

NOTICE OF ELECTRONIC REGULAR MEETING

**LIBRARY BOARD MEETING
PORTAGE DISTRICT LIBRARY**

Monday, July 27, 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, July 27, 2020 at 6:00 p.m. This meeting will be held electronically pursuant to the Open Meetings Act and Governor Whitmer’s Executive Order 2020-154. The purpose of this meeting is to consider any issues that may come before the Library Board. Pursuant to Executive Order 2020-154, the Library gives notice of the following:

1. **Reason for Electronic Meeting.** The Library Board is meeting electronically because the Library meeting rooms are unavailable on the date of the meeting and we expect more than 10 people to attend. Therefore, the public cannot safely 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.

You are invited to a Zoom webinar.

When: Jul 27, 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/84594045734>

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 312 626 6799 or +1 646 558 8656 or +1 301 715 8592 or +1 346 248 7799 or
+1 669 900 9128 or +1 253 215 8782

Webinar ID: 845 9404 5734

International numbers available: <https://us02web.zoom.us/j/84594045734>

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: July 23, 2020

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

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PORTAGE DISTRICT LIBRARY BOARD MEETING

July 27, 2020

Virtual Regular Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

- I. Start of Meeting
- II. Roll Call
- III. Comments or Requests from the Public, Board Members, or Library Staff (10 minutes total)
- IV. Adoption of the Agenda for the Regular Meeting of July 27, 2020 (1 minute) (Vote)
- V. Consent Agenda (5 minutes) (Vote)
 - A. Minutes of the regular board meeting held on June 22, 2020. (Info) Pg.5-10
 - B. Narrative Report for June 2020. (Info) Pg.11-19
 - C. Financial Report for June 2020. (Info) Pg.20-22
 - D. Marketing Report for June 2020. (Info) Pg.23-25
 - E. Statistical Report for June 2020. (Info) Pg.26-27
 - F. Legislative Update for June 2020. (Info) Pg.28
 - G. Library Linkage for August 2020. (Info) Pg.29
 - H. Monitoring Report on the Executive Limitation Policy for Minutes and Records Retention (Info) Pg.30-31
- VI. Audit Presentation (20 minutes)
 - A. Presentation of Audit Report for Fiscal Year 2019 by Rehmann Robson staff. (Info) Pg.32
- VII. Governance (15 minutes)
 - A. Revised Resident/Non-Resident Policy. (Vote) Pg.33-37
- VIII. Ends Development (60 minutes)
 - A. Final Review and approval of the proposed FY 2020 Budget and Millage Rate for Public Inspection prior to Public Hearing at the August 26, 2019 (Vote) Pg.38
 - B. 2nd Quarter Strategic Planning Statistics (Info) Pg.39-43
 - C. Presentation of the library's 3-Year Technology Plan (2021-2023) (Info) Pg.44-61
- IX. Monitoring to Assure Compliance with Executive Limitations (15 minutes)
 - A. 2nd Quarter Financial Report for FY 2019 Budget (Info) Pg.62-64
- X. Library Director's Reports (15 minutes)
 - A. Building Project Update
 - B. Library Re-Opening Update
 - C. Final remarks by Library Director for the July 27, 2020 Library Board Meeting
- XI. Process Evaluation (5 minutes)
 - A. Suggestions for Agenda Items to be included on the August 24, 2020 board meeting
 1. Minutes of the Regular Meeting held on July 27, 2020
 2. Public Hearing on the Proposed FY 2021 Budget and Formal Resolution to Adopt the FY 2021 Budget and Set the Amount of Millage Rate to be Levied for the Library
 3. Monitoring Report for Executive Limitation on Compensation and Benefits for Library Employees
 4. Monitoring Report on Executive Limitation for Treatment of Staff
 - B. Assessment of this meeting
 - C. Miscellaneous Items
- XI. Adjournment

PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Virtual Board Meeting held on

June 22, 2020

Virtual Meeting via Zoom at 6:00 pm 300 Library Lane, Portage Michigan 49002

I. Start of Meeting

II. Roll Call

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

Board Members Absent: Donna VanderVries (excused) and Ted Vliek (excused)

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

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

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

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

- A. Comment from Trustee Behr – Trustee Behr said that she had used the curbside service last week. She thought it was a great process and thanked library staff for getting it up and running smoothly. Trustee Terry said she had the opportunity to use the new service as well. Her experience also went smoothly and she said it was nice to see Christy in person!

DISPOSITION: The Library Board acknowledged the comments made by Trustee Behr and Trustee Terry.

IV. Adoption of the Agenda for the Regular Meeting of June 22, 2020

Library Board Chair Welsh asked if there were any changes needed to the agenda of the June 22, 2020 board meeting before its adoption, and there were no changes requested by trustees. Welsh asked for a motion to adopt the agenda.

MOTION: It was moved by Trustee Terry and supported by Trustee Behr that the Library Board adopt the agenda for the regular meeting of June 22, 2020. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 5-Yes, 0-No, 2-Absent (VanderVries, Vliek). Motion carried.

V. Ends Development

A. Presentation of the Proposed FY2021 Budget for Portage District Library –

Business Manager Foti gave trustees an overview of the budget process timeline that is followed at the library. This is the first review of the FY 2021 budget. Trustees can give recommendations for adjustments or feedback and Foti would bring a revised budget to the July meeting. Following a vote at the July Meeting, the budget would be available to the public for review. A public hearing will be held at the August Meeting and the FY2021 budget will be approved at that time.

Klien and Foti met with the Deputy City Assessor to receive revenue projections on property tax values, captured taxes by DDA's and LDFA's. They also received information from Texas Township regarding the areas that fall within the Library district. Foti said that this year's budget was built with conservative estimates for revenue and aggressive estimates for expenses.

Foti said that the Library's millage has experienced a Headlee Rollback this year which many large entities are experiencing. Marketing Manager Colin Whitehurst (the meeting moderator) projected the Library's completed L-4029 form which shows the maximum the Library can levy in 2021. Our original 1.5 mills in perpetuity can be levied at 1.4959 and our new additional millage of 0.5 can be levied at .4986. The total amount is 1.9945 of our 2.0 mills. Foti said that according to his calculations, this will result in a revenue loss of approximately \$13,000. He said that trustees have the option to remedy this by a ballot proposal asking voters to restore the millage to its originally approved levels, however he did not recommend doing so due to the cost of an educational campaign, the fact that the new additional millage was only passed last year, and the current financial climate. The other downside to this loss is that the Library will only be reimbursed for Personal Property Taxes at the lowest levy amount.

Foti then directed trustees' attention to Revenue. He said that the amount presented for State Aid is very conservative and that estimates for penal fines have also dropped since the amount the library receives has been decreasing over the last few years. Foti has accounted for a decrease in fines and fees estimate. He said that when the Board is ready to take a look at a Fine Free model, that revenue has been accommodated elsewhere in the budget. This budget also reflects a loss of interest income as those funds that were previously invested will be used towards the building project. This budget also reflects a loss of room rental income. If the Library does move off-site during construction, it most likely will not have additional meeting space to rent. Foti said that print and copy income is projected to remain the same next year. We would take all of those services with us if we moved off-site.

Foti said that at all times the Library keeps 13% of the total budget in Reserve.

This budget does not reflect a decrease in PPT reimbursement. In the past, the library has received in excess of 2.5 times what was budgeted for and those funds were put in a reserve. If PPT falls short this year, we will ask to move some funds from reserve to make up the shortfall. Board Chair Welsh asked if there was a concern since the State of Michigan budget looks to be in trouble during the next fiscal year. Foti said at this time, he has emailed the State Treasury and funding looks solid for next year.

Foti then moved into the expenses portion of the budget and reminded trustees that this was budgeted aggressively so that the Library would not experience shortfalls in any area. In Salaries & Wages, a merit increase was budgeted across all positions. There are 3 full-time and 1 part-time position that is currently open. While the decision has been made to hold off on filling them until the future is better known, that money will remain in the budget. Foti said that if any additional staff members were to leave the library now, we would look to fill those positions.

There was a small decrease in materials due to eliminating some licensed databases. An additional movie streaming service is included in this budget.

The Supplies line is seeing a decrease as we transition to LED lightbulbs. Postage is increasing, so there is an increase in that line.

Foti said there is an increase in Administrative Services. He is particularly excited about this as it is funding for additional features in our current payroll product. It will include a recruiting template

so that applications can be received and distributed to the appropriate department heads online, and onboarding tools such as forms and training for new hires.

Foti said there is an increase in online subscriptions. This is due to the fact that all of the staff have access to certain online products to be able to work from home if needed, video tools, subtitle creation, and other initiatives the library has started during the COVID-19 pandemic that we anticipate continuing in the future.

Foti said that due to the potential of moving off-site for a large portion of next year, they are anticipating Utilities costs to decrease in the library building. Any utility use in an off-site building could be included as part of the building project. Foti said that he will have additional conversations with the auditors next month with questions about how to separate project costs vs. operating costs.

Foti said that the programming line has decreased in anticipation of moving off-site. Most likely we will have less (if any) programming space and are anticipating differences in the way we approach programs during that time.

Foti has had continued discussions with the bond consultant. He is seeing bond interest rates decreasing which could be good timing for the library's project.

Board Chair Welsh asked if any additional funds were needed for COVID_19 related supplies. Foti responded that the budget amendment requested last month has covered the additional need for now. Foti concluded his 2021 Preliminary Budget presentation.

Klien again reminded trustees of the budget process. She asked that they continue to think about the budget and suggest changes before the July meeting so that a proposed FY 2021 Budget can be presented at that time.

DISPOSITION: Library Board members received the first draft of the FY2021 Budget.

VI. Consent Agenda

- A. Minutes of the regular board meeting held on May 18, 2020.
- B. Minutes of the Special Board Meeting held on June 4, 2020.
- C. Review of Heritage Room Policy.
- D. Narrative Report for May 2020.
- E. Financial Report for May 2020.
- F. Marketing Report for May 2020.
- G. Legislative Update for May 2020.
- H. Statistical Report for May 2020.
- I. Library Board Linkage for July 2020.

MOTION: It was moved by Trustee Behr and supported by Trustee Terry, that the Consent Agenda for the regular board meeting of June 22, 2020 be approved. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 5-Yes, 0-No, 2-Absent (VanderVries, Vliek). Motion carried.

VII. Governance

A. Additional Staff Activities During the Building Closure Caused by the COVID-19 Pandemic

Library Director Christy Klien discussed the staff's additional activities during the month of May. A significant amount of time was spent preparing for curbside service and working on the library's reopening. Systems Administrator Behrje is also working on making iPads available to staff for remote work and use while 'floating' in the building assisting patrons.

Klien said the staff has worked on a variety of trainings with an emphasis of de-escalation training for working with patrons as we reopen the building. There is an understanding and sensitivity to the fact that some patrons may be upset by the changes and limitations to previous service. Klien said the staff is preparing for reopening the building to the public on a limited basis starting on Wednesday, June 24th. At this time, we will continue curbside service until Friday, July 3rd. At that time, we will reevaluate its use and the ability of the staff to cover that additional service point.

Klien asked if trustees had any questions and there were none.

DISPOSITION: Library Board members received the information about additional staff activities.

