

NOTICE OF ELECTRONIC REGULAR MEETING

**LIBRARY BOARD MEETING
PORTAGE DISTRICT LIBRARY**

Monday, June 22, 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 the Library is closed to the public on the date of the meeting. Therefore, the public cannot be physically present and provide comment in the Library Building.

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

When: Jun 22, 2020 06:00 PM Eastern Time (US and Canada)

Topic: Portage District Library Board Meeting

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/86773386229>

Or iPhone one-tap :

US: +16465588656,,86773386229# or +13017158592,,86773386229#

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Webinar ID: 867 7338 6229

International numbers available: <https://us02web.zoom.us/j/86773386229>

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: June 18, 2020

Quyen Edwards
Portage District Library
300 Library Lane
Portage, MI 49002

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PORTAGE DISTRICT LIBRARY BOARD MEETING

June 22, 2020

Regular Meeting Lower Level Long Lake & Gourneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting

II. Roll Call

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

IV. Adoption of the Agenda for the Regular Meeting of June 22, 2020 (1 minute) (Vote)

V. Ends Development (45 minutes)

A. Presentation of Proposed FY 2021 Budget for Portage District Library. *(Info)* Pg.5-10

(NOTE: The proposed FY 2021 Budget is separately numbered and included at the end of the packet.)

VI. Consent Agenda (10 minutes) (Vote)

A. Minutes of the regular board meeting held on May 18, 2020. *(Info)* Pg.5-10

B. Minutes of the Special Board Meeting held on June 4, 2020. *(Info)* Pg.11-13

C. Review of Heritage Room Policy. *(Info)* Pg.14-15

D. Narrative Report for May 2020. *(Info)* Pg.16-21

E. Financial Report for May 2020. *(Info)* Pg.22-24

F. Marketing Report for May 2020. *(Info)* Pg.25-27

G. Legislative Update for May 2020. *(Info)* Pg.28-30

H. Statistical Report for May 2020. *(Info)* Pg.31-32

I. Library Board Linkage for July 2020. *(Info)* Pg.33

VII. Governance (20 minutes)

A. Additional Staff Activities during the Building Closure caused by the COVID-19 Pandemic *(Info)* Pg.34-39

B. Initial Discussion about Plans for the 2020 Library Board Retreat *(Info)* Pg.40

C. Draft Contract for Portage District Library and Portage Public Schools Agreement *(Vote)* Pg.41-45

VIII. Library Director's Reports (20 minutes total)

A. Final remarks by Library Director for the June 22, 2020 Library Board Meeting.

IX. Process Evaluation (5 minutes total)

A. Suggestions for Agenda Items to be included on the July 27, 2020 board meeting

1. Minutes of the Regular Meeting held on June 22, 2020.

2. Final Review and Approval of Proposed Fiscal Year 2021 Budget and Millage Rate for public inspection prior to Public Hearing at the August 24, 2020 board meeting

3. 2nd Quarter Report for Fiscal Year 2020

4. Presentation of the library's 3-Year Technology Plan (FY 2021-2023)

5. Monitoring Report on Executive Limitation for Minutes/Records Retention

B. Assessment of this meeting

C. Miscellaneous Items

X. Adjournment

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

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

Board Members Absent: Ted Vliek (excused)

Library Admin 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

Library Staff Present: Mary Bruer, Ruth Cowles, Christina Doane, Jane Fleming, Abigael Gailbraith, Jessica Holmes, Katharyn Jones, Erik Koning, Rachel McGuffin, Kristin McNeal, Olivia Pennebaker, Jennifer Schatz, Andrea Smalley, Rachel Stickney, Pam Triplett

Other Attendees: Beth Clark

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

- A. Comment from Library Director Christy Klien – Klien said that this past Friday, she and Business Manager Foti met with representatives from the City of Portage. They commented on the Library’s social media presence and the excellent job the library staff is doing. Klien said that she wanted to pass along their positive comments.
- B. Comment from Library Board Secretary Quyen Edwards – Edwards said that Kalamazoo in Bloom starting planting along Library Lane today. They have changed their process and have spread out planting over a larger number of days with smaller groups of volunteers in response to the current crisis. They should be done with the beds around the library on Wednesday. Be sure to drive by and take a look.

DISPOSITION: The Library Board acknowledged the comments made by Klien and Edwards.

IV. Adoption of the Agenda for the Regular Meeting of May 18, 2020

Library Board Chair Welsh asked if there were any changes needed to the agenda of the May 18, 2020 board meeting before its adoption. None were requested and Welsh asked for a motion.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Behr that the Library Board adopt the agenda for the regular meeting of May 18, 2020. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

V. Consent Agenda

- A. Minutes of the Electronic Regular Board Meeting held on April 27, 2020
- B. Review of Reciprocal Borrowing Policy
- C. Review of Patron Behavior Policy
- D. Financial Report for April 2020
- E. Marketing Report for April 2020
- F. Legislative Update for April 2020
- G. Statistical Report for April 2020
- H. Budget Amendment for Designated Funds
- I. Budget Amendment to Transfer Funds

Board Chair Welsh read the items on the Consent Policy out loud. Trustee Behr requested to remove Item C. – Review of Patron Behavior Policy and Trustee VanderVries asked to remove Item F. – Legislative Comments.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Behr, to approve the consent agenda with Items C and F removed. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

Item C. – Review of Patron Behavior Policy – Trustee Behr asked if the library needed to change the Patron Behavior when reopening the library building since there would be some new rules and procedures in effect. Library Director Klien said that these changes in policy would occur through a separate Library Pandemic Policy, which is still being worked on. If the library were to reopen prior to the next board meeting, Klien would ask to call a special meeting to approve this policy.

Item F. – Legislative Comments – Trustee VanderVries said that she continues to feel concerned about the future of the State budget. There have also been changes in the board of review which could result in more tax appeals and that could affect revenue. Klien said the library has had to reimburse taxes that were already paid in the past, but it has not happened often.

MOTION: It was moved by Trustee Bale and supported by Trustee Terry, to approve Items C and F after discussion. Roll 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. Narrative Report for May 2020

Library Director Klien said that this report documents the March and April efforts towards the Strategic Plan during the building closure. Staff have continued working on connecting with outside organizations for collaborations, including continued discussions with Portage Public Schools on our dual school ID/library card initiative. Klien said she hopes to bring a draft agreement to the June Library Board Meeting. Staff are continuing to receive membership requests online and are creating cards for patrons and students so that they can use our online resources.

Trustee Bale asked about the on the literacy liaison referred to on page 34 of the Board packet. Klien said that while any public service staff member can assist patrons, one member of the Adult Services staff (Christina Doane) and one member of the Youth Services staff (Andrea Smalley) have been assigned the role of facilitating visits and guiding tours for our ESL groups.

Klien said that the staff have been working to adjust programming from in person to virtual. This change was implemented very quickly and staff are working through ways to keep the process efficient because it requires new forms of collaboration and open lines of communication. Through the summer and for the foreseeable future, this type of programming will be our new norm.

Klien asked if there were other questions pertaining to the Strategic Plan project updates. Seeing none, she moved into the Additional Staff Activities during the Building Closure.

B. Additional Staff Activities during the Building Closure caused by the COVID-19 Pandemic

Klien said that the report has been added to tonight’s meeting as a response to questions the Board has asked, requests for information Klein received during her mid-year evaluation, and to highlight all of the activities the staff have been working on during closure. Klien said staff have been working on professional development through webinars and professional reading. She said that they have had to adjust the way they provide technological and library resource training from an in person model to a virtual model. This process has taken a lot of time to perfect and there is quite a learning curve. The “silver lining” of the closure has been that some staff whose main responsibilities usually include public service have been given more flexibility and the opportunity to contribute to programing, video content and social media assistance. Klien said it has been a pleasure seeing staff talent shining through during this challenging time. In addition, the building closure translates to a lot of technology tasks being ramped up and made a priority. Systems Administrator Rolfe Behrje and his assistant Mark Johnson have done a great job of getting the library staff prepared with the tools

and technology they need to perform their jobs. Behrje is also working on developing access for our staff to be able to answer phones remotely. Our current system requires patrons to leave a voicemail and they will receive a return call. This new software will allow staff to answer the phone in real time from home. It will help with reference services, account questions, and technology troubleshooting. It will also help us limit the number of staff needed in the building at one time and free staff at the service desks to focus on the patrons in front of them.

Klien asked trustees to keep in mind that some remote work does take additional time. In the past, we have only had the ability to create a smaller numbers of videos, but in the past month we have created instructional videos for staff and patrons and programming videos led by staff and third party presenters.

Library Director Klien turned the floor over to Marketing Manager Colin Whitehurst. Whitehurst said, “Every year when I give my marketing plan, I remind you that marketing is done by everyone on the staff and through every interaction they have with patrons. All of the good will directed at the library has a direct correlation with the experiences and people they are interacting with in the building. Since that has changed during the building closure, we have created a video to let our patrons know what staff have been doing and give them the opportunity to see our faces.” He then showed our video “PDL Misses You!” which has been posted to YouTube and Facebook with the description: “As hard as these last few weeks have been, our Library staff wanted to let you know we are here for you and miss you so much! Join us as we fill you in on what we’ve been up to and our hopes to see you soon! Stay strong, Portage!”

