curbside pickup and we are working to develop a procedure to do contactless hold – pull – pickup. We see that phase also lasting one to two weeks, and beyond reopening as there are some vulnerable populations that may not want to risk coming into the library building even when we are open to the public. Phase 3 will involve limited numbers of people in the building as determined by official guidelines. Staff who can work from home will continue to do so to limit the number of people in the building at one time. At this time, the only meeting that will take place at the library is the Board Meetings unless we get an extension of the Open Meetings Act from the Governor that pushes it beyond May 15, 2020.

Library Director Klien said that she has been in contact with Toni Yanni, the President of the Friends of the Portage District Library, and will be talking through the issues that organization is facing without the ability to hold public sales. Staff are also letting collaborators, programmers, and organizations who request room rentals know that the meeting rooms will not be available through the summer.

Trustee Bale said that it was a well thought out plan that protects staff and patrons. Trustee VanderVries asked about additional costs related to the crisis. Business Manager Foti said that the budget amendment of $15,000 in the consent agenda will cover plexiglass safety shields and additional supplies, however the funding request could go up over time depending on needs that arise.

Trustee Bale began a discussion of the role of the staff when people are not following social distancing guidelines. Klien acknowledged that stores have more flexibility in enforcement of "suggested guidelines" as it is not a taxpayer funded institution. She said they will look for guidance from the library's attorney for specific responses

to situations such as, "If someone is exhibiting symptoms, can we ask them to leave?" "Can we take temperatures?" "Can we restrict the size of patron groups?" "Can we require patrons to wear masks?"

DISPOSITION: The Library Board received the information about the Portage District Library Guidelines for Re-Opening After a Pandemic.

C.   Construction Manager Recommendation

Library Board Chair Welsh summarized the document provided in the board packet. C2AE assisted the library in developing an RFP for a construction management firm for the building renovation project with a preference for a local company. Of the proposals they received, they considered five construction management firms that all have Portage/Kalamazoo offices. After further discussion, they offered three interviews and requested presentations of approximately one hour. The recommended firm is Walbridge. The selection committee was impressed with their organization, creativity, experience, and cost savings. Trustee Bale asked if their references were checked and Klien responded that reference checks were performed on the top three firms prior to offering interviews. All of the firms received good reviews. Walbridge provided a visual planner to show how they communicate with sub-contractors and took their presentation one step further by suggesting that the library staff and materials move off-site during construction to save time. They even talked to a moving company and a real estate agent to see what was available in our area and to provide a cost estimate.

Board Chair Welsh asked for two motions, one to approve the recommendation of the selection committee and a second motion to enter into a contract with that firm.

MOTION: It was moved by Trustee Behr and supported by Trustee Terry to select Walbridge as the library's Construction Manager for the upcoming renovation project. Role Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

MOTION: It was moved by Trustee Bale and supported by Trustee Behr to authorize the library to negotiate and enter into a contract with Walbridge. Role Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

D.   Architect Contract Fee Amendment

Trustees reviewed the memo in the Board packet regarding the amended fee structure for Architectural and Engineering Services.

MOTION: It was moved by Trustee Terry and supported by Trustee Bale to approve the recommendation for Architectural and Engineering Services Fees Amendment and authorize the Library Administration to sign the contract. Role Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

E.   Updated Building Project/Renovation Plans

Library Director Klien walked Trustees through the most updated proposed floor plan provided by C2AE shown on pages 67-70 of the Board packet. This plan is the result of many meetings with the architects, Library Administration, and representatives from each department of the library staff to ensure that nothing was overlooked. It is very possible that there will still be minor adjustments, moving of doors, etc. but overall this plan meets the needs of the library in the future, creates a more welcoming entrance, expands public space and adjusts staff work areas to the best possible layout with the budget and space constraints of the library's property.

Trustee Bale had a question about patio area. Library Director Klien said that even though it is an awkward and underutilized space, it is very costly to renovate and will be left for consideration in future renovations. Trustee Behr asked about floor space for collections. Klien said that there is an increase and that other adjustments would be made to make the space more flexible including keeping some collections on wheels. Klien said that she also sees the elimination some collections in the future. Trustee VanderVries asked how much more sq. footage the addition would gain and Facilities Manager Lefaive responded it was approximately 7,500 sq. feet per level or 15,000 sq. feet total.

Klien said she anticipates more conversations with the City to be forthcoming. There has been some discussion about building a shared use parking lot in between the new Senior Center and the library. The proposed document had a suggested parking lot layout that will require additional discussion.

Business Manager Foti highlighted the additional emergency exits, which will have alarmed doors, as a building code requirement and additional safety feature for patrons and staff. There was a brief discussion about solar panels, which were determined to be cost prohibitive for this project. Facilities Manager Lefaive said that there will be savings for the library in terms of more efficient heating and cooling equipment.

DISPOSITION: The Library Board received the information about the Updated Building Project/Renovation Plans.

F.   Scheduling of Mid-Year meeting with the Library Director

Board Chair Welsh and Library Director Klien will schedule a time before the May meeting for a discussion of her work so far this year. Please direct concerns to the Board Chair so that they can be discussed at that time.

DISPOSITION: The Library Board received the information about the Mid-Year meeting with the Library Director.

VII. Ends Development

A.   Memo 2019 End of Year Fundraising Report

Library Director Klien directed trustees' attention to the memo regarding 2019 End of Year Donations on page 72 of the Board packet. As we did not do an official Annual Campaign because of its proximity to the new additional millage approval, there were fewer donations than are usually received at the end of the fiscal year, but the donations were significantly larger and the total amount was not that much smaller than the previous year.

At this time, Klien added that it is the opinion of the Fundraising Team that we should not move forward with a Spring Appeal as it does not feel appropriate during the current crisis. There will be discussion in the future about the end of the year fundraising.

DISPOSITION: The Library Board received the information about the 2019 End of Year Fundraising Report.

B.   Memo: Request to Use Patron Data and Trustee Signatures

Library Director Klien said that typically we would come to the Board with a request to share mailing list with contracted printer for Spring Appeal and Annual Campaign. At this time, we would like to mail a letter to all of our library patrons outlining the "new norm" for library services when we get a better idea of when we will be able to reopen the library building. We know that not everyone has internet or a Facebook account and we would like to be thorough when communicating new procedures so our patrons know what to expect.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Behr to allow the library to enter into a contract with our regular printing vendor, to use the patron database for the sole purpose of sending direct mailings to our patrons to keep them informed and to allow use of the trustees' signatures on those mailings in 2020. Role Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

C.   First Quarter 2020 Strategic Planning Statistics

Library Director Klien reviewed the First Quarter Strategic Planning Statistics with the Board as presented on pages 74-78 of the Board packet. She said this work reflects only two weeks of the library's closure while the rest was during "business as usual". She expects to see some changes in the second quarter in that regard. She asked if trustees had any questions about the document and they did not.

DISPOSITION: The Library Board received the First Quarter 2020 Strategic Planning Statistics.

VIII. Monitoring to Assure Compliance with Executive Limitations

A.   1st Quarter Financial Report for FY 2020

Business Manager Foti said that there was approximately $100,000 in uncollected/unpaid real taxes from the county.

He is monitoring the payments as they come in to be sure that the new half mil is being collected correctly as it is not subject to capture by DDA's or LDFA's. For comparison, at this time last year there was about $65,000 uncollected.

The Library has received its Personal Property Tax reimbursement and expects the State Aid any time now. Foti said he wanted to share a quick note on tax values he had received today, looking at last year vs this year. Residential tax values are up 4.6% in Pavillion Township, 4.23% in Texas Township and 4.17% in Portage. Of course, this is all subject to change going forward, but at least there is an increase that can help cushion any losses.

In reference to lines that were under budget in the first quarter - Positions unfilled means money from salaries/wages and fringe benefits is unspent. It could total $200,000 by the end of the year. The Materials line is under budget because the library did not receive deliveries towards the end of the first quarter. We are, however, continuing to place orders for the queue, and delivery is subject to our reopening when we expect the spending pace to increase. The Utilities line is also under budget.

As previously discussed, we have requested to move money from the Capitol Maintenance Line to Supplies since we can't move money into different categories without Board approval. Trustee Bale asked if he anticipated there might be additional funds requested for COVID-19 related supplies and Foti said they would come back to the Board if additional funds were needed.

Trustee VanderVries asked about millage rollbacks and Foti said he wouldn't know for at least another couple days. He said he would keep the Board informed on this topic.

DISPOSITION: The Library Board received the information about the 1ˢᵗ Quarter Financial Report for FY 2020.

IX. Library Director's Reports
   A.   Final remarks by Library Director for the April 27, 2020 Library Board Meeting
   Library Director Klien said that safety shields (plexiglass sheets with some small slots at the bottom for exchanging items) have already been installed on all of the public service desks. Staff continue to look at procedures and processes for reopening, more detail to come as we learn more. This is an unprecedented time and I have to acknowledge that the severity and speed of the situation did catch us off guard. I am extremely proud of the staff for jumping in to cover what needs to be done. We have staff members who are making fabric masks as we plan to provide two for each staff member when we reopen. Thank you Mary, Annette, and Quyen. This has been an extremely busy time for our social media team. I appreciate the staff's creativity and volume of fun information and programs that have been distributed online to our patrons! The library's building committee has continued to meet virtually to come to a consensus on renovation priorities, sharing departmental views, and reviewing architect plans. Thanks to our Marketing Manager Colin Whitehurst for coordination our communication strategies with our patrons and for a great job moderating our virtual meeting tonight. Finally, thanks to Library Board Secretary Quyen Edwards for putting together the library board packet from home.

X. Process Evaluation
   A. *Suggestions for Agenda Items to be included on the May 18, 2020 Board Meeting*
      1. Minutes of the Electronic Regular Meeting held on April 27, 2020
      2. Review of Patron Behavior Policy
      3. Audit Report for Fiscal Year 2019 by Rehmann Robson
      4. Follow-Up on mid-year meeting with Library Director
      5. Plans for 2020 Summer Reading
      6. Portage District Library Resolution in Response to the Covid-19 Pandemic

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

   C. *Miscellaneous Items* – None.

XI. <u>Adjournment</u> –
Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the regular board meeting of April 27, 2020.

<u>DISPOSITION</u>: The regular board meeting of April 27, 2020 was adjourned at 8:25 pm.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary

PORTAGE DISTRICT LIBRARY

Reciprocal Borrowing Policy

The Portage District Library operates on the premise that libraries should be accessible to people regardless of their location, economic status, educational level, race, color, creed, religion, or any other factor which may be divisive and inhibitive; it has been deemed appropriate and advantageous for the library to enter into reciprocal borrowing agreements with other institutions for the purpose of providing access to library materials for the benefit of their respective library patrons.

For this reason, the Portage District Library will enter into a Reciprocal Borrowing Agreement with another entity of similar size and funding level, on behalf of the people in their area, so that:

> **"Any person holding a valid resident borrower's card from either participating entity will have access to both institutions."**

Criteria for Institutions in Reciprocal Borrowing Agreements with the Portage District Library:
The participating institution must:

1. Be in reasonable geographic proximity to the Portage District Library.
2. Have a funding level equivalent to at least a one-mill tax levy, and be of a similar size with a comparable collection.
3. Obtain the approval of its governing body and have an officer sign a Reciprocal Borrowing Agreement with the Portage District Library.
4. Agree to assist the Portage District Library, if necessary, (and if requested) in recovering library materials from a reciprocal borrower.
5. Comply with the rules and practices of the Portage District Library, including any limitations placed on the borrowing of specific classes of materials.
6. Recognize the effective date of a Reciprocal Borrowing Agreement with the Portage District Library as the latest date appearing on the signed agreement.
7. Honor the provisions of a Reciprocal Borrowing Agreement with the Portage District Library, unless modified or cancelled at the request of either institution in writing, with a 90-day notice.

