

## **NOTICE OF ELECTRONIC REGULAR MEETING**

### **LIBRARY BOARD MEETING PORTAGE DISTRICT LIBRARY Monday, October 26, 2020 at 6:00 p.m.**

The Library Board of the Portage District Library will hold a regular meeting on Monday, October 26, 2020 at 6:00 p.m. This meeting will be held electronically pursuant to 2020 Public Act No. 228. The purpose of this meeting is to consider any issues that may come before the Library Board. The Library gives notice of the following:

1. **Reason for Electronic Meeting.** The meeting and public hearing are being held electronically because of capacity restrictions and social distancing requirements. Therefore, the Library wants to ensure participation by the public if the public cannot be physically present.
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: Oct 26, 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/89022362521>

Or iPhone one-tap :

US: +16465588656,,89022362521# or +13017158592,,89022362521#

Or Telephone:

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

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

Webinar ID: 890 2236 2521

International numbers available: <https://us02web.zoom.us/j/89022362521>

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](mailto: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](mailto:qedwards@portagelibrary.info) within a reasonable time in advance of the meeting.

Dated: October 22, 2020

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

# PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting to be held on

**October 26, 2020**

via Zoom at 6:00 PM

## AGENDA

- I. Start of Meeting
- II. Roll Call
- III. Comments or Requests from the Public, Board Members, or Library Staff
- IV. Adoption of the Agenda for the Regular Meeting of October 26, 2020
- V. Consent Agenda (5 minutes) (Vote)
  - A. Minutes of the Regular Board Meeting of September 28, 2020. *Pg. 5-10*
  - B. Review of Donation Policy. *Pg. 11*
  - C. Approval of Holiday Schedule for Library Hours of Operation in 2021. *Pg. 12*
  - D. Monitoring Report – Communication & Support to the Library Board. *Pg. 13-16*
  - E. Monitoring Report – Ends Focus of Grants/Contracts. *Pg. 17-18*
  - F. Narrative Report for September 2020. *Pg. 19-27*
  - G. Report on Financial Condition for September 2020. *Pg. 28-30*
  - H. Marketing Update for September 2020. *Pg. 31-33*
  - I. Statistical Report for September 2020. *Pg. 34-35*
  - J. Legislative Report for September and October 2020. *Pg. 36-42*
  - K. Library Board linkage opportunities for November and December 2020. *Pg. 43*
- VI. Governance (10 minutes)
  - A. Approval of Resident/Non-Resident Policy and Non-Resident Fee Amount for 2020. *(VOTE) Pg. 44-47*
  - B. Review of Investment Policy and Library Investment Listing *(Info) Pg. 48-51*
  - C. Fines & Fees/Usage Policy and Fine Free Discussion *(VOTE) Pg. 52-57*
- VII. Ends Development (60 minutes)
  - A. Library Director's Accomplishment of Personal Goals for Fiscal Year 2020. *(Info) Pg. 58-59*
  - B. Library Director's 2020 Evaluation Process. *(Info) Pg. 60*
  - C. Third Quarter Strategic Planning Statistics. *(Info) Pg. 61-65*
  - D. Third Quarter Financial Report. *(Info) Pg. 66-68*
- VIII. Library Director's Comments (20 minutes total)
  - A. Building Update
  - B. Final remarks by Library Director for the October 26, 2020 Library Board Meeting.
- IX. Process Evaluation (10 minutes total)
  - A. Suggestions for Agenda Items to be included on the December 14, 2020 board meeting
    1. Minutes of the Regular Meeting held on October 26, 2020.
    2. Review of FOIA Policy
    5. Approval of Annual Calendar of Library Board Activities for FY 2021
    6. Adoption of Schedule of Library Board Meetings for 2021
    7. Report on Financial Condition for October 2020
    8. Report on Financial Condition for November 2020
    9. Marketing Update for October & November 2020
    10. Narrative Report for October & November 2020
    11. Statistical Report for October 2020
    12. Statistical Report for November 2020
    13. Legislative Update for November & December 2020
    14. Appointment of Nominating Committee Chair to Survey Trustees' Interest in Board Offices in 2021
    15. Personnel Committee's Recommendation for Library Director's Compensation in 2021
    16. End-of-Year Report on Accomplishment of all Ends in 2020