Whitehurst shared an image of the Library’s YouTube page ([YouTube.com/c/portagedistrictlibrary](https://www.youtube.com/c/portagedistrictlibrary)) and the 40+ videos that have been uploaded there since the library’s building closure. He then shared graphs showing new social media followers, total followers, likes, comments, shares, and engagement. The data shows that overall social media engagement has dramatically increased during the building closure and the number of followers took a significant jump in March. We can clearly see the value of the library’s online presence. In April, the Heritage Room created 3 videos, Youth Services created 20 videos, and Adult Services created 10 videos. The number of videos were comparable to the number of programs for April of 2019 and the number of views of the videos were more than four times the total April 2019 program audience. Whitehurst said that the other thing to note is that while the library does not have as many likes/followers as some of the larger libraries in Southwest Michigan, our engagement is comparable to theirs if not higher.

Whitehurst invited the Library Trustees to help create a video for our patrons, which they were interested in assisting with. Whitehurst will follow-up with the Board with a link to his training video on “how to make a video” which will give Trustees additional insight into the process the staff uses to create engaging content.

Library Director Klien said additional tasks the staff can work on from home include reading reviews and ordering books and other materials and records maintenance and clean out. There is a recent opportunity discussed to get staff to help close caption the videos and make them more accessible for our patrons. Klien asked if trustees had any questions?

Board Chair Welsh asked what was the difference between the software PDL2Go and PDL Mobile? Klien responded that PDL2Go is the library’s current app and PDL Mobile is a new product we are making a transition towards. Systems Administrator Behrje said the current product is managed by a third party and often has bugs/errors. It does not have as much functionality as the new product which is managed by SirsiDynix (the software we use for our catalog). Some of the exciting new features include beacons, the ability to link cards together for a family, more flexibility, the ability to create different reports no scheduled downtime during the day for upgrades, and an overall more robust product. We currently have both and will slowly transition over the next year. Behrje offered to create a demonstration of the new app for the board at the next board meeting.

DISPOSITION: The Library Board received the information and reports from Library Director Klien and Marketing Manager Whitehurst.

C. COVID-19 Preparedness and Response Plan

Klien said that a COVID-19 Preparedness and Response Plan is a requirement for the library when it reopens the building and she put forward the document for trustees to review. This document was based off a plan we received from the library's labor attorney and put together by Business Manager Foti in accordance with OSHA and the current executive orders in place. Foti stressed that this is a fluid document and will continue to be modified as the Governor and OSHA update their recommendations.

Trustee Behr had a question about Pg. 53 of the board packet regarding classifying workers. Foti responded that levels of risk have to do with OSHA classifications.

Trustee VanderVries asked about the specific PPE that will be available for staff. Klien responded that staff are making masks for their co-workers and Building Manager Lefaive has ordered face shields and had plexiglass safety guards installed at all of the public service desks. Klien said that there also is a detailed plan for staff entering the building, including daily health questionnaires and temperature taking. Klien said that for patrons, we will require them to wear masks if they are medically able and also follow the active Executive Orders from the Governor. We will have a set building capacity for staff and patrons. We are considering giving timers to patrons so that they will be encouraged to limit the amount of time in the building. In the past, we have had many people who would come and spend a lot of time in the building and for the near future, we will not be able to do that.

Trustees received a comment from Beth Clark to All Panelists at 06:53 PM:

“As a patron, I would hope that you require patrons wear masks (and have some available for lower income patrons). I'd also like to see the sort of barriers they have at the grocery check-out lanes to protect librarians who come in close contact with patrons!

Klien responded that the barriers have already been installed in the building. She said they will look into disposable masks for patrons, but that type of PPE is difficult to purchase at this time.

Board Chair Welsh said he is personally concerned with how we will enforce the mask-wearing requirement. Klien said staff will highly encourage patrons to wear masks, but not enforce this aggressively. We have seen the heated confrontations regarding this issue and do not want that to occur at the library.

Building Manager Lefaive said that in addition to the safety shields, we also have a few tabletop plexiglass shields at common tables. He said if they are popular and highly used, we can have more made.

DISPOSITION: The Library Board received the information about the COVID-19 Preparedness and Response Plan.

D. Portage District Library Board Action in Response to the COVID-19 Pandemic

At the April 27, 2020 board meeting, trustees 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. Trustee Terry began the discussion by saying that she thought the staff should continue to be paid.

Trustee Bale said that in April, she felt that she needed data to support continuing to pay the staff to work from home and the reports at tonight's meeting had more than met her expectations. She said the Library Board may need to revisit this topic each month until there is a clearer picture of what the future looks like.

Trustee VanderVries wanted to know what other libraries in the area are doing when it comes to staff being furloughed. She voiced concern with the State of Michigan budget and how that may affect library revenue.

Library Director Klien said that this discussion is happening in every library. As the closure is extended, there is more conversation of each community's budget and whether or not they need to furlough. She said at this time, she has not heard of any of the larger libraries in our area furloughing employees. Trustee VanderVries said she wanted to be clear that she is not asking these questions because she does not value the staff, but out of a need to be fiscally responsible.

Trustee Friedman said she is considering the topic thoughtfully. She said she understands what Trustee VanderVries is saying and that the Board represents the community in how the library is spending the budget. She said she also found the letter the Library Board received from the Adult Services Staff a compelling reason to continue to keep staff working. She said that staff should continue to be paid, but also agreed to continue to review the topic.

MOTION: It was moved by Trustee Behr and supported by Trustee Terry 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, June 22, 2020 for further review”.

Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

E. Follow-up on Mid-Year Meeting with Library Director

Library Director Klien said that she and Board Chair Welsh met one week ago for her mid-year meeting. At that time, some questions from the Board were discussed and addressed in the board packet and by tonight's presentations. Trustee VanderVries said Klien is doing a good job keeping everyone working and motivated. Board Chair Welsh said Klien is an asset to the library.

DISPOSITION: The Library Board received the information about the Library Director's Mid-Year Meeting.

VII. Staff Presentation on the Library's Summer Reading Program

Trustees were given a presentation by Head of Youth Services Laura Wright and Adult Services Librarian Ruth Cowles who will coordinate the library's 2020 Summer Reading Program.

Changes to the Youth Summer Reading Program

- Participants are encouraged to set their own daily reading goals. *We suggest the Portage Public School's goal of 20 minutes per day. Days are recorded instead of minutes.*
- Distribution of small plastic prizes was eliminated and replaced with weekly drawings for gift cards to local businesses
- An additional book prize was added mid-way through the summer
- Every badge earned will be an automatic small community donation
- Winners have the option of “paying it forward” by donating their cards to a community member of their choice
- A community goal of 12,000 days read is set
- Family Quest activities have become part of our regular programming through social media

Changes to the Teen Summer Reading Program

- Participants who record a book read will be entered in that week's drawings for gift cards to local businesses
- Winners have the option of “paying it forward” by donating their cards to a community member of their choice
- Final large prize packs have been replaced with additional gift cards

Changes to the Adult Summer Reading Program

All Adults (18 and older) are welcome to join the Adult Summer Reading Program. This year's program will be different. There will be a drawing every week to earn a gift card from a local business. All you have to do is earn a badge. You can earn one badge a week just by reading a book. You can also earn badges by doing activities throughout the summer. These badges include choosing diverse books to read and exploring the library's eResources. Every badge you earn can be entered into the weekly prize drawing or the final drawing. There will be 25 chances to win smaller gift cards and 15 chances to win larger gift cards in the final drawing. A winner may choose to keep their gift card or "pay it forward" and select another community member to receive it.

Adult Services Librarian Ruth Cowles concluded her presentation by saying that staff are not able to participate in the Summer Reading Program for patrons, so she will be running a separate staff summer reading program with books and badges. To keep everyone motivated to participate, there will be 5 prize drawings at the end.

Trustee Bale congratulated staff on the imaginative new approach to the Summer Reading Program. She was interested in more information about what kind of gift cards will be purchased? Head of Youth Services Laura Wright said that Youth Staff have working relationships with a lot of area business including BookBug, Y'opa, and Franco's Pizza. These business have been very supportive of library initiatives in the past and also make a big deal when the kids come in to claim their prize. Depending on the vendor, the library may send a card or virtual items. Trustee Behr asked about the pay it forward model and Wright said we will leave that option and how they want to proceed with it up to the participant. Wright said will buy gift cards as we go so that we can be in communication with the vendors and what their current service looks like. As they have for many years, the Friends of the Portage are funding all of the prizes for the Summer Reading Program. Wright reached out to the group for permission to switch gears for prizes and received permission to return the pre-purchased items and use this year's funds for gift cards.

VIII. Library Director's Reports

A. Final remarks by Library Director for the May 18, 2020 Library Board Meeting.

Library Director Klien said that she and Business Manager Rob Foti met with the Portage City Manager Joseph LaMargo, Deputy City Manager Adam Herringa, and Director of Parks, Recreation, and Senior Citizens Services Kathleen Hoyle. Their discussion revolved around the City's new Senior Center project and the library's renovation project. Both organizations showed mutual support and will communicate as plans progress.