B. *Initial Discussion about Plans for the 2020 Library Board Retreat*

Klien asked trustees if they had any thoughts about a Library Board Retreat this year. They all agreed it was an unusual year and wondered about topics that would be helpful. It was suggested that a final architect plan could be covered in the Fall prior to going out for construction bids. Klien said she would follow up on that suggestion so that all trustees would be up to date before any construction began.

DISPOSITION: Library Board members received the information about a 2020 Retreat.

C. *Draft Contract for Portage District Library and Portage Public Schools Agreement*

Library Director Klien said that this is the draft agreement that PDL staff, the two lead librarians at Portage Public Schools, and Dan Vomastek, the Head of Technology at Portage Public Schools, have been working on. As agreed on by all parties, this is an “opt out” plan. All students currently registered at Portage Public Schools, including “school of choice” students will be included in this agreement and be eligible for a library card. There will be a process implemented to include newly enrolled students each year.

Trustee Behr called the timing of the completion of this initiative very appropriate as the schools determine whether they will be meeting “in person” for the 2021-22 school year. Trustee Friedman was enthusiastic about the agreement and made a motion to approve it.

MOTION: It was moved by Trustee Friedman and supported by Trustee Behr to allow the Library Director to move forward with the agreement, which will be presented to the Portage Public Schools Superintendent or their designee to sign. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 5-Yes, 0-No, 2-Absent (VanderVries, Vliet). Motion carried.

Klien thanked trustees for their support. She said following approval by Portage Public Schools, she would present an adjustment to the Library’s membership policy to include those Portage Public School students who live outside the Library’s service boundary.

X. Library Director’s Reports

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

Klien said that as previously discussed, the building will be reopening to the public on a limited basis beginning on Wednesday. The building is just about ready and there has been rearranging of furniture to maintain proper social distancing and prevent lingering. The staff have been provided with scripts to assist them in working with upset patrons. The Circulation area has been rearranged including moving the desk, adding stanchions for social distancing and moving Hot Picks and holds out of the area. The wall mounted materials returns have been closed in that area and a new unit has been placed at the top of the entrance ramp. Touchless faucets and automatic flushing have been installed in the public restrooms. There is a greeter station at the entrance to assist

patrons and distribute timers and masks (when needed). Klien encouraged trustees to visit the building and see the changes to the space.

Klien said that she, Business Manager Foti, Facilities Manager Lefaive, and Board Chair Welsh met with met with a commercial leasing agent to consider potential off-site spaces. They visited three properties each with their own pros and cons as far as layout, needed changes to walls/flooring, cost, and ease of access for all Portage residents. They will be visiting more properties and keep trustees updated.

Klien said that a separate interior design committee has been meeting and discussing a direction for the interior of the building such as a color palette, flooring, furniture and finishes. One of the topics that has been discussed is plans for the preschool room. Klien wanted to discuss trustees opinions on changing the area that has the mural. Head of Youth Services Laura Wright said that Youth Services is not an area that is lacking in visual interest, but there are some other things the Youth Staff would like to do in the Preschool Room that are limited by the inaccessibility of the wall due to the mural. They would like to have more extensive displays teaching about the 5 skills of early literacy, shelving along the wall, an area to display child artwork, an overall more flexible and customizable space. Trustee Behr said that there is nostalgia associated with the mural and hoped that it would be ‘memorialized’ in some way. The other trustees agreed and said that they would support what the Youth Librarians wanted to do in that space.

Klien reminded trustees that there are 4 board members whose terms will be expiring in December. Library Board Secretary Edwards said that 2020 Potential Candidate Information Packets will be available soon with information about how and when to file. She has been in touch with City Clerk Erica Eklov who asked that appointments be made by calling the City Clerk’s office prior to coming in to file. Klien reminded trustees that they may encourage residents of the Portage District Library service area to run, but that Library staff are prohibited from doing so.

Library Director Klien said the final item she wanted to discuss was permission from the Board to continue to check items in fine free through the month of July. She said that staff would continue to monitor returns and will revisit this again at the next meeting.

MOTION: It was moved by Trustee Bale and supported by Trustee Friedman that the Library Board support the continuation of fine free check-in for all library materials through the month of July 2020. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 5-Yes, 0-No, 2-Absent (VanderVries, Vliet). Motion carried.

X. Process Evaluation

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 – There was agreement among trustees that this had been a productive meeting.

C. Miscellaneous Items – Trustee Behr said that she wanted to take a moment to thank the staff for all their hard work. She has been enjoying the quality videos that have been posted and she wanted to say that as a patron, she has noticed the great things that are being done.

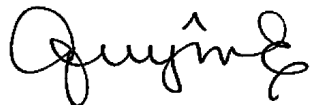
Trustee Friedman said that she would be interested in touring the library building prior to reopening and would be in touch with Library Director Klien.

XI. Adjournment –

Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the regular board meeting of June 22, 2020.

DISPOSITION: The regular board meeting of June 22, 2020 was adjourned at 7:50 PM.

Recorded and Transcribed by,

A handwritten signature in black ink, appearing to read "Quyen Edwards". The signature is fluid and cursive, with a prominent loop at the end.

Quyen Edwards
Library Board Secretary

Library Director's Narrative Report for July 27, 2020
(Activities at the end of June and beginning of July 2020)

Administrative Activities:

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

- ❖ Participated in weekly Administrative Team meetings.
- ❖ Participated in PDL Virtual Public Board Meeting on June 22, 2020.
- ❖ Met with Executive Master Planning team to discuss moving offsite during construction on June 19, July 2, and July 16.
- ❖ Met with Walbridge Team to discuss potential temporary offsite locations on July 16.
- ❖ Participated in a Library of Michigan Library Directors Virtual Meeting via webinar on July 17.
- ❖ Met with C2AE and Walbridge for bi-weekly status meetings during June and July.
- ❖ Met with PDL's Interiors Committee, C2AE Project Manager, and Interior Designers to continue discuss of interior aesthetics on June 29 and July 8.
- ❖ Worked Curbside shifts as needed during the months of June and July.
- ❖ Worked Front Door Greeter Station shifts during the months of June and July.

Maintenance and Building Services

- All preventative maintenance activities were performed as scheduled.
- Gathering and evaluating new sanitizing options and personal protection equipment sources.
- Investigated additional quotes to replace the Atrium's 3 skylights and 8 vertical skylights that have delaminated and become discolored.
- Investigated additional quotes to replace the Atrium's 25-year-old roofing since it is deteriorated and beyond its useful life of 20 years.
- Prepared the library for receiving the public to be in a safe environment for practicing social distancing at a 25 percent capacity.
- Continue to seek potential moving costs using local companies for the duration of the renovation.
- Visited potential Portage buildings to determine viability, lease cost, and budgetary buildout cost.
- Provided a building tour to the insurance carrier for their cost estimating.
- The membrane roof over the Circulation area has a defect due to installation and will be repaired under the Carlisle Roofing warranty by the original roofing company once materials are available.
- Assembled creation station furniture with vendor for Adult Services with accessible power June 22.
- Installed no touch auto-flush valves on all facility faucets June 23.
- Disinfected the library prior to the return of the public using the Clorox T360 disinfecting machine on June 24.
- Installed restroom door pulls on all public restrooms June 24.
- Mite-E Exterminating conducted the pest control application on June 29.
- Completed the grant application to the Library of Michigan Cares Act to receive reimbursement for PPE and increasing digital inclusion with the community June 30.
- Visited the Charlevoix library to review and discuss architectural design elements July 8.
- Consumers Energy's energy advisor met to discuss the rebate incentives available to the library July 13.
- Reviewing 50% Detailed Design drawings from C2AE for further discussions July 15.
- Continue to clean and disinfect high touch areas for the public's safety since library reopening.

Personnel Information:

The library undertook the following Human Resource and Financial activities since the June 22, 2020 Board meeting:

- Prepared guidance for employees in the event of personal or work travel.
- Testing a new invoice processing method for the Library's largest vendor in an effort to streamline the process and reduce processing time.
- Worked with Kathy Morris to assist her where needed as she took over management of the Curbside Pickup service.
- Worked with the Labor attorney to understand and implement a request form for staff to utilize FFCRA time.
- Worked with Kirk Frownfelter (Walbridge), Craig Manser (MMRMA) and Scott Hogan (Foster Swift) to complete a contract for the Construction Manager.
- Met with Jeff Chrystal, Kirk Frownfelter and Andy Boer from Walbridge to walkthrough three possible locations for temporary Library facilities to ascertain building suitability and begin developing costs to make each location usable for the Library. Cost estimates are expected in the next few weeks.
- Attend bi-weekly status meeting with Walbridge and C2AE to discuss the status of the construction project.

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-

- Planting the Garden: A Quick and Easy Guide - June 4. Description: MSU Extension Master Gardener Mandy Dixon returns with a new video on getting your hands dirty. Join us on Facebook or YouTube to learn more about planting your garden. This video will explore how to plant your chosen items in the garden and the basic care required of your flowers and veggies to successfully grow them.
- Osman Koroma: A Conversation with the Author - June 9 – 19 attendees. This Zoom webinar with a local author was our best-attended virtual event to date! The webinar style works well for programs that are not really discussion based.
- Harry Potter Trivia Program - June 11 – 18 attendees. This was our first virtual trivia event and it was well attended. Everyone seemed to have a good time and we got some really nice comments from the participants. We gave out prizes as well from local businesses. We are planning on continuing these trivia contests each month as long as interest holds.
- Introduction to Drawing: Self Portraits - June 16 - 12 attendees. Rachel McGuffin from the Circulation Department partnered with us for a great Zoom drawing class for adults and families. We had a very engaged group and look forward to continuing with another drawing class next month.

Youth Services Programming Highlights -

- Bedtime Story Phone Call- Youth Librarians Andrea Smalley and Kristy Zeluff called registered children and read them stories over the phone.

- Storybook STEAM with the Air Zoo - Youth Staff hosted a virtual, interactive program presented by the Air Zoo where participants studied the science behind favorite fairy tales such as The Three Little Pigs.
- Teen Librarian Olivia Pennebaker hosted the monthly Virtual Teen Art Space.

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

- The furniture for our creation station has arrived and been installed.

Create programming that promotes interactive learning

- Just Move Fitness hosted a Storytime and Family Fun Live on Zoom, which encouraged young participants to dance and move.
- Youth Staff Nancy Muffley created a scavenger hunt that encourages young participants to walk the Celery Flats trail and search for clues.
- Teen Librarian Olivia Pennebaker hosted Agents of Kindness 6th-12th Grade on Zoom. Participants laughed and bonded while brainstorming kind acts that they can perform right now from home. Because the teens themselves need a way to feel more connected to others right now and everyone loves getting mail, they decided to write a letter, draw a picture, or make something fun for every other Agent of Kindness in the group and send it to them via post.

Create videos to educate our patrons about our resources and how to use them

- Please see the Marketing Report for statistics on videos during the month of June.

Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups

- This goal has advanced over the period of our strategic plan, but we are currently not making progress because of state mandated limits on gatherings.

Build programming and services that will reach groups at diverse levels

- Youth Librarian Andrea Smalley hosted a virtual class session with the Kalamazoo Literacy Council's Parent Literacy class to talk about library services and provide a virtual library tour.

Ends Statement #2

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

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

Project Updates:

Offer, programming, services, and collections that will better meet the needs of our immigrant population

- Earlier this spring, Youth Librarian Andrea Smalley ordered books in Hindi, Punjabi, and Telugu, the top three languages of India spoken in Portage, for the World Languages collection. Due to the pandemic and the overseas source for these materials, they were delayed until June. They have arrived and are being cataloged.