Expectations for Reciprocal Borrowing Patrons Accessing the Portage District Library:
Reciprocal borrowers are expected to:

1. Conform to all of the rules and regulations of both participating institutions, including the payment of any fines and fees, which may be accrued.
2. Present a valid resident borrower's card from their "home" institution.
3. Present identification and proof of residential address as specified in the library's Resident/Non-Resident Policy.
4. Return library materials promptly and in satisfactory condition.

PORTAGE DISTRICT LIBRARY

Patron Behavior Policy

I.   Introduction

The Portage District Library (the "Library") is open for specific and designated civic, educational and cultural uses, including reading, studying, writing, participating in scheduled Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board of Trustees has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy is to assist the Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

II.   Rules for a Safe Environment

The following rules of conduct shall apply to all buildings – interior and exterior – and all grounds controlled and operated by the Library ("Library property") and to all persons entering in or on the premises, unless otherwise specified.

A.   Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation (including but not limited to assault, larceny, removing library material from the property without authorization through the approved lending procedures or vandalism) is prohibited.

B.   Weapons. Carrying guns, pistols or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.

C.   Alcohol/Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library Board.

D.   Under the Influence. Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.

E.   Safety of Patrons on Library Property.

1.   Use of skateboards, rollerblades, roller skates, or other wheeled form of recreational equipment is not allowed in the Library or on Library property.

2.   Library patrons must park bicycles or other vehicles only in authorized areas.

3.   All doors, aisles and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

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

5. Smoking, using e-cigarettes or vaporizers, rolling cigarettes, or chewing tobacco is prohibited in the Library and on Library property within 25 feet of any entrance.

6. Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library property.

7. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.

8. Patrons shall not be permitted in any areas designated as "staff only" unless otherwise permitted by the Library Director.

9. Patrons may not use the Library's telephone unless approved by Library staff.

III.   Rules for Personal Behavior.

A.   Personal Property. Personal property brought on Library property is subject to the following:

1. The Library personnel may limit the number of parcels carried into the Library. The Library may also limit the size of items brought into the Library, for example, large items such as large plastic garbage bags are prohibited.

2. The Library is not responsible for personal belongings left unattended.

3. The Library does not guarantee storage for personal property.

4. Personal possessions must not be left unattended or take up seating or space needed by others.

B.   Food and Beverages. Snacks and beverages are permitted inside of the Library. Patrons are expected to clean-up and dispose of waste appropriately and notify staff of any spills. Other food is only allowed in designated areas approved by the Library Director.

C.   Unauthorized Use. Patrons must leave the Library promptly at closing time and may not be in the Library when it is not open to the public. Further, any patron whose privileges to use the Library have been denied may not enter the Library. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Director, his or her designee, or the Library Board.

D.   Engaging in Proper Library Activities. Patrons shall be engaged in activities associated with the use of the Library while in the building or on Library property. Patrons not engaged in reading, studying, writing, participating in scheduled Library programs, using Library materials or using the Library in a manner that is consistent with the Library's mission shall be required to leave the building and shall not remain on Library property. This includes, but is not limited to, a prohibition of extensive periods of sleeping in the library or on benches, tables or grounds outside.

E.   Considerate Use. The following behavior is prohibited in the Library and in the Library building.

1.   Spitting;

2.   Running, pushing, shoving or other unsafe physical behavior;

3.   Putting feet or legs on or climbing furniture;

4.   Using obscene or threatening language or gestures.

F.   Panhandling or Soliciting. Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director.

G.   Interference with Staff. Patrons may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

H.   Campaigning, Petitioning, Interviewing and Similar Activities. As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting on Library grounds as follows:

1.   Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are prohibited inside the Library building.

2.   Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:

a.   Persons or groups are requested to sign in at the Checkout Desk in advance.

b.   Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.

c.   Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to the areas 15 feet from all entrances.

d.   No person shall block ingress or egress from the Library building.

e.   Permitted times will be limited to the operating hours of the Library.

f.   Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.

I.   **Sales.** Selling merchandise on Library property without prior permission from the Director is prohibited.

J.   **Distributions/ Postings.** Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited.

K.   **Restrooms.** Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited.   Library materials may not be taken into restrooms.

L.   **Harassment.** Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; and (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job is prohibited.

M.   **Loud Noise.** Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other patrons' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Adults may read aloud to children in the Youth Area, provided that they are reading in a voice that would not reasonably disturb others.

N.   **Odor.** Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume, or cologne that causes a nuisance is prohibited.

O.   **Phones.** Those patrons desiring to use phones to place or receive calls must use the phones in a manner that would not reasonably disturb others.

P.   **Library Policies.** Patrons must adhere to all Library Policies.

Q.   **Identification.** Patrons must provide identification to Library staff when requested.

R.   **Tables or Structures on Library Property**. No person may use or set up a table, stand, sign or similar structure on Library property. This does not apply to Library-sponsored or co-sponsored events.

IV.   **Rules for the Use and Preservation of Library Materials and Property.**

A.   **Care of Library Property.** Patrons must not deface, vandalize, damage or improperly remove Library materials, equipment, furniture, or buildings. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision.

B.   <u>**Internet Use.**</u>   Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.

C.   <u>**Equipment.**</u>   Library phones and staff computers are for staff use only.

D.   <u>**Authorized Lending.**</u>   Library materials may only be removed from the premises with authorization through established lending procedures.

V.   <u>Children in the Library</u>

A.   Children are welcome and encouraged to use the Library at all times. The Library desires to make each visit an important one for the child. A "Child" means a minor under the age of 18.

B.   <u>**Rules and Regulations Regarding Children.**</u>

1.   All patrons, including children, are expected to comply with the Library's policies. Parents, guardians or responsible caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy.

2.   Parents, guardians and caregivers are responsible for the behavior and supervision of their children regardless of age while in the Library or on Library property.

3.   Library staff will not be expected to supervise or monitor children's behavior.

4.   Children under the age of 10 must be attended by a parent, guardian or responsible caregiver. The parent, guardian or responsible caregiver (who must be at least 14 years old) shall remain in the Library at all times. If a child under the age of 10 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to remain on the premises for the duration of the program.

5.   Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian or responsible caregiver at all times.

6.   Children ages 7 and under must be within the visual contact of a parent, guardian or responsible caregiver at all times, including during programs and visits to the restroom. Children ages 7 and under may not be left in the Youth Services Department alone.

7.   Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 10 years or older who may be asked to leave the Library if the child is in violation of Library policy.

8. We request that all unattended children be picked up at least ten minutes before closing time. Parents, guardians and responsible caregivers need to be aware of when the Library closes.

9. Children 10 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to come immediately and pick up your unattended child if the Library calls.

C. Library staff will attempt to contact a parent, legal guardian, custodian or caregiver when:

1. The health or safety of an unattended child is in doubt.

2. A child is frightened while alone at the Library.

3. The behavior of an unattended child violates Library policy.

4. A child under age 10 is unattended at the Library.

5. An unattended child has not been met by a parent, legal guardian, custodian or responsible caregiver at closing time or the child needs assistance procuring transportation.

D. If a parent, legal guardian, custodian or caregiver cannot be reached by closing time or fails to arrive within a reasonable time after being contacted, Library staff will contact law enforcement officials to take charge of the situation involving that unattended child. This applies to all unattended children, even those over the age of 15 who cannot safely walk, ride, or drive home at closing. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.

E. If the parent, legal guardian, custodian or caregiver can be reached by closing time, the staff member shall explain the Library's policy and provide a copy of this Policy.

VI. Disciplinary Process for Library Facilities.

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

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

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

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

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

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

   1. *Initial Violation:* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or his/her designee may add additional time to the initial limitation or suspension period.

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

  D. <u>**Reinstatement.**</u> The patron whose privileges have been limited or suspended shall attend a meeting with the Director or the Director's designee to review the Library Patron Behavior Policy before their privileges may be reinstated.

VII. <u>Right of Appeal.</u>

Patrons may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within 10 business days of the date the privileges were suspended or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
April 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	$ 5,582,707
Expenditures	$ 1,827,866

Fund	3/31/2020	Changes	4/30/2020
General Reserve (13%)	$ 698,660	-	$ 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
Library Endowments	67,889	-	67,889
Unassigned Fund Balance	3,691,535	-	3,691,535

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

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

POLICY: **3. Use any long-term reserves.**

Director's Response: No reserves have been used.

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

Library Director's Report on Financial Condition for April 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 April 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 April 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.

April Marketing Highlights:

· Participated in meetings to determine our reopening plan.

· Sent an update each week to inform patrons about alternative service opportunities.

· Worked with third party presenters to help them create content to share with our patrons online.

· Facilitated customer service interactions through social media and email.

· Created a survey to understand patrons interest in virtual programming. We distributed this through the E-News, social media, and the website and got back some very useful data.

· Continued to manage Social Media Team as we adjusted schedules and content, created graphics for new virtual events, and I assisted with support as needed.

· Purchased additional equipment necessary for staff and third party presenters to create high quality videos at home for posting on social media.

· Worked with our website company to add a form to facilitate new memberships and membership issues, and to add an "alert bar" to the top of the website to inform patrons about our most current closure information.

April Social Media Highlights:

Facebook

74 New Page Likes | 221 Post Shares | 2,208 Post Likes | 203 Comments | 3,725,758 Total Reach

Twitter

2,548 Tweet Impressions | 10 Likes | 3 Re-tweets | 18 Profile Visits | 1 Mentions | 1 New Followers

MLA Advocacy News April 2020

COVID-19 Impacts on State of Michigan Budget

April 23, 2020

Libraries need to prepare now for diminishing revenues in FY2020 and FY2021. Preliminary revenue estimates for the State of Michigan for the remainder of this fiscal year and FY2021 are not looking very promising. In a report delivered in mid-April, the University of Michigan Research on Quantitative Economics (RSQE) has advised state officials and the Governor on projected revenue numbers due to the COVID-19 economic crisis. (Note: Formal revenue projections will be delivered on May 15th.)

The projections forecast that the state will see a 15.9% dip in General Fund revenues ($1.7 billion) and a 4% dip in the state's School Aid Fund (-$550 million). Combined, those changes represent a $2.6 billion falloff for the year. Even more concerning are projections for FY2021, currently estimated as impacting the State Budget by $3-$5 billion.

Governor Whitmer, along with other governors, is advocating to use the $3.8 billion from our federal government for COVID-19 related challenges to help mitigate the loss of revenues that states and local units of government are sure to feel, but to date, this has not been approved. There is also conversation of utilizing the $1.2 billion in Michigan's "Rainy Day Fund" to shore up the state budget during this fiscal year and next. It is important to note that only 25% of these funds can be used in any given year and accordingly will only be used as a last resort to the budget challenges.

On April 22, roughly 2,900 state employees who have been dubbed non-essential were laid off as part of a workforce-thinning in advance of the projected $2.6B state revenue shortfall. Most, if not all state departments are being impacted by the layoffs, which will involve non-critical infrastructure workers working remotely and working at lower-than-normal levels. These layoffs could produce up to $5 million in savings over the course of the next 10-20 days. The Library of Michigan staff has reported that three individuals have been laid off as they were considered level four, non-critical.