Klien said that another meeting is scheduled this week between library staff and Portage Public Schools to continue the discussion of a dual student id/library card. Klien said the sooner this project comes to fruition, the better it will be for the students in our community.

Klien said that restrictions in the library building and with construction work finally lifted enough to have representatives from Walbridge, our contracted Construction Management firm, come for a walk-through of the building. Klien said they practiced safe social distancing. The Walbridge reps said it was good to finally be in the building and learn more about the library. Facilities Manager Doran Lefaive has helped coordinate a firm to come in and do 3D scanning of the building. Klien said that they had some discussions about the next steps of our process which will include making a decision about moving off site during construction. Lefaive will be in touch with commercial realtors to look at potential available spaces and consider the cost of moving and rent.

Klien reminded trustees that it is an election year for the library board. We have four trustees with terms expiring at the end of 2020. We will have all of the details if trustees are interested in running for another term and additional conversation at the June meeting. Please keep in mind that as a trustee, you are welcome to solicit others who live within the boundaries of the library district to run as a candidate, however library staff cannot.

Klien said that the provisions of the current Executive Order that allow the library board to meet virtually and still qualify under open meetings act are in place until the end of June, so most likely the June Board Meeting will be online as well.

IV. Process Evaluation

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 – Trustees agreed it was a productive meeting.

C. Miscellaneous Items - Library Board Chair Welsh opened the floor to staff and members of the public for any final comments related to the meeting and there were none. Welsh said, “Stay safe and we will see you next month.”

V. Adjournment

Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the regular board meeting of May 18, 2020.

DISPOSITION: The regular board meeting of May 18, 2020 was adjourned at 7:35 pm.

Recorded and Transcribed by,



Quyen Edwards
Library Board Secretary

PORTAGE DISTRICT LIBRARY BOARD

Special Meeting to be held on

Thursday, June 4, 2020

Virtual Meeting 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, Olivia Pennebaker, Abby Pylar, Rachel Stickney, Pam Triplett, Colin Whitehurst, and Laura Wright

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

A. Comment from Trustee Friedman – Trustee Friedman commented on what a great job the library staff is doing to move forward with reopening plans and how excited the public is for curbside service.

B. Comment from Library Assistant Pam Triplett – Triplett said that she wanted to let the Board know how much the staff have appreciated their support during the library’s building closure. Thank you.

DISPOSITION: The Library Board acknowledged the comments from Trustee Friedman and Library Assistant Pam Triplett.

IV. Adoption of the Agenda for the Special Meeting of June 4, 2020.

Board Chair Welsh asked if trustees wanted to add an item to the agenda related to the previous meeting’s discussion about paying staff for the duration of the closure or a reconsideration of motion. The Board felt there was no need for additional discussion since the staff is back to work.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Friedman that the Library Board adopt the agenda for the special meeting of June 4, 2020. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

V. Discussion Items

1. COVID-19 Preparedness and Response Plan

Library Director Klien said that this is the plan that was presented at the last board meeting. It meets the requirements for reopening the library building, first to staff and then to the public on a limited basis. The suggestion from the attorney is to give authority to the Library Director to make changes as needed so that the document does not have to continually be reapproved by the Board.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Terry that the Library Board approve the COVID-19 Preparedness and Response Plan as presented and authorize the Library Director to update it as necessary with advice from the library's lawyers, changing Executive Orders, or recommendations from the State or County Health Departments.

Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

2. Portage District Library – Reopening Plan

The general guidelines of the Reopening Plan were provided with assistance from the Library's attorney who specializes in library law. It includes a phased approach and follows recommendations set out by the state. As with the COVID-19 Preparedness and Response Plan, the attorney suggested to give authority to the Library Director to make additional changes as needed. Under the current Executive Order, libraries are to follow retail guidelines for reopening which means a 25% capacity for the building's public spaces where the count includes staff and patrons. Library Director Klien said she is watching for other guidelines that might be adjusted to be library-specific in the future.

Trustee VanderVries asked what 25% building capacity is in terms on number of people and Klien responded it is around 80 people depending on the public space we will have available for patrons to use.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Bale that the Library Board approve the Reopening Plan as presented and authorize the Library Director to update it as necessary with advice from the library's lawyers, changing Executive Orders, or recommendations from the State or County Health Departments.

Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

3. Library Director's Report

Library Director Klien said it has been a whirlwind week. The lifting of the stay-at-home order and its effect on when the library could legally reopen caught us by surprise. The Library Staff have been adjusting well to the change of plans. While there is anxiety about what curbside service and a limited building reopening will look like during the current health crisis, we are taking every precaution to keep staff and patron safety at the forefront of our plans. Staff have concerns and Business Manager Foti and I are taking steps to listen and address them. We have received feedback from the community that they are ready and excited to have more access to library materials.

Portage District Library currently has about 30,000 items checked out. Once we announced that we would be accepting returns on Wednesday, June 3rd, we had bins overflow in the book drop room and had to adjust to a quicker response timeline to keep checking them. We have ordered additional bins, but turnaround time had slowed and they have not arrived yet, though they are expected by the end of the week.

We have PPE (personal protective equipment) available for staff including gloves, aprons, face shields, cloth and disposable masks. We are working out some social distancing adjustments in staff areas and have moved furniture into storage from the public service areas to discourage gathering.

There is certainly a learning curve as we adjust to the changes in our work environment and as we begin providing a service we have never done before. I think it will be good to start with curbside service to see how it works and make adjustments before we open the building on a limited capacity on June 24th, just two days after the next board meeting.

Library Director Klien gave a brief overview of how curbside service will be implemented. We will provide this service on the south side of the building near the book drop and use that entrance/exit to access vehicles. Patrons may put ten (10) items on reserve, they will receive a notification when they have been pulled to schedule a pickup time, and when they come to pick up their holds they will park in one of 5 designated spots. Patrons will call to say they have arrived, open their trunk or car door, and staff will put their items in, shut the vehicle door, and send them on their way. We have made shelving readjustments for holds and overflow. With our current model, we can serve about 90 patrons a day via curbside.

Library Director Klien reminded trustees that the library building will still be closed to the public at the June meeting, so the June Library Board Meeting will be virtual. We will revisit the situation for July and will learn more as time progresses. Trustee VanderVries noted that she has another meeting conflict after 7PM on Monday June 23, 2020. Klien said that they would make sure the budget portion of the meeting was at the beginning. Klien said there was still a question as to the availability of the auditors for the June meeting. She will be in touch to let trustees know if that will be presented in June or postponed until July.

Trustee Behr had a question about moving the public service computers. Klien said that in order to meet the 6 feet social distancing guidelines, yes some computers will have to be out of service when the building is reopened.

Klien reminded trustees that there will be no public meeting or study room usage as that space will house that furniture. There will also be no Preschool Room toys available during the limited reopening.

Trustee Bale asked about what kind of marketing has been done as we transition to these new service models. Marketing Manager Whitehurst said that there have been posters on the front door, information in the weekly eNewsletter, Facebook posts, a letter to the community which will go in every mailbox in Portage, updates on WWMT, articles on MLive, and a flyer that will go in the curbside service bags. Whitehurst said that all the information will be on the library's website along with FAQs as patrons have additional questions.

Board Chair Welsh asked what the community could expect to see in the July Portager. Whitehurst responded that it would be ¼ reopening policies, and the rest would highlight virtual programming and the Summer Reading Program.

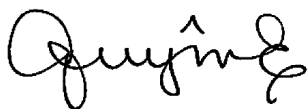
Library Director Klien closed her comments by saying she is in awe of our staff and their preparations for reopening. We are very lucky to have this team.

XI. Adjournment

Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the special board meeting of June 4, 2020.

DISPOSITION: The special board meeting of June 4, 2020 was adjourned at 6:30 pm.

Recorded and Transcribed by,



Quyen Edwards, Library Board Secretary

PORTAGE DISTRICT LIBRARY

Heritage Room Collections and Use Policies

Collections Policy

The Local Historian will, at his/her discretion, accept donations of materials for the Heritage Room that complement existing collections, add to the history of the immediate community and surrounding areas, and/or develop collections of specific interest to the library, provided no restrictions are attached to their use, display or disposition.

- 1) At the discretion of the Local Historian, materials may be added to the Heritage Room Collection through gifts, purchases or trades from individuals or institutions, or by deposit from various governmental bodies.
- 2) In regards to donations, the Local Historian reserves the right to reject any material if said material is deemed to be unsuitable for the Heritage Room Collection by reason of subject, format, condition, or restrictions.
- 3) For every donation received, a Deed of Gift Agreement must be filled out by the Local Historian and then signed by both the Local Historian and the Donor. This Deed of Gift Agreement must also include a concise inventory of items received and a list of any restrictions placed on said donations (see number 4). Any items left for the Local Historian that do not have contact information will be treated solely as a gift and will fall under Collections Policy number 2.
- 4) If restrictions are requested on a donation, they will be listed on the Deed of Gift Agreement and will be reviewed by both the Local Historian and the Portage District Library Director to determine if the item(s) will be accepted or declined due to the nature of said restrictions verses the historical value of said donation.
- 5) Items which are accepted into the Heritage Room Collection become the sole property of the Portage District Library and will be available for use by the general public. If at any time after acceptance an item is determined to be outside the scope of the Heritage Room Collection, it may be deaccessioned and disposed of according to the terms of the Material Disposition Form which accompanies the Deed of Gift. Deaccessioning will take place after a review by both the Local Historian and the Portage District Library Director.