PORTAGE DISTRICT LIBRARY  
Agenda for the Regular Library Board Meeting

B. Assessment of this meeting

C. Miscellaneous Items

X. Adjournment

PORTAGE DISTRICT LIBRARY BOARD  
Minutes of the Virtual Board Meeting held on  
**September 28, 2020**

Portage District Library, 300 Library Lane – Portage, MI 49002

- I. Start of Meeting - Board members and staff gathered virtually via Zoom and the board meeting started at 6:00 PM.
  
- II. Roll Call -
  - Board Members Present:* Michele Behr, Jeanne Friedman, Cara Terry, and Tom Welsh
  
  - Board Members Absent:* Carol Bale (excused), Donna VanderVries (excused), Ted Vlieg (excused)
  
  - Library Staff Present:* Library Director Christy Klien, Jill Austin, Rolfe Behrje, Quyen Edwards, Rob Foti, Lawrence Kapture, Doran Lefaive, Abby Pylar, Andrea Smalley, Pam Triplett, Colin Whitehurst, and Laura Wright
  
  - Guests Present:* Ken Baker, Tom Vance, Linda Whitlock, and Antoinette Yanni
  
- III. Comments or Requests from the Public, Board Members, or Library Staff

Library 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 Friedman – Trustee Friedman said that she is so excited that the Library PASS card is ready for PPS students to use. She thanked the library staff for their hard work in getting this initiative up and running. Library Director Klien thanked Andrea Smalley, Laura Wright, Rolfe Behrje, and Colin Whitehurst for their work on this project. It is set to go live on Thursday, October 1, 2020.  
  
DISPOSITION: The Library Board acknowledged the comments made by Trustee Friedman.
  
- IV. Adoption of the Agenda for the Regular Meeting of September 27, 2020

Library Board Chair Welsh asked if there were any changes needed to the agenda for the September 28, 2020 board meeting before its adoption and none were requested. Welsh asked for a motion to adopt the agenda.

MOTION: It was moved by Trustee Terry and seconded by Trustee Behr that the Library Board adopt the agenda for the regular meeting of September 28, 2020. Roll Call Vote: Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 4-Yes, 0-No, 3-Absent (Bale, VanderVries, Vlieg). Motion carried.
  
- V. Consent Agenda

Library Board Chair Welsh asked if there were any changes needed to the consent agenda for the September 27, 2020 board meeting before its adoption. None were requested. Welsh asked for a motion to approve the consent agenda.

  - A. Minutes of the Public Hearing and regular board meeting held on August 24, 2020.
  - B. Narrative Report for August 2020.
  - C. Report on Financial Condition for August 2020.
  - D. Marketing Update for August 2020.
  - E. Statistical Report for August 2020.
  - F. Legislative Update for August 2020.
  - G. Library Board Linkage opportunities for October 2020.
  - H. Review of Materials Selection Policy.
  - I. Review of Internet Policy.
  - J. Review of Capitalization Policy.

MOTION: It was moved by Trustee Friedman and seconded by Trustee Terry, to approve the consent agenda as presented. Roll Call Vote: Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 4-Yes, 0-No, 3-Absent (Bale, VanderVries, Vliet). Motion carried.

VI. Governance

A. Initiation of Library Director’s 2020 Evaluation Process

Board Chair Welsh reminded trustees of the Library Director’s Evaluation process. The Personnel Committee, made up of Trustee VanderVries, Trustee Friedman, and Board Chair Welsh will meet to discuss the evaluations one received and make a recommendation regarding renewing the Library Director’s contract as well as compensation. Library Board Secretary Edwards said that the evaluation forms are available for review in the packet and that, following the meeting, she would be sending out .pdfs that can be filled out on the computer for those trustees who would prefer not to handwrite. A date was set for when the evaluations will be due after the October Board Meeting at which time trustees will also receive an update report regarding the Library Director’s Yearly goals. A tentative date was set for Friday, November 20.