Take Action for Libraries Today - Reach out to Your Legislators

https://www.milibraries.org/index.php?option=com_content&view=article&id=812:call-to-action---reach-out-to-your-legislators---news---michigan-library-association&catid=44:news-advocacy-update&Itemid=223

April 23, 2020

MLA continues to reach out to all of our Senators and House members to remind them of the importance of libraries throughout Michigan. We encourage you to reach out to them as well and make sure that in these difficult times that they are hearing from you too. Since we cannot visit with them in person or invite them to hold their coffee hours at our libraries right now, we suggest you email them and let them know what you are doing, even with the physical doors closed. You can find their contact information by inputting your address at the following websites: Find your Representative | Find your Senator

Our state legislators need to know that access to digital resources, delivered by our libraries, has become critically important to our citizens in the wake of the coronavirus outbreak. Libraries have stepped up to successfully deliver these resources to our communities.

While all of our library buildings are closed, libraries continue to serve at the forefront of digital equity by supporting home broadband access and offering technical support. Many libraries have hotspot lending programs for under-served families and students who do not have internet access at home. Libraries offer e-books, audiobooks, online learning, and tutoring sites for homework help. They stream storytimes, book discussions, and author visits to engage readers of all ages. They offer access to skill-building activities and resume development for those who have been recently unemployed, as well as to telehealth resources and trustworthy public health information.

School and academic librarians have helped their institutions pivot to remote learning with direct instruction, digitization and curation of instructional materials, professional development for colleagues, and coordination of online instructional tools.

The following is from a press release distributed from the Kalamazoo Public Library to inform their patrons what they can take advantage of while closed, but we think it outlines exactly what our legislators would like to know about as well.

"While all Kalamazoo Public Library locations are closed through April 30th to help slow the spread of COVID-19, KPL staff are working remotely to provide our patrons with online services, information, and resources.

- Covid-19 Local Information & Resources: This page provides regularly updated links for reliable resources for COVID-19 information, including how to explain the virus to children. It also includes information for food resources, financial support resources, mental health and domestic resources, community needs, and volunteer opportunities, resources for students, teachers, and homeschoolers and much more.
- At-Home Fun for Kids and Families: Looking for something to entertain your kids or some fun for the whole family? Check out these free options to escape social distancing boredom including online storytimes, eBooks, online games, virtual zoo and museum tours and much more.

- Ask a Librarian: Do you have questions about your account, how to navigate our website or need recommendations for something to read, listen to, or watch? Then Ask a Librarian via online, live chat!
- Online KPL Card Sign-up: Need a KPL Library Card? Sign-up today to get immediate access to our digital collection.
- Browse our Digital Collection: KPL offers a large variety of digital options including eBooks, eAudiobooks, eVideos, eMusic, and eMagazines. Our website, kpl.gov is our online branch and it never closes!

Enjoy Free, Online Services including:

- Learn a New Language at home with Rocket Languages
- Research your ancestry remotely with AncestryLibrary.com
- Enjoy 24-Hour Streaming Music with Freegal
- Add KPL TV to your binge-watching schedule
- Law students and researchers can now access WestlawNext online

Join us For Online Program including:

- Play Animal Crossing Online with KPL Staff
- KPL Storytime Live
- More online programming including book clubs are being planned and will be announced soon!

We miss you Kalamazoo. Please know that our staff is thinking of you and will continue to work to serve you in any way we can. Stay safe!"

Today…call them or write them. You must stay in front of them and amplify your voice about the importance and relevance of your library. If our lobbyist could say anything to you right now it would be that "The squeaky wheel gets the grease." You must advocate for library resources that will go elsewhere if you do not. Find your legislators and contact information here: Find your Elected Officials.

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: May 12, 2020
SUBJECT: Library Statistical Report - April 2020

	Month Statistics			YTD Statistics		
	Apr-20	Apr-19	CHANGE	2020	2019	CHANGE
Circulation/Collections						
Total Library Circulation	19,565	66,311	-70.50%	194,909	272,320	-28.43%
Adult - Books	119	17,633	-99.33%	41,202	69,864	-41.03%
Adult - A/V	10	5,663	-99.82%	14,024	23,099	-39.29%
Youth - Books	133	23,263	-99.43%	56,772	98,940	-42.62%
Youth - A/V	4	3,332	-99.88%	6,785	13,655	-50.31%
Hot Picks	0	3,357	-100.00%	8,359	12,913	-35.27%
E-Material	19,299	11,130	73.40%	60,167	44,940	33.88%
ILL - PDL Requests	0	1,050	-100.00%	3,638	4,871	-25.31%
ILL - Other Lib. Requests	0	883	-100.00%	3,962	4,038	-1.88%
Self-Checkout Percentage	0.00%	57.80%		61.07%	58.84%	
Total Library Collection	189,366	195,162	-2.97%			
Adult - Books	87,322	89,508	-2.44%			
Adult - A/V	17,230	17,750	-2.93%			
Youth - Books	71,272	73,954	-3.63%			
Youth - A/V	9,385	10,336	-9.20%			
Hot Picks	4,157	3,614	15.02%			
Net Acquisitions	0	(1,298)	100.00%	(220)	(5,364)	95.90%
Purchased - Books	0	1,475	-100.00%	3,611	6,860	-47.36%
Purchased - A/V	0	286	-100.00%	917	1,065	-13.90%
Donated - Books	0	3	-100.00%	11	13	-15.38%
Donated - A/V	0	2	-100.00%	6	11	-45.45%
Material Discarded	0	(3,064)	100.00%	(4,765)	(13,313)	64.21%
*Total In-House Usage**	n/a	n/a	n/a	384	1,016	n/a
In-House Periodical Usage	n/a	n/a	n/a	42	125	n/a
In-House Book Usage	n/a	n/a	n/a	342	891	n/a
Patrons						
Total Patrons	40,813	39,674	2.87%			
Adult	26,803	26,067	2.82%			
Youth	6,506	6,373	2.09%			
Non-Resident	375	399	-6.02%			
Reciprocal	6,303	6,081	3.65%			
Internet User	762	688	10.76%			
Professional	64	66	-3.03%			
Net Patrons	13	46	-71.74%	500	170	194.12%
Adult	12	127	-90.55%	498	546	-8.79%
Youth	1	29	-96.55%	154	136	13.24%
Non-Resident	0	3	-100.00%	7	8	-12.50%
Reciprocal	0	36	-100.00%	116	125	-7.20%
Internet User	0	55	-100.00%	130	216	-39.81%
Professional	0	0	0.00%	0	0	0.00%
Patrons Removed	0	(204)	100.00%	(405)	(861)	52.96%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: May 12, 2020
SUBJECT: Library Statistical Report - April 2020

	Month Statistics			YTD Statistics		
	Apr-20	**Apr-19**	**CHANGE**	**2020**	**2019**	**CHANGE**
Library Building Usage						
Total Meeting Room Usage	0	196	-100.00%	430	716	-39.94%
Internal/Collaboration	0	99	-100.00%	217	366	-40.71%
External/Outside Usage	0	97	-100.00%	213	350	-39.14%
Total Program Audience	0	2,203	-100.00%	5,280	10,687	-50.59%
Adult	TBD	81	-100.00%	467	867	-46.14%
Youth		1,889	-100.00%	4,617	9,055	-49.01%
Heritage Room		233	-100.00%	196	765	-74.38%
Total Number of Programs	0	57	-100.00%	155	231	-32.90%
Adult	TBD	8	-100.00%	30	51	-41.18%
Youth		45	-100.00%	121	168	-27.98%
Heritage Room		4	-100.00%	4	12	-66.67%
Total Volunteer Hours	0	427	-100.00%	1,004	1,483	-32.30%
Adult	0	151	-100.00%	274	492	-44.31%
Youth	0	58	-100.00%	191	167	14.37%
Technical	0	95	-100.00%	155	297	-47.81%
Circulation	0	94	-100.00%	284	396	-28.28%
Administration	0	17	-100.00%	57	95	-40.00%
Community Service	0	12	-100.00%	43	36	19.44%
Total Front Door Traffic	0	60,098	-100.00%	120,048	210,206	-42.89%
Total Youth Services Traffic	0	39,087	-100.00%	80,964	136,411	-40.65%
Total Business Center Traffic	0	2,435	-100.00%	6,244	10,461	-40.31%
Information Access/Reference/Research						
Total Reference Transactions	0	7,633	-100.00%	23,125	33,437	-30.84%
Adult Phone	TBD	317	-100.00%	934	1,462	-36.11%
Adult Ready Reference		2,784	-100.00%	6,885	9,982	-31.03%
Adult Reference		291	-100.00%	698	1,285	-45.68%
Youth Phone		105	-100.00%	305	464	-34.27%
Youth Ready Reference		2,072	-100.00%	8,396	11,763	-28.62%
Youth Reference		373	-100.00%	1,851	2,003	-7.59%
HR Phone		6	-100.00%	24	33	-27.27%
HR Ready Reference		501	-100.00%	808	1,558	-48.14%
HR Reference		30	-100.00%	48	99	-51.52%
Circ Phone		543	-100.00%	1,514	2,309	-34.43%
Circ Ready Reference		320	-100.00%	1,027	1,557	-34.04%
Circ Reference		291	-100.00%	635	922	-31.13%
Total Edutainment LAN Use	0	441	-100.00%	966	1,651	-41.49%
Total Internet Computer Use	0	2,533	-100.00%	5,817	9,823	-40.78%
Youth Computers	0	275	-100.00%	408	1,017	-59.88%
Adult Computers	0	2,173	-100.00%	5,315	8,437	-37.00%
Laptop Computer Circulated	0	85	-100.00%	94	369	-74.53%
Total Electronic Transactions	23,466	47,242	-50.33%	168,120	197,778	-15.00%
WebSite Hits	17,426	34,382	-49.32%	122,149	142,475	-14.27%
WebCatalog Sessions	2,695	9,915	-72.82%	31,591	41,596	-24.05%
Licensed Database Hits	3,345	2,945	13.58%	14,380	13,707	4.91%

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

Christy Klien, Library Director

PORTAGE DISTRICT LIBRARY   COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: April 22, 2020

Subject: Allocation of FY 2019 Gifts and Donations Revenue

BACKGROUND:

It has been our usual practice to ask the Library Board to consider endorsing the expenditure of a certain amount of gifts and donations revenue that had been received in the previous fiscal year. These monies come to the library as unsolicited and unrestricted donations for discretionary use for library purposes.

In the past, gifts and donation funds have been used to bolster purchases of library materials or to acquire needed equipment or furnishings, or to supplement adult and youth programming budgets. Year by year, we have identified targeted needs and allocated gifts and donations revenue accordingly.

As reported in the February 24, 2020 Board Meeting, a review of donations received by the library in FY 2019 has determined that there is **$ 37,573.96** in gifts and donation funds available for allocation in FY 2020.

RECOMMENDATION for USE of FY 2019 GIFTS & DONATIONS REVENUE:

We recommend that a portion of the $37,573.96 received in 2019 be allocated (per donor request) as follows: $1,050.00 to Adult Services; $300.00 to the Heritage Room; $5,000 to the World Language and Immigrant Interest Collections; and $1,830 towards a project honoring Nicolette Sosulski. The balance of $29,393.96 that was not restricted by donor request will be evaluated by staff and a recommendation for its use will be brought to the Library Board at a future time.