Use Policies

1) The use of rare or fragile materials by the general public shall be determined by the Local Historian and may be limited under certain circumstances (see NOTE). Copies of the original items will be provided in lieu of the primary source material when original materials are deemed to be too fragile or rare for use.

NOTE – Reasons for limiting access to original materials may be, but are not limited to, fragility of said materials, rarity of said materials, and/or value of said materials.

2) For patron ease of locating material within the Heritage Room, all Heritage Room books shall be catalogued in the same manner as other Portage District Library materials and shall receive a distinguishing label of “H.R.” on their spine. Items determined to be of a unique historical character or of great monetary value shall receive a special archival book-mark containing relevant information in lieu of the standard library sticker labels.

3) Heritage Room Archival material may not be loaned from the Portage District Library without the written permission of the Local Historian and the approval of the Portage District Library Director. Heritage Room reference books may be checked out by Portage District Library card holders but will be reviewed on a case by case basis by the Local Historian. The checkout time for Heritage Room material is two weeks. Items will be checked out and checked in solely by the Local Historian.

4) Due to space restrictions within the Heritage Room, items may not be placed on long term loan to the Heritage Room. Items loaned to the Heritage Room for display or copying purposes shall not exceed a loan period of six weeks. Each loaned item will be documented in writing with a copy given to the loaner, a copy accompanying the item while in possession of the Heritage Room and a copy placed in the Heritage Rooms master loan file.

Library Director's Narrative Report for June 22, 2020
(Activities at the end of May and beginning of June 2020)

Administrative Activities:

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

- ❖ Participated in bi-weekly Administrative Team meetings.
- ❖ Participated in virtual library-wide staff meetings during May and the beginning of June.
- ❖ Participated in PDL Virtual Library Board Meetings on May 18 and June 4.
- ❖ Participated in a Library of Michigan Library Directors Virtual Meetings on webinar on May 15, 22, 29, and June 5.
- ❖ Participated in the SMLC virtual library director meetings on Thursdays during the month of May.
- ❖ Held virtual meetings with library staff on May 14, May 15, and May 18.
- ❖ Met with Walbridge Team to discuss project on May 15.
- ❖ Met with the City Manager, Deputy City Manager and Director of Parks and Recreation on May 15 to discuss building projects.
- ❖ Met with the PDL Professional Development Committee on May 26.
- ❖ Met with Executive Master Planning team to discuss moving offsite during construction on May 26.
- ❖ Met with department supervisors to discuss budget requests on May 26 and May 27.
- ❖ Attended Portage Rotary Club's Scholarship Award Meeting on May 27.
- ❖ Participated in a virtual meeting with Michigan Class 6 library directors to discuss plans for library operations on May 27.
- ❖ Met with PDL's Interiors Committee, C2AE Project Manager and Interior Designers to continue discussion of interior aesthetics on May 27.
- ❖ Held an Administrative Team meeting on June 2 to discuss reopening plans with the new Executive Order.
- ❖ Began preparation for new curbside service on June 2.
- ❖ Held an All Staff Meeting to discuss PDL's reopening on June 3.
- ❖ Participated in Special Library Board meeting on June 4.
- ❖ Met with leasing agent to discuss commercial leasing options on June 5.
- ❖ Met with a representative from Mulders to learn about their moving services on June 9.
- ❖ Began curbside service shifts on June 10.
- ❖ Met with representatives from Two Men and a Truck about their moving services on June 16.

Maintenance and Building Services

- All cleaning and maintenance services were performed as scheduled.
- All preventative maintenance activities were performed as scheduled.
- Gathering and evaluating new sanitizing options and personal protection equipment sources.
- Completed asphalt crack and pothole repairs by Asphalt Solutions Plus on May 12 and 13.
- Completed a walk through with Construction Management Services, Walbridge, and C2AE on May 15.
- Completed 5 days of 3-D scans of the entire facility which were sent to C2AE for drawing development on May 18.
- B. L. Harroun sprinkler recalled head replacement was completed on May 18 only on the lower level.
- Met with West Shore Services, Inc. to get a budgetary cost to move the emergency siren pole from the east side of the library on May 18.

- Participated in the Library of Michigan Cares Act webinar on May 21 to apply for a grant to receive reimbursement for PPE and increasing digital inclusion with the community.
- Met with Architectural Glass & Metal to get a quote to replace the Atrium's 3 skylights and 8 vertical skylights that have delaminated and become discolored on May 21.
- Met with Division 7 Building Contractors to receive a quote to replace the Atrium's roofing since it has deteriorated and is beyond its useful life of 20 years.
- Installed no touch auto-flush valves on all facility toilets and urinals.
- Received the Clorox T360 disinfecting machine to spray the library prior to the return of the public and on a regular schedule.
- Mite-E Exterminating conducted the pest control application on May 28.
- Completed 8 days of identifying and sampling for a hazard assessment of the building components slated for renovation with the report sent to C2AE on June 4.
- Participated in a Consumers Energy virtual meeting to discuss a new pilot program to assist businesses become more energy efficient with rebates and incentives on June 2.
- Recycled old computers, monitors and misc. electronics with Green Earth on June 5.
- Republic Services waste bin service started June 8 since the Sr. Center stopped their service.
- Mulders Moving & Storage visit to quote on moving Circulation Desk on June 9.
- Continued to fabricate safety shields, disable drinking fountains, clean and disinfect high touch areas in preparation for both curbside service and reopening to the public.

Personnel Information:

The library undertook the following Human Resource and Financial activities since the May 18, 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 during the closure.
- A Preliminary Budget for the FY2021 and Estimated Budget for FY2022 has been prepared.
- The Business Service Dept. worked with Rehmann to complete the financial audit for FY2019.
- A COVID-19 Daily Health Screening survey was created for staff to take each day before reporting to work to monitor if any staff is exhibiting symptoms of COVID-19. The survey was created in the Library's payroll software and is accessible via the website or through an app. Staff complete the survey each day before reporting to work.
- A small group of individuals met with Jeff Chrystal of Signature Associates to discuss the possibility of moving offsite during the Library Improvement Project. A plan of action was determined and site visits will take place in the next few weeks. After that, sites will be discussed, and a list of possible sites will be made for other staff to visit and consider in a more detailed view.

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

- International Mystery - May 14 - 5 Attendees. We moved the discussion of May's book *Tangerine* to Zoom in order to provide a more traditional-style online book discussion. As a result, we did see a jump in patron engagement and plan to continue the discussion group virtually via Zoom through the summer.
- PDL Film Club - May 21 – 2 Attendees. It was a small but quality group for our first virtual film club discussion. We discussed the film *Chocolat (2000)* which is available to all library patrons via Hoopla.
- Let's get your flower and veggie garden started this spring! – launched May 21 - 25 views in first week. In this video, MSU Extension Master Gardener Mandy Dixon covered choosing your garden location, designing the layout, and preparing the beds to ensure gardening success.
- Michigan On Two Wheels: Biking Should Knows for the Pedaling Traveler - May 30 – 9 views in 2 days. A local biking expert shared their expertise in a program that examined great places to ride in Michigan and beyond. Also touched on how one can get into cycling with suggestions on what you need to keep on hand and in mind to keep things fun and safe on your travels.
- Book Buzz: PDL Online Book Discussion – May 27 – 2 Attendees. We launched an online reading club. We are posting a short description and discussion of each month's book on Facebook. Patrons can follow the thread so they can talk all month! On the fourth Wednesday of every month from 7:00 PM to 8:30 PM, library staff host a Zoom discussion of the selected book. May's Book was *The Water Dancer* by Ta-Nehisi Coates. In addition to our regular Overdrive copies, we purchased pay-per-circ copies to give attendees an extra chance to get ahold of the title. We will continue to do this when we cannot find titles on Hoopla.

Youth Services Programming Highlights

- Youth Services Librarian Kristy Zeluff continued to do three weekly virtual storytimes. Near the end of the month, Andrea Smalley and Kristy Zeluff began to provide stories by phone once a week.
- Teen Librarian Olivia Pennebaker hosted the LGBTQ+ Meetup and Agents of Kindness, a group via Zoom.

Create programming that promotes interactive learning

- Youth Staff Mary Breuer demonstrated how to make salt dough decorations with ingredients most people would have at home.
- Youth Staff Mary Breuer also showed young viewers how to create homemade chalk using different household items.
- Teen Librarian Olivia Pennebaker hosted a virtual Teen Art Space for many of the teens that attended the monthly live event.
- Science teacher Brian Newman taught viewers how to make endothermic ice cream with ingredients most viewer would have at home.

Ends Statement #2

Be a safe, welcoming, inclusive destination for families and individuals.

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

Project Updates:

Improve the accessibility and visibility of existing physical and electronic collections

- We have added a "Hot Picks" like section to our OverDrive Library, and integrated library programming with the OverDrive collection by adding "Pay Per Circ" copies of titles we are using in events.

Ends Statement #3

Be a leader in strengthening our community.