DISPOSITION: Trustees received the information about the Library Director’s yearly evaluation.

VII. Ends Development

A. Report on 2020 Summer Reading Program

The Summer Reading 2020 Report was presented by Youth Services Librarian Andrea Smalley. She began her presentation by joking that everyone has heard the word unprecedented quite often this year, but the word also fits regarding the Summer Reading Program. It was an unprecedented summer. Smalley said that the staff took this unique time to make lemonade out of lemons and experimented with changes to the program that they have been talking about for a while. The goal, as the library building was reopening at 25% capacity and programs were all going online, was to keep people engaged with reading and the library. Staff decided to keep the main traditions of summer reading and continue with the use of the BeanStack app to track reading. Adults and teens recorded books read. The younger kids were asked to track days read so that they could set their own benchmark.

Across all three departments, we saw lower participations than usual. However, this was paired with significantly higher percentages of progress, participation, and ultimately, completion. Patrons who were engaged with Summer Reading in 2020 were very engaged!

The Summer Reading Program also saw a large change in the prize structure. For many years, the library has distributed small physical prizes. While we have wanted to move away from these types of incentives, this year it was imperative to find another solution. This year, we wanted to engage with the community so we purchased gift cards to local business – food, books, and more. We gave out 118 gift cards for adults, 72 for teens, and 201 gift cards to the youth.

Our wonderful Friends of the Portage District Library donated \$12,500 for programming and prizes this summer. We also had two anonymous sponsors. One sponsor has been supporting our philanthropic option, which in years past went to support projects at Heifer International. With our local focus this year, the youth had the option to convert their reading time into a donation to the Portage Community Center, our neighbor and a great organization that is helping people in our community. We were fortunate to have a second donor who is especially interested in “getting books into kids hands which gave Youth Services the opportunity to give away more books this year than ever before – over 400 books were given away at 25, 40, and 60 days of recorded reading.

Smalley concluded that we hope we do not have another summer like this, but we were happy and gratified with the way the changes created interactions with our patrons, the way we were able to use our curbside services to deliver prizes, and to hear that people were missing their library and the librarians. Final comments: Patrons were ok with changing the prize structure as staff received positive comments. Our Teen Librarian Olivia Pennebaker received excellent feedback from a teenager. The Adults had

activity challenges they could participate in addition to reading. Families expressed gratitude for a way to keep their kids reading through the summer as well as online programs and craft kits.

Smalley opened the floor to questions from trustees.

Trustee Behr asked if some businesses matched purchased gift cards with additional donations and Smalley responded that while some did, she did not solicit them because times are tough for small businesses. She said that the library did receive a larger quantity of free Pizza Hut coupons that they were able to distribute to every child that participated in the program this year. Behr also asked if next year is more “normal” would the staff keep the new prize structure. Smalley said, yes they would consider keeping it as it led to more engagement with patrons especially talking about and selecting books for prizes. Programming changes have led to what they are calling “boutique programming” which involves fewer participants, but is tailored to their specific interests. Right now, we feel like we have small groups of patrons who are longing for connection.

Smalley concluded her report by mentioning that because staff are not eligible to receive prizes from the general reading program, Adult Services Librarian Ruth Cowles puts together a fun staff program each summer.

DISPOSITION: Trustees received the information about the 2020 Summer Reading Program and thanked Smalley for her report.

B. Fine Free Discussion

Library Director Klien said that for the last few months since the library reopened following a building closure, the Board has voted to check in items fine free. Staff are still investigating options for going fine free permanently and looking at experiences at other libraries. This movement is an ever-growing philosophy, and we strongly encourage our Board to move in that direction. Klien said that staff have looked at a number of policies and have come up with a recommendation beginning with a new notice structure for overdue items.