Improve the accessibility and visibility of existing physical and electronic collections

- Adult Services Librarian Ruth Cowles made arrangements with the programming coordinator from Brookdale to drop off two bags of books and pick up the books the residence had since March.
- Youth and Adult Staff collaborated to create a Bookfinder page on the website. This page provides patrons with guidance to put books on hold, search online for titles that might interest them, and encourages them to fill out a form so that Library Staff can provide suggestions based on their preferences.

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 - See programing highlights above.

- In addition, Adult Services Associate Christina Doane created a video for Movie Buzz Monday, the new PDL Film Club. June's movie was Chicago.

- Patrons are signing up and participating in the Summer Reading Program. 207 adults have signed up for the summer reading program as of June 30th. We have received compliments about the weekly prizes this year.

- Youth Staff participated in a virtual classroom visit to a 2nd grade class to talk about the Summer Reading Program.

- Both Youth and Teen Staff created videos and documents for local schools to use to promote the library's Summer Reading Programs. Media Specialists distributed the information to their schools prior to the end of the school year.

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

- Portage District Library staff met with the Technology Director and media specialists from Portage Public Schools to discuss some final aspects of moving toward an agreement to have an auto-enrollment process for all Portage Public School students to have access to Portage District Library services and collections. We have begun testing the technology protocols and processes to safely handle the transfer and upload of the necessary student information required to establish a membership in our Symphony database. Some adjustments to our policies will be recommended at the July 2020 Board meeting to be sure all Portage Public School students can participate.

Update the Library Website

- Staff has been submitting content for the new website, and we are going to begin building out a demo site in the month of August.

Ends Statement #4

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

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

Project Updates:

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

- For the 2nd Quarter, seventy-five images have been scanned and processed.

Heritage Room Book Expansion Project

- The book project is moving forward by using such sites as Abe Books and eBay. Unfortunately nothing has been acquired as of yet.

“Future History Project: South Westnedge Avenue Documentation”

- Local Historian, Steve Rossio, continued to document Westnedge during the pandemic for the months of April and May. The project then shifted into documenting Westnedge as businesses began to reopen during late May and the month of June.

Portage Public Schools Project

NOTE – Due to COVID-19, the John Todd project for the Walking Trail signs has been cancelled and the focus is now on the Portage Public School’s anniversary in 2021.

Operational

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

Projects:

Facilities Master Plan

The Interiors Committee met with the C2AE Interior Designers on July 8 to review color scheme and theme of the interior space. We continue to investigate the potential of moving off site during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction. We are in the process of getting cost estimates for prepping three potential sites to be able to provide library service from each location. The cost estimates will help narrow down our options.

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 protocols, health screenings, and proper use of PPE. Staff have also been trained on our remote phone systems, curbside service, front door greeter station, 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 – Testing Umbrella remote profiles for iPads.

- 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 Hold Report Metrics to track hold volume for both placement and checkout.

- 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.

Provide the necessary communication tools for library staff and patrons to enable library patrons and staff to conduct daily business and functions, access digital services and increase productivity of library operations

Remote IT and Tech Support via TeamViewer

- We are using Teamviewer as a central resource for EndUser/Patron support.

- We are using the QuickSupport Module for both 1-Click EndUser Support and Unattended Access.
- We have customized the configuration of a SOS Button to Deliver this QuickSupport.
- We received 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 August 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.
- We added an iPad and iPod touch for mobile services.
- We added a WebCamera to monitor the 5 parking spaces.

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 test and work with SirsiDynix to deliver a robust search experience.

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 COVID-19.
- 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.
- Technical Services has received training on Curbside Services and Front Door Coverage, and has covered both areas when needed.

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

Timeline:

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 continued to report to the building for essential needs (facilities maintenance, finances, and technology) through June 1, 2020. 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 June 2020.

Administrative staff returned to work in the building June 2. Shortly thereafter, other staff began returning to work in the building for limited periods on a staggered schedule to prepare for and provide curbside service from June 10 through 23. The library reopened the building to the public at a 25% capacity on June 24.

Circulation Services

Managing Member Access and Account Renewal/Registration

- Expired memberships were extended into July as we planned for re-opening June 24, 2020.

Managing Physical Items Currently Checked-out/On Hold

- Announced that we were beginning to accept the return of library materials
- Staff monitored the return chutes and quarantined returned items for later check-in. All items are being checked in fine free through July 31, 2020.
- Hold pick up dates were adjusted to allow for existing available items to remain available until after our re-opening.
- Availability of placing up to 10 holds per library account was enabled on June 10, 2020.

Re-opening

- Staff were brought into the library in small groups for discussion about remaining service and procedural concerns, as well as training on new procedures.
- We worked to fine-tune space re-configuration in the circulation area to provide enough space and direction to maintain social distancing.
- Curbside services began on June 10, 2020. By the end of the first week, there were more than 2,000 items on hold that had been processed for members.
- Staff began processing quarantined returns, putting items away, and packing interlibrary loan returns.
- New rotational schedule of duties created for re-opening to be sure staff have opportunities to work in roles that are not directly at a public service desk throughout their scheduled shifts.
- Re-opening for limited public service began June 24, 2020 with staff scheduled in different shift patterns with some off-site phone assistance during busier periods, and shelving occurring during closed periods only.

Staff Activities

- Board meeting attendance
- Reviewing PPE and Cleaning procedures
- Reviewing re-opening procedures
- Youth Booklist project
- Video captioning
- Circulation procedures and tools organized and collected into the Teams environment

Staff Trainings Attended with Reporting

- Training w/Rolfe: VPN, RingCentral, & Jabber
- Empathy of Customer Service Professionals
- Customer Service AMA (Ask Me Anything)
- Time Management: Working from Home
- We are Open During COVID-19
- Outstanding Customer Service
- De-Escalation: Skills & Practice
- Understanding Power, Identity, and Oppression in the Public Library
- TED Talk: The Danger of a Single Story
- Re-opening Lives
- Empathy at Work

IT Department

- 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 bookdrop returns
 - Reconfiguration for limited hours
 - 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
 - Checkin Station for Staff and Covid Surveys
 - Reconfiguration of PC for Curbside services
 - Configured Reports for Daily Appointments
 - Added 2nd Monitor
 - Added WebCamera for Curbside
 - Added WebCamera for Bookdrop
 - Purchased Additional Bins for quarantining books.
- Staffed the Welcome Desk
- Staffed the Building Cleaning rotation for 1 week and continue to support it
- Met with C2AE to discuss technology and infrastructure.

IT Training

- Lynda.com
- System Administration: Backup and Recovery
- SirsiDynix Mentor - BlueCloud Mobile Advanced, BlueCloud Mobile Beacons, BlueCloud Central eRC

Adult Services Professional Development

- Librarians = Education Webinar
- Libraries and COVID-19: Reimagining Programming – ALA
- Equality, Diversity and Inclusion in Literary Studies and Collections – Library Journal
- Designing Libraries for Safety in the Age of COVID-19 – Library Journal
- Graphix: Get Drawn In - ALA

Youth Services

- Completion of staff training and launch of Summer Reading programs for youth and teens.
- First Summer Reading prize drawings took place the 3rd week in June.
- Staff training and launch of curbside service. This took several hours of work by all Youth Staff.
- Staff training and launch of library with altered services including policy and procedure changes, changes to library space, and additional service point of front door monitor/greeter.
- Resuming of reshelving and reference desk duties.
- Research of available materials to support community requests for materials relating to race issues and pandemic.
- Continuation of work as a department on master plan decisions.

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
June 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	\$ 5,643,229
Expenditures	\$ 2,305,765

Fund	5/31/2020	Changes	6/30/2020
General Reserve (13%)	\$ 698,660	-	\$ 698,660
Building Reserve	50,000	-	50,000
Benefits Reserve	29,742	-	29,742
Technology Reserve	111,305	-	111,305
Patio Feasibility Reserve	4,700	-	4,700
Bldg. Improvement Reserve	2,022,500	-	2,022,500
Personal Property Tax Reserve	805,946	-	805,946
Library Endowments	67,889	-	67,889
Unassigned Fund Balance	3,691,535	-	3,691,535

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

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

POLICY: 3. Use any long-term reserves.

Director's Response: No reserves have been used.

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

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

June 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.
- Finalized and installed 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.

June Social Media Highlights:

Facebook

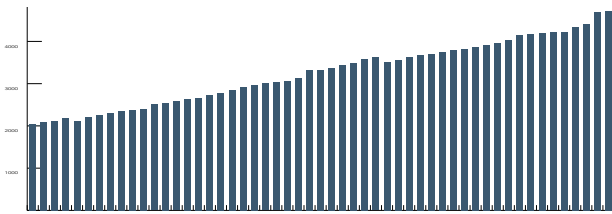
65 New Page Likes | 182 Post Shares | 1,713 Post Likes | 144 Comments | 612,596 Total Reach

Twitter

2,635 Tweet Impressions | 17 Likes | 2 Re-tweets | 15 Profile Visits | 1 Mentions | 1 New Followers

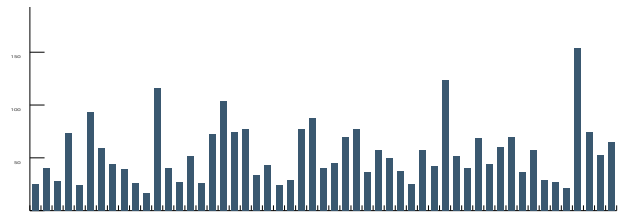
Facebook Stats 2016 - June 2020

Total Followers:



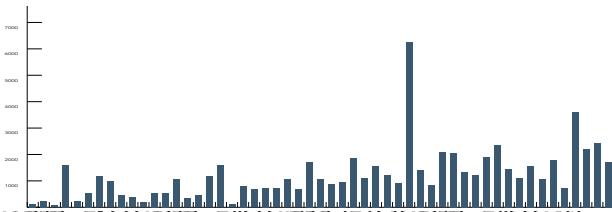
February 2016 2,052 June 2020 4,724

New Followers:



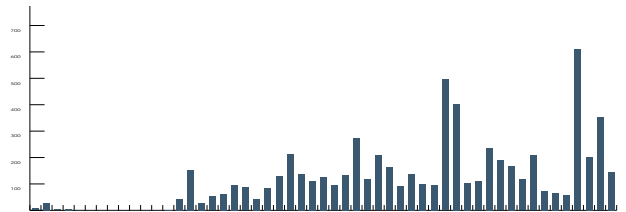
February 2016 25 June 2020 65

Likes:



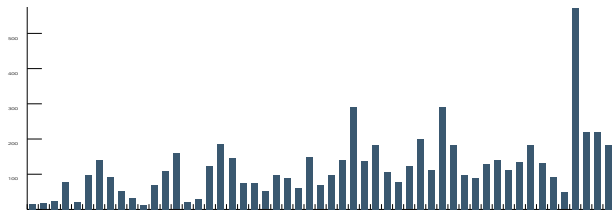
February 2016 124 June 2020 1,713

Comments:



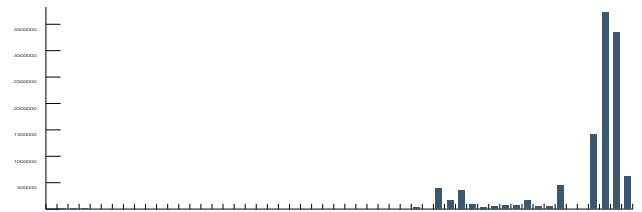
February 2016 7 June 2020 144

Shares:



February 2016 0 June 2020 182

Engagement:



February 2016 5,305 June 2020 612,596

Videos Created in June 2020

Video Title	Department	Facebook Views	YouTube Views	Total Views
1 PDL Happenings at Home (June 2020)	Adult	512	6	518
2 Planting the Garden: A Quick and Easy Guide	Adult	374	18	392
3 Movie Monday with PDL // "Chicago"	Adult	375	8	383
4 PDL from the Couch: "Umbrella Academy"	Adult	297	8	305
5 Locating Read-Alongs in MCLS Overdrive	Youth	n/a	2	2
6 Summer Family Storytime "I am Enough"	Youth	527	38	565
7 Kids Crafts: Pancake Art	Youth	763	16	779
8 Summer Family Storytime // "Dear Zoo"	Youth	470	30	500
9 Summer Bedtime Storytime // Yawn	Youth	287	20	307
10 PDL's Monarch Waystation		446	47	493
11 Summer Family Storytime // "Summer: A pop-up book"	Youth	508	25	533
12 Summer Bedtime Storytime // "Hoot and Peep"	Youth	360	13	373
13 Science with Joey and Brian: Principles of Flight	Youth	303	1	304
14 Summer Family Storytime // Jabri Jumps	Youth	453	65	518
			Grand Total	5,972

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: July 20, 2020
SUBJECT: Library Statistical Report - June 2020

	Month Statistics			YTD Statistics		
	Jun-20	Jun-19	CHANGE	2020	2019	CHANGE
Circulation/Collections						
Total Library Circulation	31,894	69,868	-54.35%	247,524	406,098	-39.05%
Adult - Books	5,877	16,988	-65.40%	47,086	103,974	-54.71%
Adult - A/V	1,094	5,844	-81.28%	15,119	34,207	-55.80%
Youth - Books	7,807	27,185	-71.28%	64,592	147,435	-56.19%
Youth - A/V	634	3,372	-81.20%	7,419	20,035	-62.97%
Hot Picks	641	3,149	-79.64%	9,000	19,096	-52.87%
E-Material	15,841	11,263	40.65%	96,708	68,061	42.09%
ILL - PDL Requests	0	929	-100.00%	3,638	6,942	-47.59%
ILL - Other Lib. Requests	0	1,138	-100.00%	3,962	6,348	-37.59%
Self-Checkout Percentage	33.97%	64.34%		58.03%	59.59%	
Total Library Collection	190,454	191,891	-0.75%			
Adult - Books	87,666	88,210	-0.62%			
Adult - A/V	17,484	17,692	-1.18%			
Youth - Books	71,681	72,327	-0.89%			
Youth - A/V	9,399	10,081	-6.77%			
Hot Picks	4,224	3,581	17.96%			
Net Acquisitions	1,054	(676)	255.92%	834	(7,318)	111.40%
Purchased - Books	1,850	1,556	18.89%	5,461	10,126	-46.07%
Purchased - A/V	335	275	21.82%	1,252	1,589	-21.21%
Donated - Books	0	2	-100.00%	11	17	-35.29%
Donated - A/V	0	1	-100.00%	6	14	-57.14%
Material Discarded	(1,131)	(2,510)	54.94%	(5,896)	(19,064)	69.07%
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	40,896	39,980	2.29%			
Adult	26,926	26,242	2.61%			
Youth	6,451	6,384	1.05%			
Non-Resident	375	401	-6.48%			
Reciprocal	6,314	6,156	2.57%			
Internet User	766	731	4.79%			
Professional	64	66	-3.03%			
Net Patrons	51	131	-61.07%	590	381	54.86%
Adult	34	169	-79.88%	555	839	-33.85%
Youth	5	20	-75.00%	175	184	-4.89%
Non-Resident	0	2	-100.00%	7	13	-46.15%
Reciprocal	9	42	-78.57%	125	207	-39.61%
Internet User	3	55	-94.55%	133	320	-58.44%
Professional	0	0	0.00%	0	0	#DIV/0!
Patrons Removed	0	(157)	100.00%	(405)	(1,182)	65.74%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: July 20, 2020
SUBJECT: Library Statistical Report - June 2020

	Month Statistics			YTD Statistics		
	Jun-20	Jun-19	CHANGE	2020	2019	CHANGE
Library Building Usage						
Total Meeting Room Usage	0	208	-100.00%	430	1,105	-61.09%
Internal/Collaboration	0	111	-100.00%	217	569	-61.86%
External/Outside Usage	0	97	-100.00%	213	536	-60.26%
Total Program Audience	0	4,319	-100.00%	5,280	17,572	-69.95%
Adult	TBD	98	-100.00%	467	1,182	-60.49%
Youth	TBD	3,949	-100.00%	4,617	15,022	-69.27%
Heritage Room	TBD	272	-100.00%	196	1,368	-85.67%
Total Number of Programs	0	44	-100.00%	155	316	-50.95%
Adult	TBD	11	-100.00%	30	74	-59.46%
Youth	TBD	29	-100.00%	121	221	-45.25%
Heritage Room	TBD	4	-100.00%	4	21	-80.95%
Total Volunteer Hours	0	610	-100.00%	1,004	2,468	-59.32%
Adult	0	136	-100.00%	274	750	-63.47%
Youth	0	288	-100.00%	191	516	-62.98%
Technical	0	60	-100.00%	155	421	-63.18%
Circulation	0	96	-100.00%	284	596	-52.35%
Administration	0	28	-100.00%	57	144	-60.42%
Community Service	0	2	-100.00%	43	41	4.88%
Total Front Door Traffic	7,875	66,544	-88.17%	127,923	332,428	-61.52%
Total Youth Services Traffic	4,345	58,932	-92.63%	85,309	231,111	-63.09%
Total Business Center Traffic	0	2,122	-100.00%	6,244	15,828	-60.55%
Information Access/Reference/Research						
Total Reference Transactions	5,586	9,933	-43.76%	28,711	51,111	-43.83%
Adult Phone	607	295	105.76%	1,541	2,082	-25.98%
Adult Ready Reference	461	2,305	-80.00%	7,346	14,750	-50.20%
Adult Reference	35	243	-85.60%	733	1,719	-57.36%
Youth Phone	93	138	-32.61%	398	689	-42.24%
Youth Ready Reference	87	4,067	-97.86%	8,483	18,329	-53.72%
Youth Reference	5	935	-99.47%	1,856	3,348	-44.56%
HR Phone	12	21	-42.86%	36	69	-47.83%
HR Ready Reference	84	501	-83.23%	892	2,592	-65.59%
HR Reference	12	46	-73.91%	60	184	-67.39%
Circ Phone	365	578	-36.85%	1,879	3,454	-45.60%
Circ Ready Reference	3,661	291	1158.08%	4,688	2,239	109.38%
Circ Reference	164	513	-68.03%	799	1,656	-51.75%
Total Edutainment LAN Use	0	566	-100.00%	966	2,784	-65.30%
Total Internet Computer Use	575	2,349	-75.52%	6,392	14,496	-55.91%
Youth Computers	121	344	-64.83%	529	1,595	-66.83%
Adult Computers	454	1,922	-76.38%	5,769	12,344	-53.26%
Laptop Computer Circulated	0	83	-100.00%	94	557	-83.12%
Total Electronic Transactions	71,182	51,227	38.95%	267,045	298,142	-10.43%
WebSite Hits	56,418	37,881	48.93%	196,468	215,716	-8.92%
WebCatalog Sessions	11,110	9,784	13.55%	50,922	61,368	-17.02%
Licensed Database Hits	3,654	3,562	2.58%	19,655	21,058	-6.66%

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

Christy Klien, Library Director



MLA Advocacy News June/July 2020

Gov. Whitmer Extends Orders Allowing Remote Meetings and Hearings With New Executive Order

July 17, 2020

Governor Whitmer today signed Executive Order 2020-154, which extends previous executive orders to provide temporary alternative means to conduct public meetings, conduct administrative proceedings, and provide the required notice under tax abatement statutes.

Under Executive Order 2020-154, all three previous orders are consolidated and extended to protect the public health and safety of Michiganders. The new order:

Allows public bodies subject to the Open Meetings Act, including boards, commissions, committees, subcommittees, authorities, councils and nonprofit boards, to use telephone- or video-conferencing methods to continue meeting and conducting business during the COVID-19 public health crisis, so long as they follow certain procedures to ensure meaningful access and participation by members of the public body and the general public.

Allows notice of any public hearing required to take place under a tax abatement statute to be provided electronically and by newspaper.

Allows the Michigan Employment Relations Commission, Unemployment Insurance Agency, and other administrative hearings to be held by video conference or phone in place of in-person hearings.

Executive Orders 2020-129, 2020-132 and 2020-141 are rescinded with Executive Order 2020-154 remaining in effect during any state of emergency or disaster associated with COVID-19, and for 28 days thereafter to the extent necessary for public bodies to schedule remote meetings and hearings.

View Executive Order 2020-154:

<https://www.swmbh.org/wp-content/uploads/EO-2020-154-Emerg-order-Remote-access-to-public-processes.pdf>

PORTAGE DISTRICT LIBRARY**COMMUNICATION**

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 22, 2020
Subject: Upcoming Library Board linkage opportunities in August 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 August 2020:

Date	Time	Activity or Program Description
7/28	7:00 PM	Spotlight on Local Authors: Publishing in the 21 st Century
8/1	ALL DAY	Summer Reading 2020 Ends August 15th! Record your progress here: https://portagelibrary.beanstack.org/reader365
Mondays	9:00 AM	Family Online Storytime through August 10th
Wednesdays	6:00 PM	Bedtime Online Storytime through August 12th
8/11	7:00 PM	Introduction to Drawing: Pet Portraits
8/19	7:00 PM	International Mystery Book Discussion Online: Auntie Poldi and the Sicilian Lions by Mario Giordano.
8/11	3:30 PM	Teen LGBTQ+ Online Meet-Up
8/18	6:30 PM	History of Women's Suffrage in Michigan
8/19	7:00 PM	Doctor Who Trivia Challenge
8/20	7:00 PM	PDL Film Club: Driveways
8/26	7:00 PM	Book Buzz: PDL Online Book Discussion August Book: My Dear Hamilton

PORTAGE DISTRICT LIBRARY

Monitoring Report on the Executive Limitation Policy for
Minutes and Records Retention

As an elected, public governance body, the Library Board will generate and retain official board meeting minutes and other board records in a manner that complies with the Michigan Open Meetings Act (Public Act No. 267 of 1976, as amended.)