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

Project Updates:

We will build outreach services that will meet the needs of people outside the building and outside of our traditional hours

- Adult Services Librarian Katharyn Jones submitted a personal photo recommendation with light-hearted romance suggestions that reached over 1000 people on Facebook.

During the Stay-At-Home order, Outreach Librarian Andrea Smalley contacted the following organizations to collaborate or assist:

- City of Portage Parks and Rec
- City of Portage Farmer's Market
- Kalamazoo Literacy Council
- ESL of SWMI Work Group and Justice for our Neighbors
- Portage Community Center
- PPS Media Specialists
- Kalamazoo Chinese Academy
- Senior Services
- WWMT
- Kalamazoo County HCS

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

- We continue to repurpose funds from print collections to Overdrive.

Ends Statement #4

Be a community center to experience and explore local arts and culture.

We will accomplish this by being a resource of Local Information, History, and Culture. (2)

- No Updates at this time.

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 Interiors Committee began meeting with C2AE's PDL Project Manager and Interior Designers on May 11, May 27, and during the week of June 15. We began investigating the potential of moving offsite during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction. We met with a leasing agent on June 5 and will begin looking at spaces on June 17.

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

- Staff have been trained and are continuing to be trained on all of the required COVID-19 requirements such as cleaning protocol, health screenings, and proper use of PPE. Staff have also been trained on our remote phone systems, curbside service, and summer reading program.

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 Zoom and WebEx Meetings to the managed applications list

AntiVirus & Security: Sophos Central Endpoint Advanced – Updated

DNS and Filtering: OpenDNS Umbrella - Reconfigured DNS and Library Networks under Umbrella to accommodate changes made for VPN access. Testing Umbrella remote profiles for iPads.

Integrated Library System: SirsiDynix Symphony, SIP Services, and BlueCloud Analytics [COMPLETE]

Integrated Library System: SirsiDynix Symphony Enterprise - The library is currently reviewing ProPay as a potential replacement for PayPal for fine and fee payment. Propay is also compliant with BlueCloud mobile

Integrated Library System: SirsiDynix BlueCloud Analytics - BlueCloud Central was updated to its latest release with the addition of BlueCloud Mobile. Attended BlueCloud e-course on table joins and metrics.

Integrated Library System: SirsiDynix Web Services - The dead agent restarts were a result of logging depth. Automatic purges of old logs are scheduled to minimize these events

Integrated Library System: SirsiDynix BlueCloud Mobile - The library is currently testing its new mobile app and is actively practicing using the interface. The library expects to go live on its new app in August.

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 taking webinars for better cataloging practices.
- Technical Services is working on receiving all items that have been ordered throughout the stay-at-home order.

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
May 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	\$ 5,615,557
Expenditures	\$ 2,058,266

Fund	4/30/2020	Changes	5/31/2020
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 May 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 May 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:

- A weekly e-Newsletter was sent out to over 12,000 library patrons.
- The Portager contained information about services patrons could access during our building closure which was sent out to 22,800 residences.
- Facebook "Events" were created to advertise our online programs, and were then shared on our page.
- Our website and digital signage was updated to advertise our online programs and service offerings.

May Marketing Highlights:

- Participated in meetings to determine our reopening plan.
- 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.
- Participated in the Interior Design Building Committee to aide planning for our future construction.
- Began to design and create signage for our building to facilitate reopening and new social distancing procedures.
- Continued to manage Social Media Team as we adjusted schedules and content, created graphics for new virtual events, and provided support as needed.
- Began the process of ordering captions for time-sensitive videos from a service and prepared training materials in order to teach staff how to create them in-house.
- Designed signs to inform the public of our parking lot closure while it was being repaired.
- Created the proposed Marketing Budget for 2021.

May Social Media Highlights:

Facebook

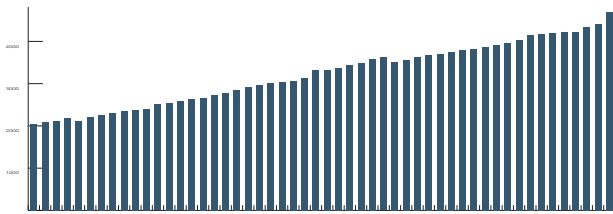
53 New Page Likes | 221 Post Shares | 2,431 Post Likes | 352 Comments | 3,336,569 Total Reach

Twitter

2,030 Tweet Impressions | 12 Likes | 5 Re-tweets | 9 Profile Visits | 1 Mentions | 0 New Followers

Facebook Stats 2016 - May 2020

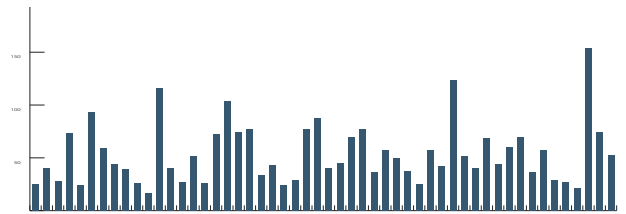
Total Followers:



February 2016
2,052

May 2020
4,687

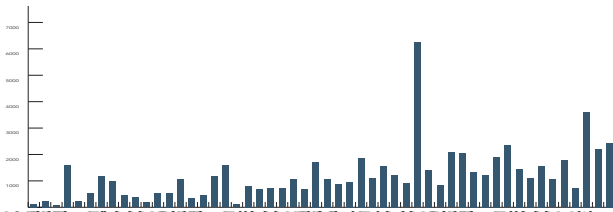
New Followers:



February 2016
25

May 2020
53

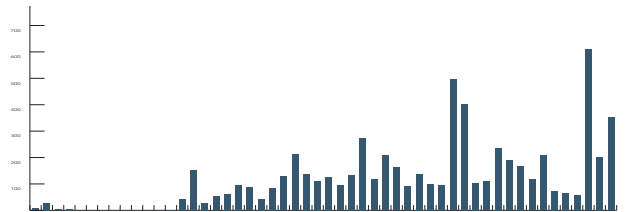
Likes:



February 2016
124

May 2020
2,431

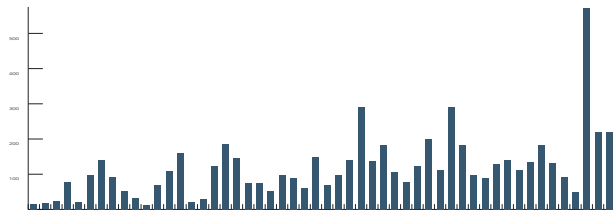
Comments:



February 2016
7

May 2020
352

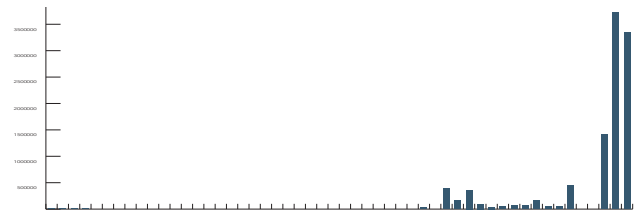
Shares:



February 2016
0

May 2020
221

Engagement:



February 2016
5,305

May 2020
3,336,569

Videos Created in May

Video Title	Department	Facebook Views	YouTube Views	Total Views	
1	PDL Happenings at Home May	Adult	335	38	373
2	Longswords and Broadwords	Adult	N/A	112	112
3	Garden Plan Essentials	Adult	228	26	254
4	PDL Book Buzz May 11	Adult	128	18	146
5	Movie Monday (May 2020)	Adult	383	12	395
6	Garden Plan Essentials	Adult	228	27	255
7	PDL From the Couch: Hannibal	Adult	392	17	409
8	Michigan On Two Wheels	Adult	352	17	369
9	Planting the Garden	Adult	366	14	380
10	Pdl Happenings at Home June	Adult	508	6	514
11	How to Sign in to Over Drive	Circulation	N/A	78	78
12	How to browse in OverDrive	Circulation	248	39	287
13	How to Check Out Material in OverDrive	Circulation	316	7	323
14	Throwback Thursday News ep.3.	Heritage Room	N/A	76	76
15	Throwback Thursday News ep.4	Heritage Room	N/A	113	113
16	Throwback Thursday News ep.5	Heritage Room	327	22	349
17	The Origins of Memorial Day	Heritage Room	850	37	887
18	Throwback Thursday News ep.6	Heritage Room	446	10	456
19	PDL Misses you	Library Wide	2630	388	3018
20	Bedtime Storytime "Don't Wake the Tiger"	Youth	883	N/A	883
21	Bedtime Storytime "A Kiss Goodnight"	Youth	294	11	305
22	Story time with Ms. Kristy "Go, Dog, Go!"	Youth	634	N/A	634
23	Family Storytime "Get Out of My Bath!"	Youth	227	22	249
24	Kids Crafts: Salt Dough	Youth	543	28	571
25	Baby Toddler Storytime "I went Walking"	Youth	293	68	361
26	Bedtime Storytime "Llama Llama Red Pajama"	Youth	311	41	352
27	Family Storytime "Spring" & "Garden Day!"	Youth	395	26	421
28	Kids Crafts: Earth Art for Kids	Youth	798	38	836
29	Finding Offline Activities in World Book	Youth	8	5	13
30	Baby Toddler Storytime "Play Play Play"	Youth	355	77	432
31	Bedtime Storytime "Sleep Tight"	Youth	246	24	270
32	Family Storytime "Tiny T Rex"	Youth	283	33	316
33	Kids Crafts: Homemade Sidewalk Chalk	Youth	640	25	665
34	Baby Toddler Storytime "Llma Llama Wakey Wake"	Youth	289	41	330
35	Bedtime Storytime "Humphrey's Bear"	Youth	223	17	240
36	Family Storytime "Kite Day"	Youth	281	9	290
37	Kids Crafts: Fun with Bubbles	Youth	732	5	737
				Grand Total	16,699



MLA Advocacy News May 2020

Please Continue to Reach Out to Legislators

May 27, 2020

MLA continues to reach out to all of our Senators and House members to remind them of the importance of libraries throughout Michigan. Last month we contacted every State Representative and Senator to remind them that while libraries' doors are closed, libraries continue to offer many valuable digital services online. We shared that even though library buildings are closed to the public, many have taken this opportunity to expand access to digital resources and online services, launch virtual programs, and coordinate services with local government agencies. We reminded them that library patrons can access eBooks, audiobooks, online learning and tutoring help. We shared that libraries are engaging readers of all ages by streaming book discussions, author visits and storytimes, offering access to skill-building activities and resume development for those who have been recently unemployed, as well as offering telehealth resources and trustworthy public health information.