Our proposal is to remove overdue fines for all material types and all patron types. We have drafted a notice schedule using a neighboring library’s format since we share the highest number of reciprocal borrowers or duplicate users. We also looked at how we could modify our current process for notifications.

Proposed Fine Free Report/ Notice Schedule:

- Report attempts auto renewal up to 2 times
- Reminder notifications: 5 days prior to due date for 14 & 28 day loan;  
3 days prior to due date for 7 day loan (email only)
- Notification of non-renewal; Recall notice on first day overdue (email only)
- 1st Overdue notice 7 days after due date (email/print)
- 2nd Overdue notice 14 days after due date (email/print)
- 3rd Overdue notice 21 days after due date (email/print)
- Report blocks users with items 28 days overdue
- Assumed Lost/Final Billing notice 28 days after due date (email/print)

Library Director Klien opened the floor to comments and questions from trustees. Trustee Terry asked for clarification regarding email notices. Patrons only receive print if they haven’t provided an email.

Trustee Friedman asked if blocking accounts will happen just to the one account that the items are checked out on or if family accounts are linked and also blocked. Klien responded that the block would apply only to the individual’s account.

Trustee Behr asked if this notification schedule is only for physical material. Klien responded yes, this applies to physical materials only. eMaterials are automatically returned on the due date and have no fines associated with them. Behr asked if an item is billed as lost and later down the line, they returned it if there is an associate processing fee or is everything waived. This question led to a discussion about a library-specific collection agency.

Business Manager Rob Foti has looked into using a library specific collection agency called Unique to contact patrons after the billing notice is sent out and the materials still haven't been returned. It is called a "gentle nudge" program because the purpose is to get the materials back and keep the patron coming to the library. The agency has updated information about the dollar amount owed to the library, but no specific information about material titles. When making contact, the agency will direct patrons to get in touch with the library about account specifics. The information is never sent to the credit bureau to show up on people's credit report or affect their credit score. There is a \$9.99 service charge per account and most libraries charge this to their patrons as the processing fee. The service uses a combination of letters and phone calls to contact patrons and they report they are successful 50-60% of the time. The service receives weekly updates for new accounts at the threshold set by the library and nightly updates for current accounts so that they aren't contacting people that have returned items. The recommendation from Unique is to set the billed amount at no less than \$25 and no more than 60 days – when it comes to the dollar amount it is easier to collect on a smaller amount than a larger and on activity that is recent.

Klien said her recommendation is to move forward and use this service. After learning more about their methods and the fact that there is no connection to patrons' credit score, she is comfortable taking this additional step as the goal is simply to get materials back. The added bonuses of the service are that they have access to updated information so they can contact people that have moved or changed phone numbers. They also make phone calls, which are very time consuming.

Board Chair Welsh suggest revisiting the use of the service after a period of time to see if we hit that 50% mark of items returned.

Trustee Friedman asked how long are the contracts with the gentle nudge service. Foti said he believes there is no required contract, but that he would confirm that information with his service representative.

Trustee Behr said she had concerns about patrons being intimidated and wanted feedback from other libraries that currently use the services.

Circulation Supervisor Jill Austin said that Unique is a preferred vendor with SirsiDynix (our catalog system) and will have a smooth implementation process. She said Troy and Willard Libraries use that service and we can call and ask how it is working for them.

Library Director Klien wanted trustees to be aware that of the ten libraries that we have reciprocal borrowing policies with, eight are fine free in one way or another. Seven of the ten are completely fine free and one has no fines on children's materials.

With follow-up on some specific questions about a contract to use the Unique services as well as feedback on other libraries experiences with the product, the Library Board gave staff the go-ahead to have the Library's attorney draft an official fine free policy that they can vote on in October.

**MOTION:** It was moved by Trustee Friedman and seconded by Trustee Behr, that material returns be checked in fine free for the duration of the library quarantining materials or until the Library Board takes other action regarding fines. Roll Call Vote: Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 4-Yes, 0-No, 3-Absent (Bale, VanderVries, Vliet). Motion carried.