<p>POLICY:</p>	<p>1. Minutes will be produced for all library board meetings, and will contain:</p> <ul style="list-style-type: none"> a. Information about the agenda topics, and the date, time and location of the board meeting. b. A list of all attendees/absentees. c. A brief summary of any public comments, staff presentations or discussions. d. A record of any decisions made at the meeting; motions made with the results (may include a very brief summary); and a record of all roll-call votes. e. A listing of other topics discussed (may include a very brief synopsis of the discussion.) f. A list of unresolved issues or other items to be carried forward to the next month (may include a brief discussion). g. References to any pertinent supporting documents, as deemed appropriate by the Library Director, Board Secretary or as requested by the Library Board.
<p>Director's Response:</p>	<ul style="list-style-type: none"> ➤ The <u>contents of the minutes</u> produced for the Portage District Library Board include: (1) date, time, location and agenda topics for the meeting; (2) list of attendees and absentees; (3) summary of public comments and all other discussions; (4) a record of decisions and motions made and votes taken; (5) a list of other topics discussed; (6) a list of unresolved issues or other items to be handled at a future date; and (7) references to pertinent supporting documents. ➤ In compliance with the State of Michigan's OPEN MEETINGS ACT 267 of 1976, requiring <i>proposed minutes to be available for public inspection within (8) business days after the meeting</i>, the board meeting minutes are e-mailed to trustees for review, made available at the Adult Information Desk for public inquiry, and kept on file in the Library Office for easy access and referral. A list of any issues needing further consideration is maintained and used to generate agenda items for subsequent board meetings. <i>Approved minutes will be available for public inspection within (5) business days after the meeting</i> and are made available on the library's website, at the Adult Information Desk, and kept on file in the Library Office for easy access and referral. ➤ Every effort is made to produce professional, informational and accurate minutes of board meetings that will be retained in Library Archives as the only permanent record of Library Board activities and the chronological progress of the Portage District Library over the years.

<p>POLICY:</p>	<p>2. RETENTION of library board meeting official minutes, notes, and audiotapes will be kept according to the official record retention schedule adopted by the State of Michigan as follows:</p> <p><i>a. For <u>open session</u> library board meetings, official minutes will be retained indefinitely. b. For <u>open session</u> library board meetings, recordings will be retained until official minutes are approved by the Library Board, after which the recordings will be deleted.</i></p> <p><i>c. For <u>open session</u> library board meetings, notes taken by the Library Board Secretary for the purpose of producing official board meeting minutes will be retained until official minutes are approved by the Library Board, after which the notes will be deleted.</i></p> <p><i>d. For <u>closed sessions</u> of library board meetings, official minutes will be recorded but will <u>not</u> be available for public inspection unless disclosure is required by a civil action. These closed session minutes may be destroyed one year (365) days and (1) day after approval of the minutes of the regular meeting at which the closed session was approved.</i></p> <p><i><u>NOTE:</u> Except for minutes taken during a <u>closed session</u>, all minutes are considered public records, open for public inspection, and must be available for review (on the library’s website and in print) as well as copying at the address designated on the public notice for the meeting.</i></p>
<p>Director’s Response:</p>	<ul style="list-style-type: none"> ➤ The process for <u>retaining minutes</u> of Library Board meetings is followed according to this Executive Limitation Policy. The Board Secretary maintains all Library Board meeting files and complies with all retention period requirements. ➤ Open session board meeting minutes <i>in print</i> are kept indefinitely. Recordings and notes for each open session library board meeting are kept until official minutes are approved by the Library Board and are subsequently destroyed. ➤ After each board meeting, minutes are filed by board meeting dates in both the Library Office and in library archives in the Heritage Room. These files are weeded at the end of the fiscal year and old board meeting files with minutes are rotated out of the active file into the Business Storage Room. ➤ Closed session minutes are kept separately from regular session minutes, and are <u>not</u> made available to the public.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 21, 2020
Subject: Presentation of Audit Report for Fiscal Year 2019 by Rehmann Robson Representative

The Fiscal Year 2019 financial audit of Portage District Library has been completed, and a representative from the accounting firm Rehmann Robson will make a virtual appearance at the July 27, 2020 board meeting. They will go over the audit report with the Library Board and summarize the library's financial standing for the period January through December 2019. At that time, their major findings will be shared and you will have an opportunity to ask any questions you may have.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 22, 2020
Subject: Revised Resident/Non-Resident Policy

BACKGROUND:

After meetings with key library staff, Portage Public school representatives, and with advice from the library's attorney, an agreement was 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. At the June 22, 2020 Library Board Meeting, trustees voted 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. In order for this agreement to go into use, the Library made some revisions to the Resident/Non-Resident Policy. Changes denoted by bold font and strikethroughs.

RECOMMENDATION:

To approve the revised Resident/Non-Resident Policy as presented.

PORTAGE DISTRICT LIBRARY

Resident / Non-Resident Membership Policy

I. Definition of the Portage District Library Service Area Boundaries

The service area of the Portage District Library is property located within the City of Portage or the portions of the Portage Public School District located in Texas Township and Pavilion Township. Only those who reside within or own property or businesses within these boundaries are entitled to free membership.

NOTE: Those who reside within or own property or businesses in the portion of the Portage Public School District located within the City of Kalamazoo are served by the Kalamazoo Public Library.

II. Who is able to get a free membership?

- A. Any person who resides within the Portage District Library service area.
- B. Any person who pays real or personal property tax on property located within the Portage District Library service area.
- C. Any business and/or institution located within the Portage Library District service area may be issued a library card in the name of that business or institution. See Section V, part D of this policy for more details.
- D. Any person who is a resident member of a library district that has established a reciprocal borrowing agreement with the Portage District Library can have a free, limited use membership. See the Reciprocal Borrowing Policy for additional membership requirements.
- E. **Any student registered with the Portage Public Schools and whose parent or legal guardian has agreed to participation in the Portage District Library/Portage Public Schools Student Library Card Program.**
- F. Any person who can document that they are an educator at an educational institution that is located with the Portage District Library service area and would not otherwise qualify for any free membership type. See Section V, part E of this policy for more details.

NOTE: Businesses outside of the Portage District Library service area are not eligible for reciprocal memberships.

III. Non-Resident Memberships

Any person, business or institution that does not fit into one of the above categories must pay a non-resident fee for library service. The non-resident membership is good for one year from date of issuance and entitles the member to all services of Portage District Library.

The “Cost of Service” is calculated based on the average taxable value per residential parcel within the service area of the Portage District Library. As required by Section 11a of the State Aid to Public Libraries Act, MCL 397.561a, the fee may not exceed “the cost incurred

by the library in making borrowing privileges available to non-residents, including but not limited to, the costs, direct and indirect, of issuing a library card, facilitating the return of loaned materials, and the attendant cost of administration.” This cost figure is re-calculated annually and reported to the Library Board.

NOTE: The non-resident fee for senior citizens (62 yrs. and older) is 50% of the standard non-resident fee charged to people who reside outside of the Portage District Library service area.

IV. Required Documentation for Establishing a Membership

The appropriate type of library membership for any person will be issued only upon verified identification and proof of current residential address for the person requesting the membership or, in the case of children under the age of 18, their parent or documented legal guardian. Businesses and Institutions have additional requirements addressed below. In order of preference, one of the following items of identification is required to establish a membership:

1. Valid Driver’s License
2. Valid State Identification Card
3. Valid Kalamazoo County ID Card
4. Valid Passport
5. Valid Military ID
6. Valid School ID with Photo

If the current residential address is not listed as part of the identification presented, a secondary document that includes a current residential address is also required to establish membership. The secondary document must be in the name of the person requesting the membership or, in the case of children under the age of 18, their parent or documented legal guardian. Businesses and Institutions have additional requirements detailed below. In order of preference, one of the following documents is required for proof of current residential address when the current residence is not listed on the identification presented to establish membership:

1. Valid Voter’s Registration Card
2. Current property tax bill or receipt
3. Current utility bill for water/sewer or gas/electric services
4. Registered Land Contract
5. Current Lease Agreement
6. Current vehicle registration

V. Special Circumstances & Other Membership Types

- A. In the case of children under the age of 18 who are unable to show identification or proof of current residential address and are not accompanied by a parent or documented legal guardian, an alternative form of registration will be offered that will require the

membership card to be mailed as proof of residence. The mailing also serves as notification to the responsible party that a membership card has been issued.

- B. For those individuals seeking membership who may live in alternative living situations, such as shelters, temporary housing, group homes, transitional housing or care facilities, there may be other options for registration and/or proof of residence. Memberships may be limited in duration and/or limited in amount or type of material that can be checked out for those who are unable to provide the requested residency documentation.
- C. Memberships are not available to those who are visiting the Portage District Library service area. However, internet guest passes are available to anyone who can show appropriate identification. See the Internet Usage Policy for additional information and restrictions.
- D. Businesses or institutions within the Portage District Library service area that would like to take advantage of the opportunity for membership require additional proof of operation within the library district, proof of ownership, or documented authorization from the business or institution. These memberships can only be established by the business owner, institutional director or their documented designee. These types of memberships are only processed by specific library personnel, not through typical individual member registration processes. Due to the variety of business and institution types, contact the Library for specific information regarding the additional requirements.
- E. Individuals who can provide written documentation that they are working as an educator at an educational institution within the Portage District Library service area and do not otherwise qualify for ~~any other free~~ **resident** membership type can be provided with a special non-resident membership free of charge. Appropriate documentation should come in the form of a letter provided by their employer and must be provided annually upon the expiration of the membership to continue the membership. This type of membership is not intended for personal use, but to provide access to library collections for use in support of curriculum and other educational endeavors that impact students in the Portage District Library service area. ~~The privileges of this limited membership will be similar to what is offered to reciprocal borrowing membership types.~~

VI. Membership Responsibilities and Privacy

- A. Once a membership has been established, the person, business or institution in whose name the membership is opened is responsible for any use or misuse of the membership, including, but not limited to, fines, losses or fees assessed against the account. In the case of minor children, the parent or documented legal guardian is the responsible party. In the case of a business or institution, the owner, director, or their designee will be the responsible party. Lost or stolen membership cards should be reported immediately. See the Fines & Fees/Usage Policy or the Internet Usage Policy for additional information.
- B. In accordance with the Michigan Library Privacy Act, all library records must be kept confidential. Information contained within library records will only be divulged in

person to the member showing valid identification, the card holder, the person liable for payment and return of library materials, or as required by law via a court order. See the Library Privacy & Search Warrant Policy for additional information.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 17, 2020
Subject: Final Approval of the Fiscal Year 2021 Budget & Decision on Millage to be Levied

At the July 27, 2020 board meeting, board members will be asked to make a final decision on the budget for Fiscal Year 2021 and the millage amount to be levied. Ever since 2009, the Portage District Library Board has set the Library's millage at 1.50 mills (\$1.50 per \$1,000) to be levied on real and personal property. In 2019 after the passage of the new additional 0.5 mill, the Library levied 2.0 mills for FY2020. In 2021, due to a Headlee Rollback, the total amount that can be levied is 1.9945 mills and that amount is being recommended for FY 2021.

A formal public hearing will be held on August 24, 2020, (subject to Library Board action at the July 27, 2020 board meeting) at which time the Portage District Library Board, as the library's authorized governing body, with all the powers granted to such a district library board (per District Library Establishment Act, 1989 PA 24 (MCL 397.171 et seq.), will determine the amount of money necessary for the operation of the library and officially set the millage levy amount on the taxable property in the *Portage District Library* service area, by passing a resolution to formally adopt the Fiscal Year 2021 Budget and set the millage.

A Proposed Budget Packet for FY 2021 dated July 27, 2020 will be printed and numbered separately from the rest of the board meeting agenda packet.

Thank you!