We invited our legislators to include information in their own newsletters to constituents and provided the sample write up below. We had several positive responses, thanking us for the information and letting us know they are happy to share the information with their constituents.

We encourage you to reach out to them as well and make sure that in these difficult times they are hearing from you too. Since we cannot visit with legislators 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 your library is doing now, even with the physical doors closed.

Sample Write-up Shared With Legislators:

While our local libraries are temporarily closed due to the current public health crisis, it's a great time to explore the many digital resources they provide. Check out your local library online! You can find trusted health information and community resources; access online services to learn a new language, brush up on job skills, get homework help or explore your family history; stream movies and music; take advantage of fun and educational virtual events and digital programs like storytimes, escape rooms, author talks and book clubs. Plus, access audiobooks, eBooks, newspapers, magazines and more - all for free and all accessible online from anywhere.

Don't have a library card? Visit your library's website, or give them a call! It's easy to sign up for a library card and your card grants you access to all of the free and helpful digital services and resources your library provides.

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.

Today...call them or write them. We must stay in front of them and amplify our voices about the importance and relevance of our libraries. We must continue to advocate for library resources that will go elsewhere if we do not.

You can find your legislators and their contact information using these links: [Find your Representative](#) | [Find your Senator](#)

Update on COVID-19 Impacts on State of Michigan Budget

May 28, 2020

Staggering revenue declines for the State of Michigan were announced at the May 15 Consensus Revenue Estimating Conference (CREC). Officials agreed that for the current fiscal year, the state's General Fund will see a \$1.98 billion decrease in revenue, while the School Aid Fund will see a \$1.25 billion hit.

Furthermore, current estimates show a total decrease of \$6.3 billion for both funds combined in the current and upcoming fiscal years. State Budget Director Chris Kolb noted that given the unprecedented health crisis the state of Michigan is facing right now, flexibility and additional funding from the federal government are crucial to ensure Michigan and states across the country can continue working on behalf of the people.

When asked what programs would be impacted by these declines, Governor Whitmer stated that she believes that Congress needs to take immediate action to address this revenue deficiency and help all states across the nation with relief. 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.

Governor Whitmer Releases Updated Workplace Standards for Retail Including Libraries, Reopens More Regions Under MI Safe Start Plan

June 5, 2020

On June 5, 2020, Governor Gretchen Whitmer signed Executive Orders 2020-114 and 2020-115 to reopen more regions and economic sectors under the MI Safe Start Plan.

Starting on June 10, Regions 6 and 8 — which include much of northern Michigan and all of the Upper Peninsula — will advance to Phase 5 of the Governor's MI Safe Start Plan. Phase 5 allows the reopening of salons, movie theaters, and gyms, subject to safety protocols and procedures designed to minimize the spread of COVID-19.

Though the remaining regions, 1 through 5 and 7, will remain in Phase 4 under today's executive orders, the Governor has said she expects the entire state will advance to Phase 5 in the coming weeks.

Under Phase 5, indoor social gatherings and organized events of up to 50 people are permissible. Outdoor social gatherings and organized events are also allowed if people maintain six feet of distance from one another and the gathering consists of no more than 250 people.

In addition, Governor Whitmer has issued an updated rule laying out new workplace safeguards for retail (including LIBRARIES AND MUSEUMS) and entertainment venues. Following these safeguards will ensure that workers and patrons alike remain protected as the state moves to reopen.

[EO 2020-114](#) – Safeguards to protect Michigan's workers from COVID-19 (Amends EO 2020-97). See section 6 for rules applying specifically to libraries.

[EO 2020-115](#) – Temporary restrictions on certain events, gatherings, and businesses

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: June 16, 2020
SUBJECT: Library Statistical Report - May 2020

	Month Statistics			YTD Statistics		
	May-20	May-19	CHANGE	2020	2019	CHANGE
Circulation/Collections						
Total Library Circulation	20,721	63,910	-67.58%	215,630	336,230	-35.87%
Adult - Books	7	17,122	-99.96%	41,209	86,986	-52.63%
Adult - A/V	1	5,264	-99.98%	14,025	28,363	-50.55%
Youth - Books	13	21,310	-99.94%	56,785	120,250	-52.78%
Youth - A/V	0	3,008	-100.00%	6,785	16,663	-59.28%
Hot Picks	0	3,034	-100.00%	8,359	15,947	-47.58%
E-Material	20,700	11,858	74.57%	80,867	56,798	42.38%
ILL - PDL Requests	0	1,142	-100.00%	3,638	6,013	-39.50%
ILL - Other Lib. Requests	0	1,172	-100.00%	3,962	5,210	-23.95%
Self-Checkout Percentage	0.00%	57.47%		61.06%	58.58%	
Total Library Collection	189,365	193,855	-2.32%			
Adult - Books	87,321	88,651	-1.50%			
Adult - A/V	17,230	17,923	-3.87%			
Youth - Books	71,272	73,299	-2.77%			
Youth - A/V	9,385	10,351	-9.33%			
Hot Picks	4,157	3,631	14.49%			
Net Acquisitions	0	(1,278)	100.00%	(220)	(6,642)	96.69%
Purchased - Books	0	1,710	-100.00%	3,611	8,570	-57.86%
Purchased - A/V	0	249	-100.00%	917	1,314	-30.21%
Donated - Books	0	2	-100.00%	11	15	-26.67%
Donated - A/V	0	2	-100.00%	6	13	-53.85%
Material Discarded	0	(3,241)	100.00%	(4,765)	(16,554)	71.22%
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	40,838	39,697	2.87%			
Adult	26,857	26,081	2.98%			
Youth	6,477	6,355	1.92%			
Non-Resident	375	399	-6.02%			
Reciprocal	6,303	6,106	3.23%			
Internet User	762	690	10.43%			
Professional	64	66	-3.03%			
Net Patrons	39	80	-51.25%	539	250	115.60%
Adult	23	124	-81.45%	521	670	-22.24%
Youth	16	28	-42.86%	170	164	3.66%
Non-Resident	0	3	-100.00%	7	11	-36.36%
Reciprocal	0	40	-100.00%	116	165	-29.70%
Internet User	0	49	-100.00%	130	265	-50.94%
Professional	0	0	#DIV/0!	0	0	#DIV/0!
Patrons Removed	0	(164)	100.00%	(405)	(1,025)	60.49%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: June 16, 2020
SUBJECT: Library Statistical Report - May 2020