PORTAGE DISTRICT LIBRARY   COMMUNICATION

To: Portage District Library Board

From: Christy Klien, Library Director

Date: May 12, 2020

Subject: Budget Amendment to Transfer Funds Budgeted for Copy & Print to Public Relations in the FY2020 Budget.

BACKGROUND:

As part of the Library's FY2020 Budget, a request was made for funds for the production of printed marketing material. With the Library's closure due to COVID-19, an entire season's worth of print material was not created, and many large in-person programs that required significant support in the ways of signage and flyers will also not be taking place. This has given us a surplus in our copy and print budget line. Meanwhile, our staff has been creating virtual programming to adapt to the current situation. With the number of staff and third party presenters, we have a need for more video equipment that can be dropped off at a presenter's home.

The Library would like to transfer funds from the Supply category of the budget to the Professional Services category. This request is mandated by Library policy because it requires funds to be moved between categories within the budget. The transfer of these funds will still allow the Library to produce necessary print marketing material when the time arises and regular activities are allowed.

RECOMMENDATION:

The Library would like to transfer $3,000 from the Copy & Print expenditure line to the Public Relations expenditure lines to cover the cost of additional video equipment and production costs.
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<h1 style="text-align:center">Library Director's Narrative Report for May 18, 2020</h1>
<p style="text-align:center">(Activities at the end of April and beginning of May 2020)</p>

Administrative Activities:

During the months of April and May 2020, Library Director Christy Klien engaged in the following activities:

- Participated in Administrative Team meetings on Mondays and Thursdays.
- Participated in regular virtual library-wide staff meetings of April and May.
- Interviewed Construction Management Firms on April 21.
- Participated in a Schematic Design meeting with PDL Master Plan committee on April 22.
- Met with PDL Admin Team and Master Plan committee to discuss building ideas on April 22.
- Participated in a virtual meeting with Michigan Class 6 library directors to discuss plans for library operations on April 23.
- Attended American Library Association's Looking Ahead Planning for Reopening webinar on April 24.
- Participated in PDL Virtual Public Board Meeting on April 27.
- Met with Business Manager, Robert Foti and a representative of PFM to discuss bonds for building project on April 28.
- Met with the Adult Services team to discuss reopening plans on April 29.
- Met with the Library Assistants to discuss building plans on April 29.
- Attended the weekly Kalamazoo County Health Department's conference call on April 30.
- Met with the Circulation Department to discuss reopening plans on May 1.
- Met with PDL Admin Team and Master Plan committee to discuss draft parking lot plans on May 1.
- Met with Youth Services team on May 4.
- Met with Business Manager, Rob Foti and Deputy City Assessor, Meshia Rose to review projected FY 2021 local revenue on May 6.
- Participated in civil and building project discussion with library architects, construction management firm and PDL Executive Master Plan committee on May 7.
- Participated in Library of Michigan Library Directors Virtual Meetings on April 10, April 17, April 24, May 1, and May 8.
- Participated in the SMLC virtual library director meetings on Thursdays during the months of April and May.
- Met with PDL's Interiors Committee, C2AE Project Manager and Interior Designers to start discussion of interior aesthetics on May 11.
- Met with Board Chair, Tom Welsh for Library Director's Mid-Year meeting on May 12.
- Attended Library of Michigan's Post COVID Pandemic Policies webinar on May 12.

Maintenance and Building Services

- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.
- Gathering and evaluating new sanitizing options and personal protection equipment sources.
- Exterminated flying termites located in book drop area and continued monitoring area 4-10.
- Canine dog training evaluation to find a local source for future inspections 4-14, 4-22, 4-30, 5-5.
- Participated in Construction Manager selection process, gathering references and evaluating proposals.
- Selected and assisted with safety shield installations for all service desks and shared tables 4-21.
- Received $2,262 from the Consumer Energy Rebate Program for the LED lighting improvements.

- Republic Services removed (4-22) the waste bin for City of Portage and replaced it with an annual PDL contract two weeks later 5-5.
- Reviewed the initial schematic design drawing set with C2AE and PDL team 4-22.
- Participated in the library board meeting 4-27.
- Evaluating alternate LED lighting source along with lighting audit to determine cost savings.
- Reviewing architectural concept for parking lot's traffic flow and awaiting City of Portage response to proposed concept's options.
- Pleune Services replaced the HVAC' rooftop unit's valve and recharged the system 5-5.
- Issued PO for asphalt crack and pothole repairs that is scheduled 5-12.
- The 3-D scanning of the facility PO was issued with scans expected to be completed by 5-11.
- The hazard assessment PO was issued and sampling expected to be completed by 5-13.
- B. L. Harroun sprinkler recalled head replacement only on the lower level schedule on 5-18 and 5-19.
- ServiceMaster will be scheduled to deep clean and apply a spray disinfectant throughout the library prior to re-opening when a date is determined.

Personnel Information:

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

➢ The Business Manager and Library Director are continuing to monitor the State of Michigan's regulations related to work and leave laws pertaining to staff during and after the Library's closure.

➢ The Business Services Department is continuing to process invoices and purchase orders during the closure. Payroll is continuing to be processed bi-weekly with no delays or problems. Sporadic fine and donation payments continue to be received via PayPal and checks during the closure.

➢ Department Heads are submitting budget requests and the Business Manager is working to enter those amounts to be reviewed by the Library Director. Virtual meetings will be held with Department Heads in several departments to discuss specific budget requests.

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

- March and April have been a challenge for the Adult Department with regards to events. In addition to canceling all programs and realizing that we would not be able to have events in the library for at least five months, we needed to figure out how to create events that would engage our patrons. In addition, we needed to start learning new skills in order to present events for the public in new environments.

- As a result, we now have a suite of events ranging from videos to discussion groups planned from May until August. We have at least a dozen offerings each month, and every staff member is involved at some level. Members of the circulation staff have also created events that are helping the library to achieve our strategic plan goals.

- In addition, April allowed us to experiment with several formats of events. We quickly changed the format of four events in order to make them useful in an online environment. In April, we had two online discussion groups, an online poetry contest, and had a presenter film an informational program for the library's web page.

- Science Fiction and Fantasy Discussion Group – April 6th – 12 Attendees- Adult Services Librarian Ruth Cowles went LIVE with the help of Adult Services Associate Christina Doane and her daughter Nancy Cowles on the Science Fiction and Fantasy Facebook group page in place of the monthly meeting. They talked about elemental magic and what TV shows and movies highlight that kind of magic. Using LIVE allowed them to field any comments or questions that came in keeping the feel of a conversation and not a lecture. For our first time using this format, it worked well and the group was understanding of the reason for the change.

- International Mystery Book Group **-** April 9, 2020 - 2 Attendees – The Adult Department transferred the discussion of April's book *Finding Nouf* to an online book discussion platform called GoodReads. Unfortunately, only a couple of patrons engaged with the online discussion board. We will try moving this discussion group to Zoom in May, as suggested by a couple of the group members, to see if that encourages more patrons to participate in our discussion of May's book *Tangerine*.

- Stay Home & Write a Poem Poetry Contest **-** April 16th - May 1st, 2020 - Number of Attendees: 10 submissions, 14 "Going" Facebook event engagements and 18 "Interested", and 150 Google Form Responses. Estimated Reach: 100 patrons through Facebook and the Library Website - We had wonderful poetry contest during Shelter in Place that encouraged patrons to write a poem that was inspired by the artwork of a local artist. Three awards were given: People's Choice, Artist's Choice, and Director's Choice. All of the poems were also posted on our website for community viewing. For the People's Choice Award, we received over 150 votes via Google form on April 30. Overall, this was successful virtual program.

- Garden Program - April 29th – Adult Services Staff coordinated with the previously scheduled presenter and Marketing Manager Colin Whitehurst to switch the program to a digital format. The video was successfully completed and uploaded to PDL's YouTube Channel. Program Description: Join us for a virtual program with presenter Mandy Dixon. She will share with us a how-to guide on starting seeds indoors (this will be a basic guide for starting with minimal equipment). A link to a video with Mandy's presentation will be available in the discussion tab of this event page, April 29th at 2:00 PM. This video has been viewed over 60 times.

Youth Services Programming Highlights
- Teen Services Librarian Olivia Pennebaker hosted the first virtual edition of Teen Art Space. Teens used art supplies they had around their house to work on art projects while getting a chance to socialize. They expressed that it was a welcome and novel experience and that they'd like to see virtual versions of other library programs that they are used to.

- Youth Staff Kristy Zeluff will continue to create 3 storytimes for each week (one Baby/Toddler, one Bedtime, one Family). She responds to any comments from her attending families.

Build a creation station to allow patrons to use software for creation of art and technical design
- Although this service will not debut until after the library is fully open to the public, progress is still being made with ordering furniture and an online scheduling service is being evaluated for use. We currently have all the hardware and software needed to open the service.

Create programming that promotes interactive learning
- Throughout the month of April, Youth Services Staff Andrea Smalley created and coordinated with other Youth Staff to create content for an online program called At-Home Adventure designed to keep families engaged with the library, provide curated activity suggestions to keep kids active and reading at home, and support local businesses. Funding was provided by the Friends of the Portage District Library. Patron comments: "We've had so much fun with the at-home adventures. Thanks again!" and "We love the At-Home Adventures and are using them to keep busy with new activities each day. Thank you for creating such a fun event while we are home during this uncertain time!"

-Youth Services Associate Nancy Muffley created a "Letter of the Day" scavenger hunt and alphabet activity weekly game for children. She delivered the content to Youth Services Librarian Andrea Smalley who edited and posted the material on Facebook.

Actively highlight the library's online resources and services on social media and other media outlets
Social Media Posts and Activities:

- Youth Staff created a post about using Lynda.com to learn photography skills.

- Youth Staff posted a curated list of Celebrity Storytimes available online, featuring readers such as Michelle Obama and Betty White.

- Youth Staff created a post alerting the community to food distribution at the Portage Community Center.

- Youth Staff created a gallery of staff senior portraits to honor the Class of 2020.

- Youth Staff shared a digital book written to help parents explain Coronavirus to children and provide strategies for empowering children to deal with the crisis.

- Youth Staff created a post highlighting CommuniTeen 2020 author Jason Reynold's online reading of his award-winning book "Look Both Ways"

- Youth Staff created a post honoring PPS Food Service workers and Supervisor Susan Livingston for delivering meals to children throughout the school closures.

- Adult Staff created Tuesday Tips articles each week to highlight our online resources, and many of our reading programs are relying on Overdrive and Hoopla to deliver content to patrons.

- Adult Services Librarian Katharyn helped create and run Match-Up Monday once a week on social media which allows patrons to receive real-time book and movie recommendations that are currently available digitally through the library.

- Staff submitted content for "Staff Picks" posts with suggested eBooks and eAudiobooks available digitally, and activities they enjoy while staying at home.

Create videos to educate our patrons about our resources and how to use them
- In March and April, we significantly ramped up our video production in order to engage with our community virtually. All of the departments and the social media team have been collaborating on creating video ideas, writing scripts, working with third-party presenters, and creating videos ourselves. We have invested in equipment that is easy to use and have been able to drop it off at video creators' homes. Each video takes between 4-10 hours to complete based on its complexity, the number of people involved in creating the video, and video length. We have a very collaborative process with staff from each department sharing their expertise to create informative, educational, and entertaining videos.

- Thirty-three (33) videos have been created.

Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
- Adult Services staff are in the process of rescheduling canceled ESL visits for the Fall.