Quarterly Statistics for Strategic Plan 2018-2020

Ends Statement #1

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2020 Target	% of Target
75% patrons responded that they learned something in a guided learning event	100%	N/A			100%	75%	100%
50% of programs offered will provide guided learning activities (Adult/Youth)	A 69% Y 52%	A 68% Y 20%			A 68.5% Y 36%	A 50% Y 50 %	A 137% Y 72%
20% increase of hits of online learning tools	186%	645%			645%	20%	645%
Implement 12 software/devices that allow people to create and learn	0	0			0	12	0%
12 videos are created	0	April - 15 May - 37 June - 14 Total - 66			66	12	550%

- Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
- Create methods to expand the reach of our Digital Literacy (computer education) programs
- Build programming and services that will reach groups at diverse levels

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2020 Target	% of Target
Youth Services will provide 3 programs annually targeting each literacy level (Beginner, Intermediate, Expert)	B 8 I 4 E 6	B 3 I 2 E 3			B 11 I 6 E 9	B 3 I 3 E 3	366% 200% 300%
Help 150 patrons become more info-literate *	284	284			31	150	Target Met
Have 50 people in the library for ESL tours *	84	84			32	50	Target Met

Ends Statement #2

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2020 Target	% of Target
80% of user satisfaction with collections and instructional events	100%	N/A			100%	80%	125%
Active holds older than 3 month less than 200 titles	249	238			238	Less than 200	Target Not Met
21 Special programs will target groups representing different perspectives or cultures *	23	24			5	21	Target Met
25% of kits will change annually to reflect changing needs of the community	8%	N/A			8%	25%	32%
20% reduction in total physical collection size	5.44%	4.87%			10.31%	20%	51.5%

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2020 Target	% of Target
20% more items available for circulation will be digital	33%	42%			42%	20%	201%
15% of our programs annually will be outreach (Adult/Youth)	A 5% Y 17%	A 37% Y 1%			A 21% Y 9%	A 15% Y 15%	A 140% Y 60%
70% of patrons who completed an exit survey were satisfied that the program met their needs	100%	N/A			100%	70%	142%
100% of PPS middle school and high school students have access to PDL electronic services	91%	89%			89%	100%	89%
12 events or table events will be held outside the Library by the Adult Department	6	6			6	12	50%

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

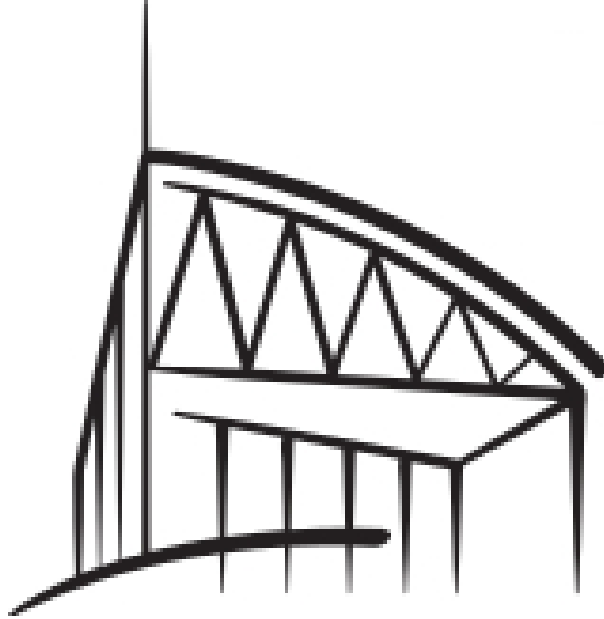
We will accomplish this by being a resource of Local Information, History, and Culture. (2)

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2020 Target	% of Target
90% of display space used for local artists and organizations	100%	N/A			100%	90%	111%
5 large projects completed in the Local History Rooms *	1	1			1	5	20%
90% of patron responses say displays are meaningful	100%	N/A			100%	90%	111%
4 new resources for information will be added each year	0	0			0	4	0%

* Target number over the course of the 3 year plan



PORTAGE DISTRICT LIBRARY TECHNOLOGY PLAN 2021-2023

**Submitted by
Rolfe Behrje
Portage District Library Systems Administrator**

EXECUTIVE SUMMARY

What is the 3-Year Technology Plan?

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

How is the 3-Year Technology Plan Developed?

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

What is the Process Followed to implement the 3-Year Technology Plan?

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

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

While longer refresh cycles, virtualization and SaaS may put increased pressure on the core network, combining resources will benefit the library by lowering the total cost of technology ownership; enabling longer, usable equipment life spans and providing for more granular control on what needs to be replaced (meaning a more modular, customized system with more flexibility).

Upgrading library technology in this manner allows the library to: (1) Spread out technology changes at the library over a longer period of time rather than having a massive upheaval every 4 to 5 years; (2) Schedule its investment in technology over a revolving 5-year cycle; (3) Re-purpose older technology where possible, and (4) Better prioritize and plan for investments in new technology as needs are identified and as financially viable.

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

Below are seven primary technology initiatives targeted for the next three years (2021-2023):

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

New Technologies/Services including RFID (Radio Frequency Technology) in the next three years (2021-2023):

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

Goals for New Technologies include:

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

Goals for Web Services at the Library in the next three years (2021-2023):

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

- (1) Reviewing and installing the next Content Management System for the library that allows better management, more flexible design and interoperability with other library web services.
- (2) Continuing to enhance security and hardening of web services.
- (3) Continuing to enhance patron accessibility to the library's web resources through the library's online catalog, online databases, and digitized local history resources.
- (4) Developing the library's Teams and Sharepoint for collaboration and intranet resources.
- (5) Reviewing and extending Beanstack for reading program management.
- (6) Monitoring and enhancing Responsive Web services for non-traditional devices throughout all of the library's public and staff services.
- (7) Exploring the feasibility of offering online reference tools that would include archived retrieval of frequently provided answers to reference questions.
- (8) Utilizing formal social networking platforms like Facebook and Twitter to increase the library's web presence among all segments of the population.
- (9) Developing and enhancing the SD Enterprise Discovery system.
- (10) Researching and deploying enrichment services to the catalog and research searching.
- (11) Researching digital media circulation platforms and search consolidation.

Virtualization, Cloud Hosting and Software as a Service at the Library in the next three years (2021-2023):

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

Goals for virtualization include:

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

Internet Bandwidth at the Library in the next three years (2021-2023):

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

Goals for Internet bandwidth include:

- (1) Continually monitoring Internet bandwidth and allocating resources in a timely manner to address growing needs for connectivity.
- (2) Using a point-to-point fiber connection to extend security/reliability/flexibility for remote backups, replication, and hosted virtual machines on demand.

- (3) Add a redundant EVC link for business continuity and robust internet service.
- (4) Provide adequate access and bandwidth for the 100+ Staff endpoints, 200+ Public Access endpoints and growing SaaS services.
- (5) Provide adequate access and bandwidth to the growing number of public access users on their computers, tablets, phones and other mobile devices.
- (6) Provide adequate bandwidth for hosted services (SaaS) like OverDrive, Hoopla, MelCat databases, and Portage District Library databases.
- (7) Provide adequate bandwidth and access for meetings/trainings/webinars for public and staff.

Communication Tools at the Library in the next three years (2021-2023):

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

Goals for Communication Tools include:

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

Peripheral Technologies at the Library in the next three years (2021-2023):

Assistive peripheral technologies are growing rapidly and will allow the library to provide services in new and innovative ways.

Goals for Peripheral Technologies include:

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

Technology Infrastructure for Building Project in the next three years (2021-2023):

As the library designs its renovated physical building, library technology infrastructure will be selected and designed to support its new goals, devices and services. The focus will be designing for the future.

Goals for building project infrastructure include:

- (1) Providing modern cabling throughout the physical building and grounds.
- (2) Providing a secure, climate controlled and redundant MDF for servers and switches.
- (3) Providing IP services for Access Controls, Fire/Building Security, HVAC Controls and Lighting Controls.
- (4) Performing Wireless Surveys to assure robust and dense wireless coverage throughout the physical building and grounds.
- (5) Providing input to assure infrastructure can grow for the next 50 years.

Staff Technology Training in the next three years (2021-2023):

Continued emphases will be placed on enhancing the current staff's technology training. This will be done in the form of seminars, user group meetings and annual library meetings to teach staff about new ways of doing things using technology at the library. Formal training in a classroom setting will also help to decrease the library's dependence on outside technology specialists.

Goals for staff technology training include:

- (1) Training in technologies like VMware, Cisco IOS, Microsoft Office 365, graphic software, CSS, HTML5 and SiriDynix API and WEBAPI are a subset of these core technologies.
 - (2) Training in VMware and virtualization as core competencies for staff to be able to deploy these technologies for optimal use.
 - (3) Continue to send staff to annual meetings for COSUGI and other technology based organizations.
 - (4) Design staff training using tools like Niche Academy, video and screen casting.
- The Portage District Library will build the necessary technology infrastructure so support the library building project and extend its network to support new systems and devices.

Keeping Up-to-Date on New Technologies in the next three years (2021-2023):

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

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

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

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

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

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

Following extensive analyses as described above, the library's *3-Year Technology Plan* is re-evaluated each year in light of direct and relayed observations, state and national trends, new technological advancements, economic conditions and most importantly PDL usage statistics. It is updated accordingly and presented to the Library Board in July of the following year. Due to the constant advancements and rapid changes in technology, the library's *3-Year Technology Plan* is in a constant state of evolution and should be regarded as a work in progress or living plan.

CONCLUDING REMARKS:

The *Portage District Library's 3-Year Technology Plan* serves as a master planning document for technology at the library. It is intended to be used by the Library Systems Administrator and our system integrators as a "blueprint" for the library's technology infrastructure. The details that are provided in this document will outline the library's vision for its network in 2021-2023 and will be used as a guide for selecting technologies and software in the future. For these reasons, a significant amount of time and effort will be spent defining expectations and desired outcomes for technology at the library, and the contents of this *3-Year Technology Plan* will reflect that effort and will also coincide with the library's approved Ends Statements which drive all activities at the library including the library's technology initiatives and the library's budget.

Mission Statement

To inspire learners, enrich lives, and empower our community.

Vision Statement

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

Ends Statements 2018-2020

Ends Statement #1

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

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

Ends Statement #2

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

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

Ends Statement #3

Be a leader in strengthening our community.

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

Ends Statement #4

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

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

Operational

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

State of Library Network

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

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

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

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

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

Staff Technology - Currently, the library has a mixture of desktops and laptops totaling 97 devices (workstations, laptops and tablets) and has a standardized brand and model. This standardization reduces the TCO (total cost of operations) for the library and enables the library to employ a single network administrator. The library operates 7 networked laser printers and 2 color copier/printers for staff printing. These imaging units have been located strategically throughout the library for ease of use and need.