	Month Statistics			YTD Statistics		
	May-20	May-19	CHANGE	2020	2019	CHANGE
Library Building Usage						
Total Meeting Room Usage	0	181	-100.00%	430	897	-52.06%
Internal/Collaboration		92	-100.00%	217	458	-52.62%
External/Outside Usage		89	-100.00%	213	439	-51.48%
Total Program Audience	0	2,566	-100.00%	5,280	13,253	-60.16%
Adult	TBD	217	-100.00%	467	1,084	-56.92%
Youth		2,018	-100.00%	4,617	11,073	-58.30%
Heritage Room		331	-100.00%	196	1,096	-82.12%
Total Number of Programs	0	41	-100.00%	155	272	-43.01%
Adult	TBD	12	-100.00%	30	63	-52.38%
Youth		24	-100.00%	121	192	-36.98%
Heritage Room		5	-100.00%	4	17	-76.47%
Total Volunteer Hours	0	375	-100.00%	1,004	1,858	-45.96%
Adult	0	122	-100.00%	274	614	-55.37%
Youth	0	61	-100.00%	191	228	-16.23%
Technical	0	64	-100.00%	155	361	-57.06%
Circulation	0	104	-100.00%	284	500	-43.20%
Administration	0	21	-100.00%	57	116	-50.86%
Community Service	0	3	-100.00%	43	39	10.26%
Total Front Door Traffic	0	55,678	-100.00%	120,048	265,884	-54.85%
Total Youth Services Traffic	0	35,768	-100.00%	80,964	172,179	-52.98%
Total Business Center Traffic	0	3,245	-100.00%	6,244	13,706	-54.44%
Information Access/Reference/Research						
Total Reference Transactions	0	7,741	-100.00%	23,125	41,178	-43.84%
Adult Phone	TBD	325	-100.00%	934	1,787	-47.73%
Adult Ready Reference		2,463	-100.00%	6,885	12,445	-44.68%
Adult Reference		191	-100.00%	698	1,476	-52.71%
Youth Phone		87	-100.00%	305	551	-44.65%
Youth Ready Reference		2,499	-100.00%	8,396	14,262	-41.13%
Youth Reference		410	-100.00%	1,851	2,413	-23.29%
HR Phone		15	-100.00%	24	48	-50.00%
HR Ready Reference		533	-100.00%	808	2,091	-61.36%
HR Reference		39	-100.00%	48	138	-65.22%
Circ Phone		567	-100.00%	1,514	2,876	-47.36%
Circ Ready Reference		391	-100.00%	1,027	1,948	-47.28%
Circ Reference		221	-100.00%	635	1,143	-44.44%
Total Edutainment LAN Use		0	567	-100.00%	966	2,218
Total Internet Computer Use	0	2,324	-100.00%	5,817	12,147	-52.11%
Youth Computers	0	234	-100.00%	408	1,251	-67.39%
Adult Computers	0	1,985	-100.00%	5,315	10,422	-49.00%
Laptop Computer Circulated	0	105	-100.00%	94	474	-80.17%
Total Electronic Transactions	27,743	49,137	-43.54%	195,863	246,915	-20.68%
WebSite Hits	17,901	35,360	-49.38%	140,050	177,835	-21.25%
WebCatalog Sessions	8,221	9,988	-17.69%	39,812	51,584	-22.82%
Licensed Database Hits	1,621	3,789	-57.22%	16,001	17,496	-8.54%

* 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:** June 12, 2020**Subject:** Upcoming Library Board linkage opportunities in July 2020 for consideration

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

LINKAGE OPPORTUNITIES for July 2020:

Date	Time	Activity or Program Description
6/15	ALL DAY	Summer Reading 2020 Begins! Register here: https://portagelibrary.beanstack.org/reader365
Mondays	9:00 AM	Family Online Storytime through August 3rd
Wednesdays	6:00 PM	Bedtime Online Storytime through August 12th
6/24	7:00 PM	Book Buzz: PDL Online Book Discussion June's Book: The Book Woman of Troublesome Creek
7/4	CLOSED	Holiday Closing – Independence Day
7/7	ALL DAY	Dewey the Dragon Puppet Show on Facebook and YouTube
7/9	7:00 PM	International Mystery Book Discussion Online
7/14	3:30 PM	Teen LGBTQ+ Online Meet-Up
7/16	7:00 PM	PDL Film Club
7/21	7:00 PM	Introduction to Drawing: Book Covers and Beyond
7/22	7:00 PM	Book Buzz: PDL Online Book Discussion July's Book: TBD

Additional Staff Activities during the Building Closure caused by the COVID-19 Pandemic

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 May 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.

JAMF Now/Pro for Mobile Device Management for Library iPADS

- We have finished testing JAMF integrations with Apple DEP (Device Enrollment Program), Apple VPP (Volume Purchasing Program), supervision in an Auto Enrollment Program, Open enrollment for iPad supervision in an Open Enrollment Program, and JAMF BluePrints.
- Limited rollout has begun with a full rollout to occur by July 1.

RingCentral VOIP for Curbside Service

- We are actively using RingCentral communications for curbside service communications.
- We are currently using it for softphones (PC, tablet, phone) and SMS services
- We are using this test for potential larger usage for mobile and outreach services.

Portage District Library PDL2GO

- The Portage District Library's mobile app is currently functioning and providing a conduit to mobile devices.
- It has been tested against iOS 10.x – 13.x and current releases of Android.
- All features have been tested and are currently operating as planned.

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 to 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
 - Individual Meetings for additional software
 - Testing new Remote Support Services.
 - 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
 - VPN configuration for Mac computers
 - DNS configuration for Cisco Umbrella services
 - DNS security
- Library Phone System
 - Reconfiguration for curbside services
 - Reconfiguration for opening book drop returns
 - Reconfiguration for Jabber softphone for remote phones
 - Reconfiguration for Jabber for iPhones and Android phones
 - Reconfiguration for Jabber for tablets (iPads)
- Preparation for Limited Service
 - Reconfiguration of Public Access computers
 - Check-in Station for Staff and Covid-19 Surveys
 - Reconfiguration of PC for Curbside services
 - Purchased additional bins for quarantining books

IT Training

Lynda.com

- Microsoft Managing Modern Desktop (MD-101) Cert Prep: 2 Windows Devices, Apps, and Data
- Windows 10: Configure and Support Core Services
- Learning PowerShell for Windows Server Administration
- iPads for Educators: Deploying 1:1 iPads
- Windows 10: Plan Desktop and Device Deployment
- Microsoft Managing Modern Desktop (MD-101) Cert Prep: 1 Windows Deployment, Updates, and Policies
- PowerShell: Automating Administration
- Outlook 2019 Essential Training
- Learning Microsoft Stream
- Windows 10 May 2020 Update New Features
- Mastering Self-Motivation
- System Administration: Backup and Recovery

SirsiDynix Mentor

- BlueCloud Mobile Advanced
- BlueCloud Mobile Beacons
- BlueCloud Central eRC
- BlueCloud Analytics Joins and Metrics

JAMF 100 and 1:1 Training Course

- JAMF 100 – Overview, iOS Core Competencies, iOS Management, tvOS Core Competencies, tvOS Management, macOS Core Competencies, macOS Management, Conclusion, and Exam Preparation
- JAMF 1:1 Remote – BluePrints, Lost Mode, Auto-Enrollment Setup, VPP and DEP, and Encryption Vault

Webinars

- Envisionware’s CloudNine Private Session
- Envisionware CloudConnect
- Envisionware OneStop
- Configuring 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 86 membership and account questions were addressed through the Circulation Department in May.
- A temporary online membership form was put into use as of April 21, 2020. We were able to add 39 new memberships in May.
- 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. All items are now due June 30, 2020.
- 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 to the public.

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

- Established ASL Team and mission with participants from all public service departments
- Creation of icon boards for use with the public
- Board meeting attendance
- Reviewing reopening procedures
- Reviewing patron response document
- Weekly department meetings
- Keeping up with Executive Orders
- Reading Governors 6 Phase reopening plan
- All staff meeting
- Social Media Team meetings
- Cleanup of youth booklists
- Keeping up with several industry specific sites/blogs
- Reading 7 Habits of Highly Effective People
- Created team wiki for suggested training options
- Testing Soapbox
- Review of MelCat and RIDES policies
- Meeting w/Youth staff regarding coloring book
- Miss you video clip creation
- Meeting w/Adult staff regarding art classes
- Practicing use of Ancestry.com
- Reviewing social media procedures
- CDC guideline review

Staff Trainings Attended with Reporting

- NLA Library Materials Affected by COVID-19
- Communicating in a Crisis
- Breaking out of a Rut
- Training w/Rolfe: MS Teams, VPN, Outlook, & Jabber
- Managing Stress & Anxiety
- Extreme Customer Service, Every Time
- Empathy of Customer Service Professionals
- New Basics of Professional Customer Service
- Creating Boundaries with Patrons
- Managing your Energy
- Communicating with Charisma
- Starting a Memorable Conversation
- How to be an Adaptable Employee During Change & Uncertainty
- Rosetta Stone Spanish

- Mindful Meditations for Work & Life
- Quiet Approach to Serving Customers
- Customer Service AMA (Ask Me Anything)
- Managing Customer Expectations
- Notes on Outlook
- Demco Presents: Reopening Libraries w/Dr Dipesh Navsaria
- ASL videos on YouTube
- Adobe Suite Tutorials
- Time Management: Working from Home
- We are Open During COVID-19
- Customer Service
- Being Trauma-Informed During a Pandemic: An Introduction to Library Staff
- COVID-19 Safety Tips for Re-opening your Libraries
- De-Escalation: Skills & Practice
- Where's my Book? Navigating the Dewey Decimal System
- MS Teams Tips & Tricks
- Learning OneNote Online
- Niche Academy: Novelist, Rosetta Stone, Web-based programming, Tumblebooks, Creating Captions for Videos, Learning Express, Lynda, PDL2go, Freegal, and Ancestry.com

Technical Services Trainings

- Ingram backroom chat webinars (how other libraries are handling technical services)
- Midwest Tapes webinars for their new websites
- CollectionHQ webinars for dealing with collections during pandemic
- ALCTS division of ALA cataloging webinars
- Continued work on series information

Adult Services Trainings

- A Novel Reopening: Reader's Advisory After Coronavirus
- ALA Connect Live: COVID-19: Well-being of Library Workers 5/21
- ASL Trainings and practice meetings with library staff
- Audiobooks and Consumer Behavior
- Being Trauma Informed during a Pandemic
- Booklist – Harper Collins Adult Fall Titles 5/18
- Booklist Book Buzz: Adult Headliners 5/29
- Checklist for Library Curbside Pickup Services-Demco Article.
- Covid-19: Reimagining your role in the community-Harwood Institute
- Cultivating Protective Practices for Safe Libraries and Resilient Communities
- Finding a New Way to Hope in COVID-19-Harwood Institute
- Free Online Mental Health First Aid Course-Red Cross.
- GoToWebinar - COVID-19: Safety Tips for Reopening Your Library 5/14
- How Public Library Events Drive Discovery and Sales
- IFC Covid, Privacy etc- Protecting Privacy in a Pandemic: A Town Hall for Library and Information Workers
- Innovative Webinars - The Future We Make Together 5/19
- It's Not Just Zoom. Google Meet, Microsoft Teams, and Webex Have Privacy Issues, Too.- Consumer Reports Article.