Ends Statement #2
Be a safe, welcoming, inclusive destination for families and individuals.

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

Project Updates:

Improve the accessibility and visibility of existing physical and electronic collections
- Youth Staff are creating a plan for Lower Level Nonfiction (JNF, ENF) and popular collection shelf sign identifiers.

Create tools to measure the needs of the community
- Marketing Manager Colin Whitehurst created a Virtual Programming Survey to learn more about our patron's preferences during this unprecedented time. Participants filled out the survey online through a link in our E-Newsletter, Facebook posts, or website banner ad. We received 59 responses with the majority being over the age of 35.

Ends Statement #3
Be a leader in strengthening our community.

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

Projects:

We will build outreach services that will meet the needs of people outside the building and outside of our traditional hours
- Youth Services Librarian Andrea Smalley is working with Taylor Sayers from the Kalamazoo Literacy Council on a six-week parent literacy course that will culminate in a virtual library field trip and booktalks.
- Youth Staff are working with PPS High School student volunteers to report volunteer hours worked before the library closure.
- Youth Staff provided information and pictures to PPS Media Specialist Peter Butts for the creation of Librarian Trading Cards.
- Library Staff are communicating with PPS Media Specialists about the introduction of online library card registration options.

- The library is moving all programs for Summer 2020 to an online platform to help limit group meetings and keep people safe during this COVID-19 outbreak.
- As Adult Programming Coordinator, Adult Services Librarian Katharyn drafted a virtual programming and social media schedule for the summer, based on the suggestions of the department. They are currently working on a virtual programming procedure document in order to clarify the workflow as we completely change the process.

- Staff have been following up with Homebound patrons and our volunteers, who are vital resources in our library community. They were able to get a hold of 12 of 19 Homebound, and helped one of them get online to use our eBook collection. We have contacted 53 volunteers either by email or a phone call and received updates from 39 of them.

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

holds

- The library has earmarked monies from print and non-print resources to boost our ebook collection, and have repurposed an extra two months worth of funds that is being spent through June. We have also changed our strategy, buying more copies of short-term licenses. Overall wait times are decreasing.

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

- Administrative staff met to revisit the previous discussions and move forward with a student membership collaboration with Portage Public Schools. We reviewed draft language for a potential agreement and discussed any additional processing or handling concerns for the input and maintenance of importing any student data used to establish memberships. There is a list of policy related concerns that will need to be addressed before continuing. Those concerns are regarding issues of fines, non-returned material charges and access for students who attend Portage Public Schools but are not residents of our library district. Additionally, we had posed some questions to the Technology Department of Portage Public Schools regarding some aspects of available data types for inclusion in a registration process and have been investigating any potential pitfalls for using a student ID number instead of a library card as a way to authenticate into all of our electronic services.

- As part of our pandemic closure response, a temporary online membership and account assistance form was created to be sure people could get access to our Digital Library. That form was shared with Portage Public School Media Specialists so they could help students with retrieving their existing account information or could apply for a new library card.

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

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

Displays and use of space to showcase local arts and organizations
- For the month of April, Adult Services Librarian Katharyn teamed with Assistant to the Director Quyen on the social media committee to bring art to patrons virtually via Facebook on Saturdays. Galleries of local art submissions and pictures of the art hanging in the library were featured. We also partnered with local artist, Anna Barnhart, to highlight her own work and ekphrastic poetry for our Stay Home and Write a Poem Contest.

The Heritage Room will initiate a long-term CONTENTdm Scanning Project
-The scanning of John Todd images is progressing at a steady rate with over four-hundred images scanned so far.
- Local Historian Steve Rossio has taken a few on-line courses regarding the use of Adobe Photoshop and has worked through the scanned images color correcting them and fixing scratches, etc.
-Archival supplies have been obtained from an alternate source (the source normally used has been shuttered due to COVID19) and have been shipped directly to Steve's home allowing the scanning project of the negatives to be taken from beginning to end.

Heritage Room Book Expansion Project

- Local Historian Steve Rossio has spent at least one hour per day shopping both eBay and Abe Books looking for various material for the Heritage Room. Nothing has manifested itself as of yet.

"Future History Project: South Westnedge Avenue Documentation"
- Local Historian Steve Rossio has taken the opportunity afforded by COVID-19 to continue to document South Westnedge Avenue. Due to closures, he has been able to document building facades without the hindrance of automobiles or customers getting in the way of the shot. This couples with documenting Portage's busiest corridor during this unprecedented pandemic!

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 has met multiple times during the months of April and May to review schematic drawings and draft parking lot layouts. We are establishing an Interiors Committee that will begin meeting with C2AE's PDL Project Manager and Interior Designers on May 11.We will be investigating the potential of moving off site during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction.

Professional Development (Develop a schedule, conduct employee training and certification in topics such as employee benefits, emergency procedures, safety/first aid, equipment use)
 - All library staff are reviewing Code 1 of a training response manual to help staff respond to patron interactions and complaints in a positive, compassionate, and empathetic manner. Staff are also reviewing library policies, taking online trainings, and reviewing library resources during this time.

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
- Software Patching: Ninite Pro – Added new laptops to the Patching Program
- AntiVirus & Security: Sophos Central Endpoint Advanced – Updated settings for InterceptX Advanced (AntiVirus, Ransomware, Zero Day Attacks) to better and more reliably distribute updates
- DNS and Filtering: OpenDNS Umbrella – Testing Remote DNS/URL Filtering Services and testing Mandatory Profile with iPAD MDM service.
- Integrated Library System: SirsiDynix Symphony Enterprise - SirsiDynix Enterprise has been updated to properly interface with eResource Central. The patch was applied and the library has begun looking at test profiles for integrating eRC into Enterprise. The library is currently reviewing ProPay as a potential replacement for PayPal for fine and fee payment.
- Integrated Library System: SirsiDynix BlueCloud Analytics - BlueCloud Central was updated to its latest release with the addition of BlueCloud Mobile.

- Integrated Library System: SirsiDynix Web Services - The library is currently reviewing a sporadic issue with orphaned/dead agents.

Technical Services will efficiently help acquire, process, and deliver accurate complete materials in a timely manner that will aide in borrowers search and retrieval of the information that they desire
- Head of Technical Services Abby Pylar will continue to monitor the reports on Collection HQ to see their completion by collection managers.

- Head of Technical Services Abby Pylar will continue to work on the organization and uniformity of items in the catalog throughout the year.

- Technical Services is working on getting the complete names of authors into the call number for all of the fiction materials, as well as getting the series information into the record. This will help the volunteers search for items more efficiently when they are using the scanners or helping the librarians with weeding projects.

- Technical Services is taking webinars and reading articles on the best practices for handling materials during the times of COVID19.

- Head of Technical Services Abby Pylar is working with youth librarians to include tags in book records to help with the findability of items for if/when we start curbside services.

- Head of Technical Services Abby Pylar is taking webinars for better cataloging practices.

<u>Additional Staff Activities during the Building Closure caused by the COVID-19 Pandemic</u>

In response to the COVID-19 Pandemic, the Portage District Library closed its building to the public beginning on Saturday, March 14, 2020. Staff began working from home where able. A limited number of staff continue to report to the building for essential needs (facilities maintenance, finances, and technology). All programs and meeting room rentals have been canceled until further notice. The following is a narrative report of how each department has responded to this unprecedented time during the month of April 2020.

Technology

The library reconfigured its systems to handle the library's closure. Systems Administrator Rolfe Behrje and his assistant Mark Johnson have performed or are currently working on the following tasks:

Testing Remote IT and Tech Support via TeamViewer

- We are testing Teamviewer as a central resource for EndUser/Patron support.
- We are testing the QuickSupport Module for both 1-Click EndUser Support and Unattended Access.
- We are testing a customized configuration of a SOS Button to Deliver this QuickSupport.
- We are applying for Non-Profit discounts and evaluating the number of users necessary to provide this support.

Testing JAMF Now/Pro for Mobile Device Management for Library iPADs

- We are testing JAMF integration with Apple DEP (Device Enrollment Program) and Apple VPP (Volume Purchasing Program).
- We are testing JAMF for iPAD supervision in an Auto Enrollment Program and Open Enrollment Program.
- We are testing JAMF BluePrints for various uses and making sure applicable configuration settings that secure and manage these devices for all potential uses.

Testing RingCentral VOIP for Curbside Service

- We are testing RingCentral communications for curbside service communications.
- We are testing its mobility, various softphones (PC, tablet, phone) and business services (scheduling, queues, and business SMS)
- We are using this test for potential larger usage for mobile and outreach services.

Working to fix the Portage District Library PDL2GO

- We worked with Demco software to fix many aspects that were not fully functional.
- We fixed issues with iOS 13.x., "My Account" features including placing holds and display issues regarding items and their statuses.

Working to deploy the Portage District Library's next generation mobile app, PDL Mobile

- We have configured the basics for the CMS behind PDL Mobile.
- We have configured PDL Mobile in BlueCloud Central.
- We continue to develop search facets and filters for searching in PDL Mobile
- We have attended the courses for BlueCloud Mobile.
- We continue test and work with SirsiDynix to deliver a robust search experience.

Other Efforts

- The library continues to reconfigure and offer library technology to library staff to facilitate their remote work efforts to supporting the library.
- Library IT staff continue to offer its Library Staff training and support.
  - Weekly (Wednesdays and Fridays) Teams Instructional Meetings
  - Individual Meetings for additional instruction or software
  - Testing new Remote Support Services.
  - Purchasing and installation of new Adobe Creative Cloud software
  - Assistance installing browser plugins and other software.
  - Ongoing training using Microsoft Teams, Outlook and Cisco VPN.
  - New Group Policies for better managing software settings.
- Firewall and VPN has been upgraded to staff to access securely the library's network

IT Training

Lynda.com

- iPads for Educators: Deploying 1:1 iPads
- Learning Windows 10 Deployment with Microsoft Deployment Toolkit 2013
- Windows 10: Security
- Ethical Hacking: Footprinting and Reconnaissance
- Ethical Hacking: Scanning Networks
- Ethical Hacking: System Hacking
- Ethical Hacking: Social Engineering
- Windows 10: Plan Desktop and Device Deployment
- Windows 10: Plan and Implement Software Updates
- Learning PowerShell for Windows Server Administration
- Windows 10: Advanced Troubleshooting for IT Support
- Office 365 for Administrators: Supporting Users
- Microsoft Managing Modern Desktop (MD-101) Cert Prep: 2 Windows Devices, Apps, and Data
- Microsoft Power Automate: Beyond the Basics
- Yammer Essential Training
- Learning Word Online (Office 365)
- Office 365 for Administrators: Troubleshooting Issues for Users
- Managing Projects with Microsoft Teams
- Windows 10: Implementation
- Ethical Hacking: Vulnerability Analysis
- Microsoft Teams Quick Tips
- Windows 10: Configure and Support Core Services
- Windows 10: Manage and Maintain Windows 10
- Microsoft Teams: Learning Shifts for Firstline Workers (2019)
- Microsoft 365 Essential Training
-

SirsiDynix Mentor

- BlueCloud Mobile
- BlueCloud Mobile Beacons
- BlueCloud Central
- BlueCloud Analytics

JAMF 100 Training Course

There are nine sections in this course:

- Overview
- iOS Core Competencies
- iOS Management
- tvOS Core Competencies
- tvOS Management
- macOS Core Competencies
- macOS Management
- Conclusion
- Exam Preparation

Webinars

- Envisionware's CloudNine
- Envisionware's CloudNine Session 2: Live Demonstration
- Teamviewer QuickSupport and Unattended Access
- Teamviewer Chromebook Support
- Using a RingCentral SoftPhone

Circulation Services

Managing Member Access and Account Renewal/Registration

- Electronic requests for account information, membership renewals and new member registration are being addressed while making every effort to protect account privacy and security as required by law. A total of 75 membership and account questions were addressed through the Circulation Department in April.
- A temporary online membership form was put into use as of April 21, 2020. We were able to add 13 new memberships in April.
- The temporary online membership form was shared with Portage Public Schools Media Specialists to provide to students or teachers who may need a membership or their account information to access Digital Library resources.