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

Network Services

The Portage District Library's network is expected to maintain the following list of services:

- ❑ Integrated Library Automation Services
 - SD Symphony: Cataloging, Circulation, Acquisitions, Serials, MobileCirc
 - SD Enterprise Discovery Server: Internal Public Access, External Public Access, Enriched Content Services, Integrated Searching Services, eResources Central
 - SD Web Services Server
 - SD SIP Services: Authentication to Databases and E-Content
 - BlueCloud Analytics: Statistical Data from our Integrated Library System
 - Exit-Watch: Bibliotheca software for monitoring RFID exit gates
 - Bibliotheca Self-Checkout, Auto Check-in, Digital Library Assistant
 - EZ- Proxy: Authenticated Access to Licensed Databases for Remote Access
 - ContentDM: Digital Archive Software
- ❑ Public Access Computing Services
 - Envisionware PC Reservation – manages computer access for patrons
 - Envisionware LPT:One – manages vended public access printing
 - Envisionware LDS (Library Document Station): Copy, Scan and Send Services (Copy, Fax, Smart Device, USB, Email, OneDrive, Google Drive, and Dropbox)
 - OpenDNS Umbrella: Public Access Filtering and Security Services.
 - Envisionware MobilePrint: printing from home or from patron device
 - Circulating Laptops for patron use throughout the library
 - Circulating Mobile Hotspots
- ❑ Edutainment Services:
 - Educational Computers
 - Digital Signage application offers the library a dynamic information portal for internal services
- ❑ Business Applications Services
 - Cisco Call Manager VoIP Services
 - Business Productivity Applications: Microsoft Office 2016/Office 365
 - Intranet Services: Microsoft Teams / Sharepoint
 - Accounting Services: Blackbaud Financial Edge, PaperSave Pro
 - Business Intelligence: Infortel Call Accounting, Proclarity and SQL Server
 - FundRaising Services: DonorPerfect
 - Schlage Prox Key Security Services
 - IT Management: Spiceworks, Software Update Services, Faronics Deepfreeze, Ninite Pro, AD Group Policies, Sophos AV, Veeam Backup and Replication, HP Management Software, VMware Vcenter, vSphere
- ❑ Printing Services
 - The library offers both black/white & color printing services to both the public and the library staff.
- ❑ Internet Services
 - The library currently uses a dynamic fiber optic connection to the Internet. This connection is the most crucial tool for delivering library services. The library uses this connection to replicate its core network operations center as well as store backups.

Web Services

The following is a list of Web-Based Services that the library expects to maintain, develop and enhance:

- ❑ Library Website
 - A crucial service for all organizations today is their website. The library will focus on developing an application that is manageable by a wider spectrum of library staff and keeping content fresh and accurate. The focuses of this site will be (1) public access catalog for both traditional and e-material, (2) research resources including Internet links, research databases and interactive features between staff and patrons, and (3) library programs and events for ongoing personal development.
- ❑ Library Online Databases
 - Online Databases (Internally and EZProxy) is also a key focus for the library's image. Offering a broad array of accessible database content will continue to make the library a choice information provider.
- ❑ Library Public Access Catalog
 - The Public Access Catalog (Enterprise) allows patrons to search and retrieve information on the library's holdings both in-house and remotely. This service has grown dramatically over the past three years and is expected to continue to develop. Enrichment tools like Novelist, Cover Art and Book Reviews have dramatically increased the usability, reader advisory services and self-service discovery. The library will extend these functions to include eContent (eBooks and eAudio) utilizing eResource Central and may consider local history content.
- ❑ Library E-Services
 - The library publishes an e-newsletter monthly to keep patron informed about events at the library. The library also offers e-notices for holds/overdues/pre-due notices. The library also offers access to its local history resources through its digitization project. In 2017, the library moved from a locally developed Summer Reading software product to a SaaS model provided by BeanStack.
- ❑ Library Events Calendar Online
 - Library Programs & Events are a popular service provided by the library and is managed by Evanced, an online meeting room and event booking software.
- ❑ Library Mobile Services
 - Library Information, Searching, Digital Content Access through mobile applications. The current Mobile Apps menu is Overdrive, Freegal, Tumblebooks, and Hoopla and these mobile/web apps are used for eMaterials. Boopsie and Bookmyne are mobile searching apps for the library catalog and digital information.
- ❑ Library Social Media Services
 - The library is actively using Facebook and Twitter as a marketing and communication tool for its traditional and digital services. These services have grown dramatically over the past 2 years and will continue to grow as the library operationalizes its use with daily operation.

Evaluating Our Progress

The goals and objectives for Portage District Library’s network and web design is reviewed on an ongoing basis through a combination of internal meetings of the administrative, social media, and departmental teams, as well as, external meetings with network and web partners.

In addition to these teams, the library utilizes staff attendance at library and technical conferences to keep up-to-date on technological advancements in the library field. The library also schedules annual network security audits to address the library’s progress toward securing its network borders and protecting its most valued asset “information”.

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

These internal and external meetings allow the library to make any necessary course corrections throughout the life of its technology. Applying these pragmatic plans create a more dynamic and responsive set of library technologies. Each year this living document will ebb and flow with the changing needs of technology at the Portage District Library.

PORTAGE DISTRICT LIBRARY

Glossary of Technology Terms

July 2020

Technology Terms	DEFINITION
AP	Access Point
API	API is “application programming interface “ and is the connection between hardware devices, applications, or different sections of a computer network. It defines the ways by which an application program may request services from libraries and/or operating systems. An API determines the vocabulary and calling conventions the programmer needs to employ to use the services.
Authentication	Authentication is a security measure designed to establish the validity of a transmission, message, or originator, or a means of verifying an individual's authorization to receive specific categories of information.
Bandwidth	Bandwidth is a data transmission rate; the maximum amount of information (bits/second) that can be transmitted along a channel).
Client	Client is an application or system that accesses a remote service on another computer system, known as a server, by way of a network. The term was first applied to devices that were not capable of running their own stand-alone programs, but could interact with remote computers via a network. These dumb terminals were clients of the time-sharing mainframe computer.
CKO/CKI	Check-out/Check-in
Cloud Computing	Cloud computing means using multiple server computers via a digital network, as though they were one computer. Often, the services available are considered part of cloud computing.
Content Management System	A Content Management System is used to manage the content of a web site. Typically, a CMS consists of two elements: the content management application (CMA) and the content delivery application (CDA). The CMA element allows the content manager or author, who may not know Hypertext Markup Language (HTML), to manage the creation, modification, and removal of content from a Web site without needing the expertise of a Webmaster. The CDA element uses and compiles that information to update the Web site. The features of a CMS system vary, but most include Web-based publishing, format management, revision control, and indexing, search, and retrieval. Blogs and wikis are forms of content management systems.
Enterprise	Enterprise is the new public access library catalog. It replaced the old EPS Rooms catalog in March 2012. It is a multi-faceted search interface allowing external content to be pulled from Bowker Cover Art, Ebsco Novelist, Facebook, Google and professional review sources. In addition, now allows fines to be paid via PayPal.

eResource Central	eResource Central® (eRC) brings all of our providers together into a unified interface and eliminates the need to redirect patrons outside the library OPAC to unfamiliar interfaces, making the entire process more comfortable. eRC lets users search eResources alongside physical content, see real-time availability and previews for eResources, and download most titles from within the catalog.
Fiber Optic Connection	Fiber Optic Connection is a mode of connection utilizing a glass or plastic fiber that carries light along its length. Fiber optics is the overlap of applied science and engineering concerned with the design and application of optical fibers. Optical fibers are widely used in fiber-optic communications, which permits transmission over longer distances and at higher bandwidths (data rates) than other forms of communications.
ILS	Integrated Library System
Internet	The Internet is a shared global computing network based on standards including Internet Protocol (IP), Simple Mail Transfer Protocol (SMTP) and the Domain Name System (DNS), which enables global communications between all connected computing devices and provides the platform for web services and the World Wide Web.
Michigan Evergreen	The Michigan Evergreen Project is an Open Source shared catalog administered by the Michigan Library Consortium and the Grand Rapids Public Library utilizing the Evergreen Open Source Integrated Library System.
Migration	Migration is the process of moving data from one storage device to another, or more specifically, the process of translating data from one format to another. Data migration is necessary when an organization decides to use a new computing systems or database management system that is incompatible with the current system. Typically, data migration is performed by a set of customized programs or scripts that automatically transfer the data.
MDF	Main Distribution Frame is where network cabling is terminated and typically is also called the Server and Switching Room. For the library, the MDF is synonymous with the Server Room or Data Center.
Open Source	Open Source Software (OSS) is software for which the underlying programming code is available to the users so that they may read it, make changes to it, and build new versions of the software incorporating their changes. There are many types of Open Source Software, mainly differing in the licensing term under which (altered) copies of the source code may (or must be) redistributed.
PAC	Public Access Computer
PBX	PBX means “Private Branch Exchange (PBX) and is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public. PBXs make connections among the internal telephones of a private organization and also connects them to the public switched telephone network (PSTN) via trunk lines. Because they incorporate telephones, fax machines, modems, and more, the general term "extension" is used to refer to any end point on the branch.

Peripheral Technologies	Any external device that provides input to the computer or receives output from the computer is considered a peripheral.
Platform	A platform in computer terms describes some sort of hardware architecture or software framework (including application frameworks), that allows software to run. Typical platforms include a computer's architecture, operating system, programming languages and related runtime libraries or graphical user interface.
PoE	Power over Ethernet
Portal	Portal is a term, generally synonymous with gateway, for a World Wide Web site that is or proposes to be a major starting site for users when they get connected to the World Wide Web or that users tend to visit as an anchor site. There are general portals and specialized or niche portals. Some major general portals include :Yahoo, Excite, Netscape, Lycos, CNET, Microsoft Network, and America Online's AOL.com.
RFID	Radio-frequency identification (RFID) is the use of an object (typically referred to as an RFID tag) applied to or incorporated into an object for the purpose of identification and tracking using radio waves. Some tags can be read from several meters away and beyond the line of sight of the reader. Most RFID tags contain at least two parts. One is an integrated circuit for storing and processing information, modulating and demodulating a radio-frequency (RF) signal, and other specialized functions. The second is an antenna for receiving and transmitting the signal.
RSS Feed	RSS (most commonly translated as "Really Simple Syndication" but sometimes "Rich Site Summary") is a family of web feed formats used to publish frequently updated works—such as blog entries, news headlines, audio, and video—in a standardized format. An RSS document (which is called a "feed", "web feed", or "channel") includes full or summarized text, plus metadata (information about an informational resource) such as publishing dates and authorship.
SaaS	SaaS (Software as a Service) is basically a hosted online services that is fully supported by the vendor providing the service. SaaS services can be implemented for critical enterprise services as well as software service extensions. The library currently is moving its core business and patron services to SaaS to leverage vendor expertise and infrastructure.
SAM	SAM is “Smart Access Manager,” a software program for managing patron use of library computers. It enables the library to manage patron use of library computers by recognizing patrons individually, automatically giving Internet access consistent with library policy and each patron's choice, as well as applicable regulation. It also enforces library rules governing Internet computer session length and frequency of patron computer use.
SAN Switch	SAN (Storage Area Work) Switch is device that routes data between servers and disk arrays in a storage area network (SAN). It typically refers to a Fiber Channel switch.
SCKO	Self Check-out
Server	A Server is any combination of hardware or software designed to provide services to clients. When used alone, the term typically refers to a computer