## VIII. Library Director's Comments

### A. Building Update

Library Director Klien said she wanted to give trustees a building update as we get closer to deadlines. She shared drawings of the building's new exterior including a new outdoor ramp, which is protected by an awning from elements and has a landing to rest, unlike the current ramp. The additions include 7,500 square feet on each floor, a contactless entry system for the front door and restrooms, and a café area with tables and vending. After reviewing the plans, she asked if trustees had any questions.



Trustee Terry asked about buying new furniture. She wondered what will happen if the virus goes on for a long period of time. Klien said that the construction is estimated to be finished by 2022, and hopefully by then there is a vaccine at least. We are also asking for furniture that is flexible, mobile, and easily cleaned.

Klien said that the team is continuing to work on a parking lot concept, and this includes discussions with the city.

We are still working on a contract for a temporary offsite location for at least a year during construction. We are working with a commercial realtor to negotiate with two separate places and are waiting to see if they will work with our budget which includes monthly rent, renovations, and moving costs.

In conclusion and as outlined in the memo in the board packet, Klien asked for the Board's approval to use contract purchasing for furniture.

MOTION: It was moved by Trustee Behr and seconded by Trustee Terry, that that in lieu of the competitive sealed bidding process, the library board authorizes the Portage District Library to purchase its new furnishings under a contract purchasing program. Roll Call Vote: Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 4-Yes, 0-No, 3-Absent (Bale, VanderVries, Vliet). Motion carried.

B. Final remarks by Library Director for the September 28, 2020 Library Board Meeting.

Library Director Klien said that she is pleased to confirm that the Library PASS cards will be launched on October 1<sup>st</sup>. She will update the Board on how the first month went at the next meeting. Staff have done a fantastic job working through this exciting initiative.

Klien said that she has every reason to believe that the October Library Board meeting will be virtual again, but will keep everyone posted if circumstances change.

IX. Process Evaluation

A. Suggestions for Agenda Items to be included on the October 26, 2020 board meeting

1. Minutes of the Regular Meeting held on September 28, 2020.
2. Review of Donations Policy.
3. Review of Investment Policy.
4. Review of Resident Non-Resident Policy.
5. Approval of Holiday Schedule for Library Hours of Operation in 2021.
6. Monitoring Report – Communication & Support to the Library Board.
7. Monitoring Report – Ends Focus of Grants/Contracts.
8. Update on Library Director's 2020 Evaluation Process.
10. Library Director's accomplishment of personal goals for FY 2020.
12. 3<sup>rd</sup> Quarter Financial Report for FY 2020.
13. 3<sup>rd</sup> Quarter Strategic Plan Statistics

B. *Assessment of this meeting* – There was agreement among trustees that this had been a productive meeting. Board Chair Welsh thanked everyone for their participation and discussion.

C. *Miscellaneous Items* – Library Board Candidate Ken Baker asked for a clarification on the Library PASS card. Klien explained that the Library PASS is a partnership between Portage Public Schools and the Portage District Library. The Library PASS (Portage Access for Student Success) was created to support student education by giving every Portage Public School student easy access to the Portage District Library's physical and digital resources. All students enrolled at the Portage Public Schools can use their Student ID number as a library card number to check out materials, use inter-library loan, and access the PDL Digital Library.

Library Board Secretary Quyen Edwards said that all four of the library board candidates received and responded to a few questions regarding their interest and qualifications for serving on the library board. That

information will be available to the public this week and Edwards will send out a link to trustees and candidates so that the information is accessible to interested parties.

XII. Adjournment –

Library Board Chair Welsh said that if there was no further business to be considered, that he would adjourn the regular board meeting of September 28, 2020.

DISPOSITION: The regular board meeting of September 28, 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

## PORTAGE DISTRICT LIBRARY

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### Donation Policy

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The library actively solicits donations and uses them to enhance library services.