Managing Physical Items Currently Checked-out/On Hold

- Essential staff are continuing to monitor the return chutes and quarantining those items for later check-in.
- As executive orders extend the period of time we are closed, due dates will continue to be extended for a period of an additional month.
- As executive orders extend the period of time we are closed, hold pick up dates will continue to be extended for a period of one week after we expect to open for curbside service.

Planning for Eventual Re-opening

- Created a quarantine plan for safe handling practices for the returning library materials.
- Working on creating a new scheduling model
- Working on creating a new curbside service model
- Working on a new physical layout for the Checkout Area that better accommodates social distancing.

- Ordered additional equipment, materials and PPE to help staff remain safe when returning to work.
- Keeping informed of the additional executive orders and planning from the Governor concerning re-opening.
- Created a plan for how to provide circulation services while maintaining social distancing with input from frontline workers.

Staff Activities

- Reviewing Patron Behavior Policy
- Brainstorming on customer service strategies while social distancing
- Social Media Team participation and creation of videos
- Meetings via MS Teams or Zoom: Admin, Staff, Professional Development, Student Cards, Curbside, Library Board, Tech
- Participating in Building Committee meetings
- Reviewing new Patron Interactions Manual
- Reading documentation of each department's re-opening plans
- Reading National Park Service Housekeeping Manual
- Reviewing CDC guidelines for cleaning and cleaning products
- Writing book reviews
- Reading Secret Language of Books
- Reviewing EBSCOHost E-book collections
- Reviewing RBDigital services
- Reviewing MeL Borrowing and Lending Policies
- Reviewing RIDES Delivery Policies

Staff Trainings Attended with Reporting

- Introduction to Finding Grants
- Anxiety and Mindfulness
- COVID-19 Basics: Re-entry to Cultural Sites
- Public Libraries Respond to COVID-19: The Current Landscape
- Public Libraries Respond to COVID-19: Successful ways to Work Remotely
- Public Libraries Respond to COVID-19: Managing Stress and Anxiety
- Mitigating COVID-19 when managing paper-based collections
- Detect, Defuse, Delight Difficult Patrons
- Lynda MS Teams
- Lynda MS Outlook
- Ted Talk: What is it really like to have Autism?
- Dealing with Difficult Patrons
- Conflict Resolution
- Lynda Determine the Value of Outstanding Customer Service
- Lynda Working with Upset Customers
- Teamwork
- Managing your Energy
- Lynda Empathy of Customer Service Professionals
- Innovative Solutions in Times of Crisis

- Customer Service AMA Expand your Customer Service Skills
- YA Spring Book Buzz
- Extreme Customer Service Every Time
- Communicating in a Crisis
- Breaking out of a Rut
- How to Make a Great Video with Your Laptop
- Reviewing the following services in Niche Academy: Learning Express, Novelist, Freegal, Hoopla, Overdrive, PDL2go, Lynda, Ancestry, Tumblebooks, How to Replace Programs with Video

Technical Services Trainings

- Microsoft Teams training on Lynda.com
- Excel training on Lynda.com (multiple 8 hr classes)
- CDC webinar on handling materials
- CDC articles on handling materials and reopening procedures
- Working on creating a series list for the western collection
- BlueCloud cataloging webinar on SirsiDynix
- BlueCloud acquisitions webinar on SirsiDynix
- Symphony cataloging webinars on SirsiDynix
- Cataloging non-English materials webinar on ALCTS
- Digital preservation webinar on ALCTS

Adult Services Trainings

- Data analytics for all: using metrics to communicate better at work
- Emotional Intelligence 2.0: Self Awareness.
- Get That Grant Bootcamp
- Getting to the Heart of Discovery: design thinking and how to really get at the heart of the community that you serve
- Homeless Tip: The invisible reason you are frustrated
- How Covid-19 is affecting the Census. Kathy Parnell, Justice for Our Neighbors in Kalamazoo, Lawyer.
- IMovie
- Information literacy among the elderly
- Institute of Museum and Library Services: Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections
- Library Journal - Summer 2020 Adult Book Buzz
- Library Journal - The Hottest Graphic Novels for Spring 2020
- Lynda - InDesign
- Lynda - Premiere Pro 2020 Essential Training
- Niche Academy: Videos and Quizzes
- Niche Academy: Trainings for producing video content for library programs
- Niche Academy: Information about conducting programs virtually
- MCLS: A dialogue about library work in the post-pandemic world
- MLA: Connect Coffee Hour: Reopening Procedures
- NNLM Class: Health Programming for Summer Reading & Virtual Engagement

- NNLM Class: Leading with Compassion during the COVID-19 Crisis
- Photoshop 2.0
- PLA - Managing Stress and Anxiety Webinar Recording.
- SirsiDynex COVID-19: How Libraries are Responding & How to Keep Yourself and Your Team Productive and in Good Spirits
- SirsiDynex COVID-19: How Libraries are Responding and How to Implement Books by Mail
- SirsiDynex COVID-19: How to Prepare Your Library for the Unexpected
- SirsiDynex Library Professional Series: Mental Health and Public Libraries
- Technology Classes at Your Library
- Technology Training Best Practices
- The public library's role during election: voter education in the age of misinformation
- Verified First: Volunteer Recruiting Virtual Coffee
- Virtual Programming in a Health Crisis

Youth Services

Trainings

- School Library Journal's "Middle Grade Magic," a daylong virtual summit of authors, librarians, and publishers exploring literature geared towards ages 8-12.
- Junior Library Guild's "For the Love of Libros," a Spanish Language Day talk about the importance of Spanish language books in libraries and a discussion of award-winning Spanish language books.
- WebJunction webinar from CUNY entitled "Social Work Students and Public Library Partnerships."
- MEL and Library of Michigan Covid-19 Resources and discussion of community engagement during crisis.
- MiYouth Virtual Meeting- K-12 Engagement and MeL resources for educators
- MiYouth Virtual Meeting - Community Needs and Re-imagining Summer Reading to fit new ones.
- MiYouth Virtual Meeting - using Demographics Now for community needs assessment, the Summer Food Service Program, SRP prizes and structure brainstorming
- MiYouth Virtual Meeting- LSTA grants, World Book Now Mel training, virtual programming resources
- Bi-weekly Youth Staff Department Meetings
- Social Media Team meetings
- Youth and Adult Services Summer Reading meeting
- PDL cards for PPS Students meeting
- Youth and Adult Services joint programming meeting
- April ESL Forum and Work Group meeting, which included a discussion of the difficulties of teaching English as a Second Language in a virtual setting, a presentation from an attorney on Census 2020 changes and needs, and tutor recruitment.
- Library Management Group – Discussions on curbside service, reopening, virtual staff management and programming, employee issues related to the pandemic
- Beanstack Virtual Summer Reading Training

- Professional Development: Watched training videos about how to use Creative Cloud products to create digital content and practiced using Photoshop, Illustrator, and InDesign
- How to safely use Zoom to run library programs
- Reviewed Patron Interactions Response Framework Code 1
- Going the Distance: Library Programs for Teens and Tweens
- Master Plan Committee
- Supercharged Storytimes 8-week training course
- Rolfe's weekly technology trainings
- Colin's Niche Academy trainings for producing video content for library programs
- Lynda's trainings on Teams 365 and Photoshop
- Niche Academy's training on Ancestry
- Research on sanitizing materials procedures
- BlueCloud Mobile Overview

Collaborations

- Worked with scheduled Summer Reading Program performers to cancel or modify events to create Summer Reading Programming delivered virtually. SRP 2020 performers include: Lego City, Air Zoo, Portage Farmer's Market, Jazz and Creative Institute, KIA, Brian Newman, Just Move, Thornapple Woodlands Honeybees, and Laura Bultman.
- Worked with Adult Staff to develop a model for programming through August 2020, including republishing the online calendar.
- Worked with other departments to develop a curbside plan, including staffing and procedure.
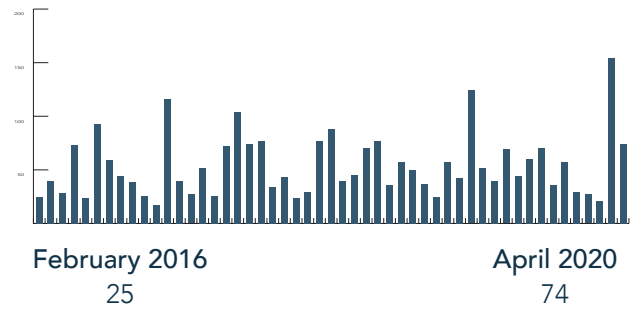- Worked with other departments on digital library usage tutorials.

Projects

- Collection development including ordering materials with an eye towards changing needs at opening, editing and weeding booklists, worked with our cataloger on a material tagging system
- Altered, planned, and finalize the Youth and Teen Summer Reading Programs
  Worked on developing a teen services focused library Instagram
- Kept abreast of what other libraries are doing in response to Covid-19 to protect staff and patron safety while still providing a high level of service to the community
- Completed a Facebook craft "Nature Walk Tape Bracelet" for children.
- Worked to complete drafts of more than a dozen events for the summer.
- Explored Creativebug as a possible tutorial option for PDL for Laura.
- Sewed staff face masks
- Developed and submitted budgets for materials and services for the Youth Department
- Revamped existing programmer's letter and contract to reflect virtual events options
- Developed draft procedures for the Youth Department reopening
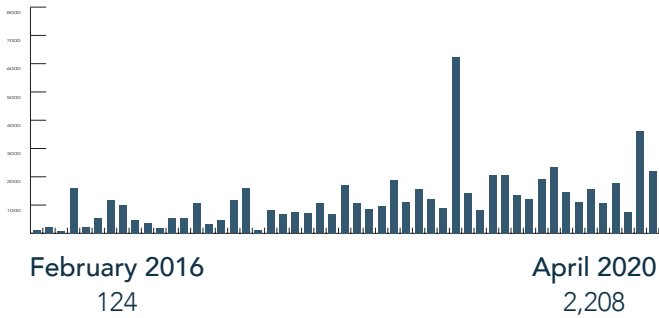
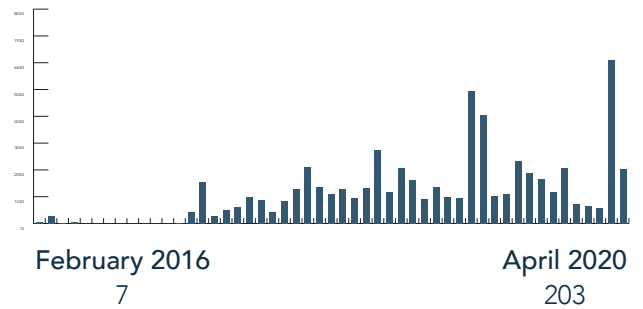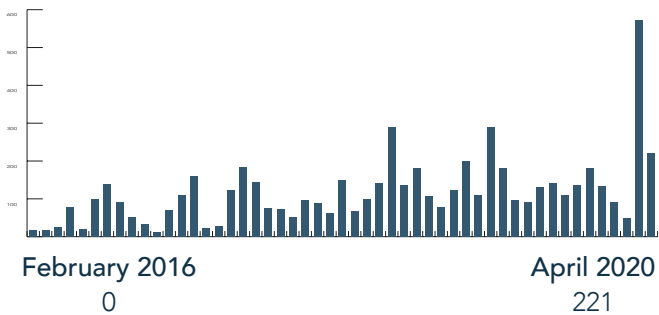# Facebook Stats 2016- April 2020