	which may be running a server operating system, but is commonly used to refer to any software or dedicated hardware capable of providing services.
SharePoint Services	SharePoint Services is a collection of products and software elements that includes, amongst a growing selection of components, Internet Explorer based collaboration functions, process management modules, search modules and a document-management platform. SharePoint can be used to host websites that access shared workspaces, information stores and documents, as well as host defined applications such as wikis and blogs.
SLA	Service Level Agreement
Symphony	Symphony is SirsiDynix Company's comprehensive, integrated library and consortium management system for all technical and public services including both basic and advanced capabilities for Circulation, Cataloging, Serials, Acquisitions, Outreach, Materials Booking, Reserves, Accountability, and more.
T-1 Line	T-1 line is a digital point-to-point signal that connects a computer to the Internet and carries 1,544,000 bits per second.
Tablet Computing	A "tablet computer", or simply "tablet", is a complete computer contained entirely in a flat touch screen that uses a stylus, digital pen, or fingertip as the primary input device instead of a keyboard or mouse
Thin Client	Thin Client is a client computer or client software in client-server architecture networks which depends primarily on the central server for processing activities, and mainly focuses on conveying input and output between the user and the remote server. Many thin client devices run only web browsers or remote desktop software, meaning that all significant processing occurs on the server.
UPS	Uninterrupted Power Supply
VDI	VDI is "virtual desktop infrastructure" that refers to the process of separating a personal computer desktop (its applications, files and data) from the physical machine. The 'virtualized' desktop is stored on a remote central server instead of on the hard-drive of the local personal computer. This means that when users work from their desktops, all of the programs, applications, processes and data used by the desktop are kept and run centrally, allowing users to remotely access their desktops on any device which is capable of displaying the desktop, such as a PC, laptop, smart phone or thin client.
Virtualization	Virtualization is a method of running multiple, independent, virtual operating systems on a single physical computer. It is a way of maximizing physical resources to make the most of an investment in hardware. As an added bonus of virtualization, you get a disaster recovery plan because the virtualized images can be used to instantly recover all your servers.
VOIP	VOIP means "Voice Over Internet Protocol" and is a general term for a family of transmission technologies for delivery of voice communications over Internet Provider networks such as the Internet or other packet-switched networks. Other terms frequently encountered and synonymous with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), <u>broadband</u> telephony, and broadband phone.

Web 2.0	Web 2.0 refers to the second generation of web development and web design. It is characterized as facilitating communication, information sharing, interoperability, user-centered design and collaboration on the World Wide Web. It has led to the development and evolution of web-based communities, hosted services, and web applications. Examples include social-networking sites, video-sharing sites, wikis, blogs, etc.
Wiki	A wiki is a type of collaborative software program that typically allows web pages to be created and collaboratively edited using a common web browser. Websites running such programs are themselves referred to as wikis.
Wireless Access	Wireless access is connectivity that permits services, such as long range communications, that are impossible or impractical to implement with the use of wires. The term is commonly used to refer to telecommunications systems (e.g., radio transmitters and receivers, remote controls, computer networks, network terminals, etc.) which use some form of energy (e.g. radio frequency (RF), infrared light, laser light, visible light, acoustic energy, etc.) to transfer information without the use of wires.

Portage District Library
2nd Quarter Report
June 30, 2020

Revenue		Percent of Year Gone -->				50%		
General Ledger Category	2nd Qtr. Budget	2nd Qtr. Actual	2nd Qtr. % Received	2020 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Received	
Total Tax Revenue	\$ 234,364	\$ 445	0%	\$ 4,798,747	\$ 4,695,391	\$ 4,695,391	98%	
Other Revenue	41,250	60,401	146%	242,378	105,666	105,666	44%	
Revenue from Reserves	517,357	517,357	100%	517,357	517,357	517,357	100%	
State Aid Revenue	-	20,725	0%	350,563	324,815	324,815	93%	
Total Revenue	\$ 792,971	\$ 598,928	76%	\$ 5,909,045	\$ 5,643,229	\$ 5,643,229	96%	

Expenses		2nd Qtr. Budget	2nd Qtr. Actual	2nd Qtr. % Spent	2020 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Spent
Total Salaries & Wages	\$497,468	\$394,901	79%	\$1,621,747	\$708,307	\$708,307	44%	
Total Fringes & Benefits	210,310	122,486	58%	659,648	244,386	272,542	41%	
Total Library Materials	248,349	63,212	25%	761,248	300,823	399,486	52%	
Total Utilities	50,835	23,678	47%	136,570	41,628	41,628	30%	
Total Buildings	137,757	30,779	22%	273,420	87,241	162,778	60%	
Total Furnishings & Equipment	33,380	0	0%	33,380	0	22,965	69%	
Total Supplies	72,064	13,569	19%	165,474	35,122	57,010	34%	
Total Professional Services	141,769	43,715	31%	354,338	129,816	150,817	43%	
Total Other Charges	100,572	23,338	23%	354,324	163,473	238,594	67%	
TOTAL OPER. EXPENSES	\$ 1,492,504	\$ 715,678	48%	\$ 4,360,149	\$ 1,710,796	\$ 2,054,127	47%	
TOTAL CAPITAL PROJECTS	\$ 779,279	\$ 157,721	20%	\$ 1,370,459	\$ 176,227	\$ 251,638	18%	
TOTAL EXPENSES	\$ 2,271,783	\$ 873,399	38%	\$ 5,730,608	\$ 1,887,023	\$ 2,305,765	33%	

EFFECT ON FUND BALANCE *	\$ (1,478,812)	\$ (274,471)	\$ 178,437	\$ 3,756,206	\$ 3,337,464
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Cash Flow Analysis of 2020 money only		Cash Flow Analysis of all money including prior year(s)	
2020 cash as of 3/31/2020	\$ 4,537,939	12/31/19 Audited Total cash (Fund Equity*) minus liabilities	\$ 7,304,916
+Second Quarter Revenues	598,928	+ 2020 Revenues	5,643,229
- Second Quarter Operating Expenses	715,678	- 2020 Operating Expenses	1,710,796
- Second Quarter Capital Projects	157,721	- Capital Projects	176,227
		- General Reserves	698,660
		- Building Reserves	50,000
		- Benefits Reserve	29,741
		- Technology Reserve	111,305
		- Patio Feasibility Reserve	4,700
		- Personal Property Tax Reserve	805,946
		- Building Improvement Reserve	2,022,500
		- Library Endowments	67,889
		- Encumbrances	418,742
2020 cash as of 6/30/2020	\$ 4,263,468	Total available cash as of 6/30/2020 (Fund Balance*)	\$ 6,851,640

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

* Fund Equity is defined as the excess of fund assets and resources over fund liabilities. The Fund Balance is the Fund Equity minus any reserves.

Property Taxes - Property Tax collections are completed for the year with the receipt of the delinquent real property taxes from Kalamazoo County and the Payment in Lieu of Taxes (PILT) reimbursement from the City of Portage. The library received \$105,889 from these sources in July. With the receipt of this revenue the Library will be \$2,533 over its annual budget for tax revenue for FY2020.

State Aid Revenue - The library has received its 2nd and last state aid check for the year in July. The amount of this receipt was \$21,061 and brings total State Aid receipts to \$41,767. This is \$4,267 higher than budgeted. The Library has received its distribution from the Local Community Stabilization Fund for personal property tax reimbursement. The distribution was \$8,973 less than anticipated.

Revenue from Reserves - This category is used to track the inflow of funds from the various Reserve accounts, as well as from Unassigned funds. As part of the library's FY2020 budget, the library will set aside 13% of its budget into a General Reserve. In doing so, the General Reserve from the prior year will be increased by \$178,437 in FY2020. Funds have been added to the FY2020 budget for the following items: prior year encumbrances (\$517,357).

Other Revenue - Other Revenue is slightly behind pace for this time of year. The majority of this category is comprised of Fines and Fees, Penal Fines and interest income. Fines and Fees are behind pace since the COVID-19 pandemic closed the Library for several months and the Library elected to turn off late fees in the 1st qtr. Fines and Fees has picked up since the Library has reopened but will never get back to the budgeted amount for the year. Penal Fines are not expected to be collected until July. The Library does not budget for donations, but instead chooses to request budget amendments when they are received and needed for use. The Library has received \$34,673 of donations and grants to date. Interest Income is slightly ahead of pace for this time of year, but as investments mature and are reinvested, rates available will be at a much lower rate. The Library received a distribution of \$19,106 from its building insurance carrier in the form of a premium distribution. This has been a trend over the last several years as earning from the insurance carrier has outpaced claims.

Salaries & Wages - Salaries & Wages are below pace for this time of year. The approximate \$102,000 that the Library is under budget is mainly due to full-time vacancies for positions that were planned to be filled in FY2020. These positions are on hold due to the uncertainty of state and local funding in the future.

Fringes & Benefits - Fringes & Benefits are less than the 50% expended as of June 30, 2020. This is due to two employees opting out of the Library's insurance plan and picking up a spouse's insurance plan, and the vacant positions noted above. Based on this scenario, there should be a surplus of funds at the end of the year.

Library Materials - This category shows that it is on pace for this time of year. During the Library closure, the Library was not receiving new material from its vendors. However, material was being ordered and being held until the Library's reopening. Once the Library reopened, material has been arriving and purchasing is back on track. The percentage of material expended through June 30, 2020 is a little higher than expected, with the closure, because it includes material ordered in FY2019 that did not arrive until FY2020. As the year progresses, the Library should be able to get on track with its ordering and expend its budgeted funds.

Utilities - Utilities are under budget for this time of year. Gas & Electric comprise the largest expenditure line in this category and expenditures are below budget for the year. The Library experienced a warmer than normal winter and was temporarily closed for almost three months. During the closure, the Library was not using the amount of electricity it normally would have had to do the elimination of computer activity, reduced lighting and changes to its HVAC demands.

Building - Year-to-date actual and encumbrances are greater than the 50% target due to the Purchase Orders being carried over from the prior year and the addition of building modifications for social distancing. Snow Removal was well below budget for the year and will allow ample funds available for November and December, should they be needed.

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Furnishings & Equipment - This category is over its target for this time of year. The original budget for this category is \$10,415. There are \$22,965 of encumbrances coming forward from 2019. Therefore, the majority of the expenses either occurred or are encumbered at June 30, 2020. Projects being carried over from the prior year include: book bins; atrium shelving; teen room display furniture; and DVD shelving.

Supplies - The supply category is under budget for this time of year. The majority of accounts in this category are used on an as needed basis. The library has tried to adopt a very conservative approach to its spending for lines such as supplies. Several areas where the Library is under budget include RFID supplies and postage. With the Library's closure, book processing and daily mailings to patrons were not occurring.

Professional Services - This category is slightly lower than the 50% target for several reasons. The Library had planned to add a second ethernet virtual circuit line (EVC) this year, but will hold off until after construction. Secondly, the Library has budgeted \$9,300 for fundraising activities and has not expended those funds to date.

Other Charges - This category is above the 50% target. This is a new trend and is due to the treatment of prepaids at the end of 2019. The Computer Repair and Maintenance line had a large number of support agreements that were treated as prepaids and thus their expense moved to the first quarter of 2020. Typically this line has a large portion of its expenses occur in the 3rd and 4th quarters, but this has shifted with the more aggressive treatment of prepaids.

Capital Projects - This category is well below the budget for this time of year. This is due to several reasons. The FY2019 Technology Project will not begin until the 4th qtr. Additionally, the Capital Maintenance line will not be used unless a major building repair needs to be completed that can not be covered in the Library's Building Repair & Maintenance line. Lastly, the Library has approximately \$955,000 budgeted in a Library Refurbishing Project line that will only be used for expenses attributed to the new construction. To date, the Library has incurred approximately \$145,000 of expenses related to the construction project. These expenses were for architect fees, land surveying, 3D scanning and hazardous material testing.