- Keep Calm and Carry On: Maintaining Your Composure Amidst the Pandemic Panic. Webinar.
- Library of Michigan – New Opportunities in Adult Programming 5/18
- MALA Free Online Tools for Content Creation and Virtual Meetings 5/28
- Mental Health and Public Libraries. Sirsi Dynix. Webinar.
- Met three DC Comic authors/artist: Dani, Sean Murphy, and Geoff Johns
- MLA: Willard Public Library moving programming to virtual 5/11
- New Opportunities in Adult Programming
- New Opportunities in Adult Programming Part 1. Michigan Library
- New Opportunities in Adult Programming Part 2. Michigan Library.
- Old-Fashioned Connection: Phone Programming in a Pandemic. ALA, Article.
- Participated in Library Journal’s Day of Dialog 5/28
- Penguin Publishers Fall Preview
- Pivoting Through a Crisis: A Global Pandemic’s Impact on the Future of Library Services
- Premiere Pro 2020 Essential Training (Finished Training)
- Public Libraries and the Pandemic
- School Library Journal: Level Up: Prep your Literacy Toolkit – LP books for kids 5/7
- Soapbox Trainings
- STEAM Ahead @ Home by STAR Net
- Title: Delving into Data with CollectionHQ to Maintain a Healthy Collection During Library Closures - Part 1
- Top Historical Fiction
- Updated Reopening Document from Michigan Cooperative Directors

Youth Services

- Completed work on Summer Reading Programs
- Contacted vendors about Summer Reading gift cards
- Created Dewey shelf identifier cards
- Started training on software required for reopening, including Jabber, Ring Central, and Evanced appointments
- Recorded several virtual programs
- Meeting Internal: Attended biweekly youth staff meetings
Meeting Internal: Attended Social Media meetings
- Filmed Teen Summer Reading promo video and shared it with the middle schools and high schools via school media specialists
- Filmed Summer Reading video for elementary students and shared via school media specialists
- Completed Anti-Racism trainings and readings
- Completed Library of Michigan De-escalation Trainings
- Established a teen services Instagram (@pdlteens)
- Completed training documents, staffing, and service point plan for Curbside
- Completed two scavenger hunts that can be enjoyed at Celery Flats Park

To: Portage District Library Board
From: Christy Klien, Library Director
Date: June 18, 2020
Subject: Initial Discussion about Plans for the 2020 Library Board Retreat

BACKGROUND:

The Portage District Library Board typically holds an Annual Retreat in the fall. Over the years, trustees have participated in many different activities for their retreat. It is usually a learning opportunity for trustees and library administrative staff to experience together. In the past few years, the Library Board Retreat time has been used to rewrite the Library's mission, vision, and values statements, complete a Strategic Plan for the Library, had a guest speaker talk about fundraising, and had training on talking points for the library's new additional millage ballot proposal in 2019.

UPDATE:

The topic of a 2020 Library Board Retreat has been placed on the agenda for the June 22, 2020 board meeting to allow for discussion as well as time for planning and making any necessary arrangements.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: June 18, 2020
Subject: Draft Contract for Portage District Library and Portage Public Schools Agreement

BACKGROUND:

After meetings with key library staff, Portage Public school representatives, and advice from the library's attorney, a draft agreement has been created between the Portage Public Schools and the Portage District Library to offer library memberships for all students enrolled in the Portage Public Schools as part of the school registration process.

UPDATE:

We ask that the Library Board vote to allow the Library Director to move forward with this agreement, which will be presented to the Portage Public Schools Superintendent or their designee to sign.

Student Library Card Program Agreement

On _____, 2020, the Portage District Library, herein referred to as the “Library” and the Portage Public Schools, herein referred to as the “School District” hereby enter into this Student Library Card Agreement (“Agreement”), whereby the School District will sign up students for the Student Library Card Program and provide the Library with names and identifying information for its students who desire to participate in the Student Library Card Program, under the following terms and conditions:

1. **Eligible Students.** Any student enrolled in the School District who has not reached the age of 18 years, or who has reached the age of 18 years, but has a legally appointed guardian may participate in the Student Library Card Program. The parent or legal guardian of any eligible student shall be advised of the right to opt out of the Student Library Card Program. Unless the parent or legal guardian opts out, the student shall be enrolled in the Student Library Card Program.
2. **Services.** Any Student Library Card Program Participant shall have access to all Library services and programs unless prohibited by contract or law.
3. **School District Obligations.**
 - a. The School District shall provide written evidence that the parent or legal guardian has been advised of the right to opt out of the Student Library Card Program. By not opting out, the parent or legal guardian has agreed that the student may participate and has agreed to the following:
 1. The parent or guardian agrees to the payment for or return of the materials identified in their child’s Library record;
 2. The parent or guardian agrees to and authorizes the School District to provide the Library the information identified in paragraph 3.b below; and
 3. The parent or guardian agrees to and authorizes the Library to provide the School District with information from the Library records, including but not limited to titles of book or descriptions of Library materials, that will assist the Library in the payment for or return of Library material. The Library shall have exclusive authority to determine whether to release any information to the School District in connection with this paragraph.

b. For each student, the School District shall provide the following information to the Library:

- Student ID #
- First Name
- Middle Name
- Last Name
- Gender: Male, Female, Other
- Birthdate: mm/dd/yyyy
- Address
- City
- State
- Zip Code
- Telephone
- Email
- Grade
- School
- Expected Year of Graduation
- Parent Name
- Parent Email

c. At a minimum, the School District shall update the list of students in February and September each year to include any new students who are added to the Student Library Card Program and to identify any students who are no longer enrolled in the School District, so that those students may be removed from the Student Library Card Program.

4. **Library Obligations.** The Library shall provide the Library Service identified in paragraph 2 above. In addition, upon receiving the list of students who wish to participate in the Student Library Card Program, the Library shall input the necessary information into the Library's system to provide access to services.

5. **Term.** The agreement may be terminated by either party with thirty (30) days' written notice.

6. **Confidentiality.** All student data or information provided by the School District is considered confidential under this Agreement as well as under the Family Educational Rights and Privacy Act (FERPA), the Michigan Library Privacy Act, and any other federal or state regulations pertaining to students' educational or library records.

To the extent that the Library has access to any personal identifiable information from a student's education records, the Library agrees that it will not use such information except for the

legitimate educational purpose of providing library access pursuant to this Agreement and that it will not re-disclose this information to any other party for any reason, unless required by law, this agreement or by court order.

Further, the School District agrees that the Library cannot release any library record, as defined by the Michigan Library Privacy Act to the School District or any other person without the written consent of the person liable for payment for or return of the materials identified in that library record (as provided for in this Agreement) or a court order. The School District agrees that it will not use any Library Record, as defined by the Michigan Library Privacy Act, provided by the Library except for the uses authorized by this Agreement.

These obligations of confidentiality shall survive the termination of this Agreement. Any party who is required by law or court order to disclose a library record or personal identifiable information shall notify the other party prior to such disclosure.

7. **Severability**. If any part of this Agreement is held to be invalid or unenforceable under the laws of any jurisdiction where this Agreement is to be performed or sought to be enforced, the remaining provisions shall be enforceable to the maximum extent permitted by law; provided, however, that such remaining provisions effectuate fully the intent of the parties as manifested herein. If severed, all School District provided data files will be deleted by the Library, however the Library may keep provided data for active card holders.

8. **Amendment; Waivers**. This Agreement may be amended or modified, and any of the terms, covenants, representations, warranties, or conditions hereof may be waived, only by a written instrument executed by each of the parties hereto. Any waiver by any party of any condition, or of the breach of any provision, term, covenant, representation, or warranty contained in this Agreement shall not be deemed nor construed as a continuing waiver of any such condition, or breach of any other provision, term, covenant, representation, or warranty of this Agreement.

9. **Entire Agreement**. This Agreement contains the entire understanding between the parties hereto with respect to the services contemplated herein and supersedes all prior and contemporaneous agreements and understandings, oral or written, with regards to such services. All schedules hereto and any policies, documents and instruments delivered pursuant to any provision hereof are expressly made a part of this Agreement.

10. **Notice.** Notices under this Agreement shall be sent via first class mail to:

Portage District Library
Attn: Director
300 Library Lane
Portage, MI 49002

Portage Public Schools
Attn: Superintendent
8107 Mustang Drive
Portage, MI 49002

or to such other person or address as may be designated by a party.

11. **Counterparts.** This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which shall constitute one and the same instrument.

Portage Public Schools

Portage District Library

Date: _____

Date: _____

By: _____

By: _____

Superintendent or Designee

Library Director

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