Total Followers:

February 2016	April 2020
2,052	4,409

New Followers:

February 2016	April 2020
25	74

Likes:

February 2016	April 2020
124	2,208

Comments:

February 2016	April 2020
7	203

Shares:

February 2016	April 2020
0	221

Engagement:

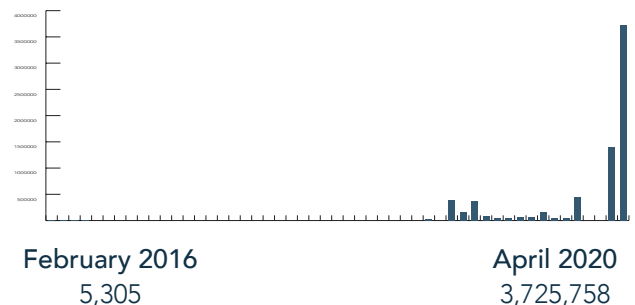| February 2016	April 2020
5,305	3,725,758
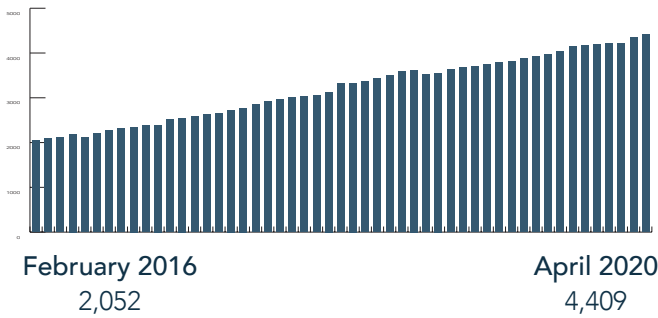
Video Update & Performance for April 2020

In March, we significantly ramped up our video production in order to engage with our community virtually. We tried both live and pre-recorded programs and gathered information through a survey about what our patrons prefer.

All of the departments and the social media team have been collaborating on creating video ideas, writing scripts, working with third-party presenters, and creating videos ourselves. We have invested in equipment that is easy to use and have been able to drop it off at video creators' homes. Each video takes between 4-10 hours to complete based on its complexity, the number of people involved in creating the video, and video length. We have a very collaborative process with staff from each department sharing their expertise to create informative, educational, and entertaining videos.

Video Performance

	# of Videos Created	Views
Heritage Room	3	2,875
Youth	20	15,947
Adult	10	7,528

Portage District Library
COVID-19 PREPAREDNESS AND RESPONSE PLAN

May 11, 2020

To Whom it May Concern:

The World Health Organization has declared a pandemic following the outbreak of COVID-19, a respiratory disease caused by a new strain of the coronavirus. On March 10, 2020, Michigan Governor Gretchen Whitmer (the "Governor") declared a state of emergency across the State of Michigan, directing State agencies to use all resources necessary to prepare for and respond to the outbreak. On March 13, 2020, President Trump declared a national emergency to unlock federal funds to help states and local governments fight the pandemic.

On March 23, 2020, the Governor issued Executive Order 2020-21 (the "Stay at Home Order") which directed, effective as of March 24, 2020, and continuing through April 13, 2020, all Michigan businesses and operations to temporarily suspend in-person operations that are not necessary to sustain or protect life and further directed individuals to stay in their homes unless they are part of the critical infrastructure workforce or necessary to conduct minimum basic operations. On April 1, 2020, the Governor issued Executive Order 2020-33 rescinding and replacing the original declaration of a state of emergency in Executive Order 2020-4, declaring the state of emergency and state of disaster will terminate when emergency and disaster conditions no longer exist. On April 7, 2020 the Michigan Legislature approved the Governor's extension of the state of emergency and state of disaster through April 30, 2020. On April 30, 2020, the Governor issued Executive Order 2020-69 (the "Extended Stay at Home Order"), which replaces the Stay at Home Order, Executive Order 2020-43, and extends the requirement to suspend in-person operations that are not necessary to sustain or protect life and instructs individuals to stay in their homes unless they are part of the critical infrastructure workforce or necessary to conduct minimum basic operations through May 28, 2020. Pursuant to Section 11(a) of Executive Order 2020-77, businesses that continue in-person work must adhere to sound social distancing practices and measures, including the development of a COVID-19 preparedness and response plan, consistent with recommendations in "Guidance on Preparing Workplaces for COVID-19," developed by the Occupational Health and Safety Administration (the "OSHA Guidance").

This COVID-19 Preparedness and Response Plan (this "Plan") has been developed by the Portage District Library (the "Library") in response to that requirement. While this Plan has been developed to ensure the health and safety of all Library employees, the Library will remain proactive while continuing to respond to the threat of COVID-19 in a calm and rational manner. The Library will continue to review and incorporate best practices as they are further provided by the Centers for Disease Control and Prevention ("CDC"), Occupational Safety and Health Administration ("OSHA"), and other governmental entities, and we will respond to new developments accordingly. The actions the Library has taken, and will continue to take in the upcoming days, are necessary to ensure the health and safety of our employees while slowing the spread of the COVID-19 virus. Please do not hesitate to reach out to Robert Foti, Business Manager, should you have any questions regarding this Plan. Thank you, and stay safe and healthy.

Sincerely,

Christy Klien, Library Director

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GENERAL INTRODUCTION

I. CRITICAL INFRASTRUCTURE WORKERS

Section 5(a) of the Extended Stay at Home Order permits the Library to designate certain workers as critical infrastructure workers. Pursuant to Section 8, 9 and 10 of the Extended Stay at Home Order, the Library employs workers in sectors that have been designated as "critical infrastructure workers" under the U.S. Cybersecurity and Infrastructure Security Agency's "Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response," dated March 19, 2020. Therefore, the in-person presence of such workers is crucial to public health and safety, community resilience and continuity of essential functions during the COVID-19 pandemic.

II. WORKERS NECESSARY TO CONDUCT MINIMUM BASIC OPERATIONS

Section 4(b) of the Extended Stay at Home Order permits the Library to designate certain workers as necessary to conduct "minimum basic operations." Specifically, workers who are necessary to conduct minimum basic operations are those whose in-person presence is strictly necessary to allow the business or operation to maintain the value of inventory and equipment, care for animals, ensure security, process transactions (including payroll and employee benefits), or facilitate the ability of other workers to work remotely. Therefore, the in-person presence of such workers is similarly crucial to public health and safety, community resilience and continuity of essential functions during the COVID-19 pandemic.

STEPS THE LIBRARY IS TAKING TO REDUCE RISK OF EMPLOYEE EXPOSURE

Consistent with the Extended Stay at Home Order, the Library has supplied written designations only to those employees that are appropriately deemed to be critical infrastructure workers or necessary to conduct minimum basic operations. All other employees whose in-person presence is not required have been requested to work from home. Additionally, the Library is adhering to social distancing and exposure reducing practices and measures including, but not limited to:

A. Restricting the number of workers present on premises to no more than is strictly necessary to perform the business' critical infrastructure functions or its minimum basic operations.

B. Promoting remote work to the fullest extent possible.

C. Keeping workers and patrons who are on premises at least six feet from one another to the maximum extent possible.

D. Increasing standards of facility cleaning and disinfection to limit worker and patron exposure to COVID-19, as well as adopting protocols to clean and disinfect in the event of a positive COVID-19 case in the workplace.

E. Adopting policies to prevent workers from entering the premises if they display respiratory symptoms or have had contact with a person with a confirmed diagnosis of COVID-19.

Furthermore, during the COVID-19 pandemic, the Library has adopted the following health guidelines as set forth by the Michigan Department of Health and Human Services, CDC and OSHA:

1. Wash hands with soap and water for at least 20 seconds. If available, the Library will provided alcohol-based hand rubs containing at least 60% alcohol.
2. Cover mouth and nose when coughing or sneezing.
3. Avoid touching eyes, nose, and mouth.
4. Avoid close contact with people who are sick.
5. Stay home if sick and contact health care provider.
6. Clean and disinfect touched objects and surfaces.
7. Provide customers and the public with tissues and trash receptacles.
8. Avoid using other workers' phones, desks, offices, or other work tools and equipment, when possible.
9. Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.

DEVELOPMENT OF INFECTIOUS DISEASE PREPAREDNESS AND RESPONSE PLAN

The Library has developed and implemented this Plan in accordance with the OSHA Guidance. As such, the Library will:

A. Stay abreast of guidance from federal, state, and local health agencies, and actively consider how to incorporate those recommendations and resources into workplace-specific plans.

B. Analyze the level(s) of risk associated with the Library's worksite(s) and the job tasks performed by the Library's workers at those sites. That analysis will be based on the following considerations:

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1. Where, how, and to what sources of COVID-19 might workers be exposed, including:

   a. The general public, customers, and co-workers; and
   b. Sick individuals or those at particularly high risk of infection (e.g., international travelers who have visited locations with widespread sustained (ongoing) COVID-19 transmission, healthcare workers who have had unprotected exposures to people known to have, or suspected of having, COVID-19).

2. Non-occupational risk factors at home and in community settings.

3. Workers' individual risk factors (e.g., older age; presence of chronic medical conditions; pregnancy).

4. Controls necessary to address those risks.

C. Incorporate (to the extent reasonable and applicable to the Library's business) federal, state, and local recommendations regarding development of contingency plans for situations that may arise as a result of outbreaks, such as:

1. Increased rates of worker absenteeism.

2. The need for social distancing, staggered work shifts, downsizing operations, delivering services remotely, and other exposure-reducing measures.

3. Options for conducting essential operations with a reduced workforce, including cross-training workers across different jobs in order to continue operations or deliver surge services.

4. Interrupted supply chains or delayed delivery.

DEVELOPMENT, IMPLEMENTATION, AND COMMUNICATION ABOUT WORKPLACE FLEXIBILITIES AND PROTECTIONS

The Library is actively working to develop, implement, and communicate with its employees regarding workplace flexibilities and protections including, but not limited to, the following:

A. Actively encouraging sick employees to stay home.

B. Ensuring that sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.

C. Talking with companies that provide the Library's business with contract or temporary employees about the importance of sick employees staying home and encouraging them to develop non-punitive leave policies.

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D. Not requiring healthcare provider notes for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider officers and medical facilities may be extremely busy and not able to provide such documentation in a timely way.

E. Maintain flexible policies that permit employees to stay home to care for a sick family member. The Library is aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.

F. The Library is working to become aware of workers' concerns about pay, leave, safety, health, and other issues that may arise during infectious disease outbreaks. The Library is seeking to provide adequate, usable, and appropriate training, education, and informational material about business-essential job functions and worker health and safety, including proper hygiene practices and the use of workplace controls. The Library recognizes that informed workers who feel safe at work are less likely to be unnecessarily absent.

G. The Library is working with insurance companies (e.g., those providing employee health benefits) and state and local health agencies to provide information to workers and customers about medical care in the event of a COVID-19 outbreak.

PROCEDURE FOR PROMPT IDENTIFICATION AND ISOLATION OF SICK EMPLOYEES

A. Employees should self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.

B. Where an employee reports signs or symptoms of COVID-19, the employee should not show up to conduct in-person work and should notify their direct supervisor immediately.

C. If an employee is diagnosed with COVID-19, he or she should notify Mr. Foti immediately.

D. Mr. Foti will then inquire into the following areas of the employee's situation:

1. Ask about current health status.
2. Ask about emotional state.
3. Answer health insurance questions.
4. Answer other benefits-related questions.
5. Ask about other resources or assistance the Library can provide.
6. Ask for information about when and where the employee had been in the past several days and for a list of other personnel with whom he/she has had contact.

E. The Library will then notify all relevant personnel, including employees, customers, vendors, etc., with whom the diagnosed employee has come in close contact. The Library will request all personnel who have been in close contact with the employee to self-quarantine for 14 days.

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F. The Library will then notify all employees of the fact that an employee (who shall remain anonymous) has tested positive for COVID-19. This message shall include the following:

1. Remind all employees of CDC and local health department testing guidelines.
2. Remind employees of all policies and procedures that have been put in place to combat the spread of COVID-19.
3. Acknowledge the emotional impact this news, and all COVID-19 news, is having on all members of the Library's organization, and encourage employees to contact their supervisors with any questions or concerns.

G. The Library will then arrange for a thorough cleaning of the areas of the Library's facilities that the employee inhabited. Such cleaning should follow all applicable CDC guidelines and cleaning standards.

CLASSIFYING WORKER EXPOSURE BASED ON JOB

The Library recognizes that occupational exposure to COVID-19 during the outbreak may vary from very high to high, medium, or lower (caution) risk. The level of risk depends in part on the industry type, need for contact within six feet of people known to be, or suspected of being, infected with COVID-19, or requirement for repeated or extended contact with persons known to be, or suspected of being, infected with COVID-19. Pursuant to the OSHA Guidance, there are four risk exposure levels: very high, high, medium, and lower risk. **Based on the OSHA Guidance, the Library has determined its business does not currently employ workers with *very high or high* risk exposure levels, meaning employees are at a *medium or low* risk of exposure.**

The Library now sets forth these four categories of exposure, along with the methods used to protect workers in these various categories of exposure.

A. **VERY HIGH RISK**

1. DEFINITION OF VERY HIGH RISK

Very high exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures. Workers in this category include: (a) healthcare workers (e.g., doctors, nurses, dentists, paramedics, emergency medical technicians) performing aerosol-generating procedures (e.g., intubation, cough induction procedures, bronchoscopies, some dental procedures and exams, or invasive specimen collection) on known or suspected COVID-19 patients; (b) healthcare or laboratory personnel collecting or handling specimens from known or suspected COVID-19 patients (e.g., manipulating cultures from known or suspected COVID-19 patients); and (c) morgue workers performing autopsies, which generally involve aerosol-generating procedures, on the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.

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2. METHODS USED TO PROTECT WORKERS

In workplaces where workers have very high exposure risks, the Library should implement site specific engineering controls, administrative controls, and safe work practices to ensure the health and safety of all workers conducting in-person work in this setting.

Engineering controls involve isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement. Examples of engineering controls for COVID-19 include:

a. Installing high-efficiency air filters;
b. Increasing ventilation rates in the work environment;
c. Installing physical barriers, such as clear plastic sneeze guards;
d. Installing a drive-through window for customer service; and
e. Specialized negative pressure ventilation in some settings, such as for aerosol generating procedures (e.g., airborne infection isolation rooms in healthcare settings and specialized autopsy suites in mortuary settings).

Administrative controls require action by the Library or the Library's employees. Typically, administrative controls are changes in work policy or procedures to reduce or minimize exposure to a hazard. Examples of administrative controls for COVID-19 include:

a. Encouraging sick workers to stay at home;
b. Minimizing contact among workers, clients, and customers by replacing face-to-face meetings with virtual communications and implementing telework if feasible;
c. Establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while maintaining a full onsite work week;
d. Discontinuing non-essential travel to locations with ongoing COVID-19 outbreaks, regularly checking with CDC travel warning levels.
e. Developing emergency communications plans, including a forum for answering workers' concerns and internet-based communications, if feasible;
f. Providing workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE); and
g. Training workers who need to use protective clothing and equipment how to put it on, use/wear it, and take it off correctly, including in the context of their current and potential duties. Training material should be easy to understand and available in the appropriate language and literacy level for all workers.

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Safe work practices are types of administrative controls that include procedures for safe and proper work used to reduce the duration, frequency, or intensity of exposure to a hazard. Examples of safe work practices for COVID-19 include:

    a.   Providing resources and a work environment that promotes personal hygiene. For example, providing tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces;

    b.   Requiring regular hand washing or using of alcohol-based hand rubs. Workers should always wash hands when they are visibly soiled and after removing any PPE; and

    c.   Post hand washing signs in restrooms.

B. HIGH RISK

1. DEFINITION OF HIGH RISK

High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include: (a) healthcare delivery and support staff (e.g., doctors, nurses, and other hospital staff who must enter patients' rooms) exposed to known or suspected COVID-19 patients; (b) medical transport workers (e.g., ambulance vehicle operators) moving known or suspected COVID-19 patients in enclosed vehicles; and (c) mortuary workers involved in preparing (e.g., for burial or cremation) the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.

2. METHODS USED TO PROTECT WORKERS

In workplaces where workers have high exposure risks, the Library should implement site specific engineering controls, administrative controls, and safe work practices to ensure the health and safety of all workers conducting in-person work in this setting. See above for examples of appropriate engineering controls, administrative controls, and safe work practices under the "Very High Risk – Methods Used to Protect Workers" section.

C. MEDIUM RISK

1. DEFINITION OF MEDIUM RISK

Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within six feet of) people who may be infected with COVID-19, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19

transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).

2. METHODS USED TO PROTECT WORKERS

For workers who have medium exposure risk, the Library should adhere to the CDC and OSHA control measures describe formerly in this Plan. The Library should also consider installing physical barriers, such as clear plastic sneeze guards, where feasible. Additionally, the Library should consider offering face masks to ill employees and patrons to contain respiratory secretions until they are able to leave the workplace (i.e., for medical evaluation/care or to return home). In the event of a shortage of masks, a reusable face shield that can be decontaminated may be an acceptable method of protecting against droplet transmission. Additionally, the Library should keep customers informed about symptoms of COVID-19 and ask sick customers to minimize contact with workers until healthy again, such as by posting signs about COVID-19 in stores where sick customers may visit (e.g., pharmacies) or including COVID-19 information in automated messages sent when prescriptions are ready for pick up. Where appropriate the Library should limit customers' and the public's access to the worksite, or restrict access to only certain workplace areas, while also considering strategies to minimize face-to-face contact (e.g., drive-through windows, phone-based communication, telework), and communicate the availability of medical screening or other worker health resources.

D. **LOWER RISK**

1. DEFINITION OF LOWER RISK

Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with COVID-19 nor frequent close contract with (i.e., within six feet of) the general public. Workers in this category have minimal occupational contact with the public and other co-workers.

2. METHODS USED TO PROTECT WORKERS

For workers who do not have frequent contact with the general public, the Library should adhere to the CDC and OSHA control measures described formerly in this Plan. The Library should monitor public health communications about COVID-19 recommendations and ensure that workers have access to that information. The Library should also collaborate with workers to designate effective means of communicating important COVID-19 information.

INTERNATIONAL TRAVEL

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A. To the extent the Library employs workers living and/or working abroad on international business, the Library will work with those employees specifically to implement policies and procedures appropriate to ensure the health and safety of those employees. Notably, as the COVID-19 outbreak conditions change, travel into or out of a country may not be possible, safe, or medically advisable. It is also likely that governments will respond to a COVID-19 outbreak by imposing public health measures that restrict domestic and international movement, further limiting the U.S. Government's ability to assist Americans in these countries.

OTHER MISCELLANEOUS COMPLIANCE INFORMATION

A. PERSONAL PROTECTIVE EQUIPMENT (PPE)

While correctly using PPE can help prevent some exposures to COVID-19, it should not take the place of other prevention strategies. Therefore, the Library will continue to monitor whether or not PPE is appropriate for the Library's employees, and the Library will make such determination in accordance with OSHA and CDC guidance. Notably, such recommendations may be specific to certain occupations or job tasks and may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of COVID-19. Notably, if the Library does choose to implement the use of PPE in the workplace, the Library will provide such PPE and ensure the following with respect to the PPE:

1. Selection based upon the hazard to the worker;
2. Properly fitted and periodically refitted, as applicable (e.g. respirators);
3. Consistently and properly worn when required;
4. Regularly inspected, maintained, and replaced, as necessary;
5. Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.

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PORTAGE DISTRICT LIBRARY   COMMUNICATION

To: Portage District Library Board Members

From: Christy Klien, Library Director

Date: May 12, 2020

Subject: Portage District Library Board Action in Response to the COVID-19 Pandemic

At the April 27, 2020 board meeting, the library board voted on a Resolution in Response to the Covid-19 Pandemic. In that resolution, it was determined that:

"Portage District Library shall continue to pay salaried employees; and shall continue to pay all hourly and substitute employees based on an average number of hours worked per pay-period since the beginning of 2020, for the duration of the closure or until the next board meeting on Monday, May 18, 2020 for further review".

Therefore, this item is on the agenda for review at the May 18, 2020 Board Meeting.

PORTAGE DISTRICT LIBRARY   COMMUNICATION

To: Portage District Library Board Members

From: Tom Welsh, Library Board Chair

Date: May 12, 2020

Subject: Follow-Up Report on Mid-Year Meeting with the Library Director

At the April 27, 2020 board meeting, there was an item on the agenda regarding scheduling a mid-year meeting with the Library Director, as is the practice according to the Library Board's annual calendar. The mid-year meeting is intended to be an opportunity for the Library Board to assess with the Library Director how things are going at the library at this point in the year.

When this year's mid-year meeting with the Library Director was discussed at the April board meeting, I indicated that I would contact our Library Director Christy Klien and set up a time to get together and I invited trustees to call or email me with any comments, questions, or concerns that they wished to share with the Library Director.

As Library Board Chair, I subsequently held a mid-year meeting with Christy on Tuesday, May 12, 2020. I will give a follow-up report to trustees regarding what was discussed at the upcoming board meeting on Monday, May 18, 2020.

PORTAGE DISTRICT LIBRARY   COMMUNICATION

To: Portage District Library Board Members

From: Christy Klien, Library Director

Date: May 11, 2020

Subject: Staff Presentation on the 2020 Summer Reading Program

Library staff will be giving a presentation on the library's Summer Reading Program at the May 18, 2020 board meeting. They will be discussing the modifications being made to this year's program due to the Covid-19 Pandemic. The start of the Summer Reading Program is tentatively set for Monday, June 15, 2020, but considerations will be made depending on when the library building is able to reopen so that the first day of Summer Reading does not coincide with the first day that curbside pickup is available. Youth Staff are preparing training for all staff regarding BeanStack (the program used for logging reading hours) and Summer Reading so all staff are able to answer patron questions regarding the program.