Anticipated income from donations is not submitted as part of the budget process. Rather, as donated funds are received, they are recorded as income, accumulated during the fiscal year, and appropriated into the next fiscal year. Funds appropriated into a current fiscal year from the previous year's gift income are then budgeted for expenditure by the Library Board.

Specific requests made by donors will be satisfied by purchasing the requested items from the appropriation of the previous year's donations.

In the case of a large donation for a specific purpose, the funds will be transferred to the appropriate account for expenditure in the year in which they are received.

The intent of this policy is to preserve the Library Director's ability to fulfill specified memorial and non-memorial gifts as promptly as possible and to preserve the Library Board's right to allocate undesignated contributions to appropriate expenditure categories from the restricted contributions fund balance.

# PORTAGE DISTRICT LIBRARY

## Schedule of Library Closings in 2021

*(Submitted for Library Board approval on: October 26, 2020)*

The Portage District Library will be closed on the following selected federal holidays and special observance days in 2021:

CALENDAR DATE	OBSERVANCE
January 1, 2021 <i>(Friday)</i>	New Year's Day
April 4, 2021 <i>(Sunday)</i>	Easter
May 31, 2021 <i>(Monday)</i>	Memorial Day
July 4, 2021 <i>(Sunday)</i>	Independence Day
September 6, 2021 <i>(Monday)</i>	Labor Day
September 24, 2021 <i>(Friday)</i>	Staff Development Day
November 25, 2021 <i>(Thursday)</i>	Thanksgiving Day
December 24, 2021 <i>(Friday)</i>	Christmas Eve
December 25, 2021 <i>(Saturday)</i>	Christmas Day
December 31, 2021 <i>(Friday)</i>	New Year's Eve Closing at 5:00 PM

**Note #1:** The library closes on two traditional observance days: Easter Sunday and Christmas Eve (which are not federal holidays).

**Note #2:** When a federal holiday falls on a Saturday, it is usually observed by governmental entities on the preceding Friday. When the holiday falls on a Sunday, it is usually observed by governmental entities on the following Monday. However, since the library is open to the public on Saturdays, and on Sundays (except in summer), any federal holiday that falls on either a Saturday or a Sunday will be observed on those actual days and the library will be closed.

**Note #3:** The library has standardized the date for Staff Development Day as the 4<sup>th</sup> Friday in September, so the library will be closed on 9-24-2021.

**Note #4:** Due to the Covid-19 Pandemic and the effect it has had on our services and schedule, these closures are subject to change. Library staff will inform the Board of any necessary changes as soon as they are able.

PORTAGE DISTRICT LIBRARY

**Monitoring Report on Executive Limitation Policy:  
Communication and Support to the Library Board**

**POLICY:** The Library Director shall not permit the Library Board to be uninformed or unsupported in its work. Accordingly, the Library Director may not:

- Neglect to submit monitoring data required by the Library Board (see policy on Monitoring Library Director’s Performance) in a timely, accurate and understandable fashion, directly addressing provisions of board policies being monitored.**

**RESPONSE:** All board policy monitoring data has been submitted to the Library Board as required and noted on the Library Board’s annual calendar as follows:

<b>Board Executive Limitations and Public Service Policies</b>	<b>Dates when Monitoring Data was Provided to Library Board</b>
Art Exhibit and Gift Policy <i>(Public Service Policy)</i>	Provided information to the Library Board to review this policy on 4-27-20.
Asset Protection Policy <i>(Executive Limitation)</i>	Monitoring report provided to the Library Board on 4-27-20.
Capitalization Policy <i>(Public Service Policy)</i>	Provided information to the Library Board to review this policy on 9-28-20.
Community Meeting Rooms Policy <i>(Public Service Policy)</i>	Provided information to the Library Board to review this policy on 1-27-20.
Communication and Support to the Library Board Policy <i>(Executive Limitation)</i>	Provided information and communicated regularly throughout the year with the Library Board via: agenda packets, e-mails, e-newsletters, special mailings and presentations at board meetings; arranged for regular presentations by library staff to keep board members updated on library issues; Report by Behrje on 3-Year Technology Plan 7-27-20; conveyed important information to trustees, such as: Ends development and accomplishments; Friends of the Library activities cancelled due to COVID-19 ; fundraising initiatives(Spring Appeal, Annual Campaign, & Annual Report cancelled due to COVID-19); library monthly narrative & statistical reports; marketing activities; Public Hearing on FY 2021 Budget; Monitoring report on this policy will be provided to the Board on 10-26-20.
Compensation and Benefits Policy <i>(Executive Limitation)</i>	Monitoring report provided to the Library Board on 8-24-20.
Donation Policy <i>(Public Service Policy)</i>	Will provide information to the Board to review this policy on 10-26-20.
Patron Behavior Policy <i>(Public Service Policy)</i>	Provided information to the Library Board to review this policy on 5-18-20.
Emergency Library Director Succession <i>(Executive Limitation)</i>	Monitoring report provided to Library Board on 2-24-20.
Ends Focus of Grants or Contracts Policy <i>(Executive Limitation)</i>	Will provide information to the Board to review this policy on 10-26-20.
Financial Condition and Activities Policy <i>(Executive Limitation)</i>	Monthly & quarterly reports done all year; and Financial Audit Presentation on 7-27-20; will recommended allocation of gifts & donations on 12-14-20; provided data on fundraising initiatives as part of Library Director’s narrative reports in board meetings; and a Monitoring Report for this Executive Limitation was provided to Library Board on 4-27-20.
Financial Planning/Budgeting Policy <i>(Executive Limitation)</i>	Data provided in monthly & quarterly reports all through FY 2020. FY 2021 Budget projections given on: 6-22-20, 7-27-20, 8-24-20. Public Hearing was conducted on 8-24-20. Monitoring Report provided to Library

Monitoring Report on Executive Limitation Policy: Communication and Support to the Library Board

	Board on 4-27-20.
Fines and Fees Usage Policy <i>(Public Service Policy)</i>	Will provide information to the Library Board for policy review on 10-26-20.
Freedom of Information Act (FOIA) Policy <i>(Public Service Policy)</i>	Will provide information to the Library Board for review on 12-14-20.
Fundraising Policy <i>(Executive Limitation)</i>	Provided information to Library Board to review this policy on 4-27-20.
Global Executive Constraint <i>(Executive Limitation)</i>	Provided information to Library Board to review this policy on 1-27-20.
Heritage Room Policy <i>(Public Service Policy)</i>	Provided information to the Library Board on 6-22-20 to review this policy.
Internet Policy <i>(Public Service Policy)</i>	Provided information to the Library Board on 9-28-20 to review this policy.
Investment Policy <i>(Public Service Policy)</i>	Will provide information to the Library Board on 10-26-20 to review policy.
Library Privacy and Search Warrant Policy <i>(Public Service Policy)</i>	Provided information to the Library Board to review this policy on 1-27-20.
Materials Selection Policy <i>(Public Service Policy)</i>	Provided information to the Library Board to review this policy on 9-28-20.
Programming Policy <i>(Public Service Policy)</i>	Provided information to Library Board to review this policy on 4-27-20.
Reciprocal Borrowing Policy <i>(Public Service Policy)</i>	Provided information to the Library Board on 5-28-20 to review this policy.
Records Retention Policy <i>(Executive Limitation)</i>	Monitoring report provided to Library Board on 7-27-20.
Resident/Non-Resident Policy <i>(Public Service Policy)</i>	Provided information to Library Board on 7-27-20. Will provide information to the Library Board for additional policy revision on 10-26-20.
Treatment of Consumers Policy <i>(Executive Limitation)</i>	Monitoring report provided to Library Board on 2-24-20.
Treatment of Staff Policy <i>(Executive Limitation)</i>	Monitoring report provided to the Library Board on 8-24-20.

**2. Let the Library Board be unaware of relevant trends, anticipated adverse media coverage, material external and internal changes, particularly any changes in the assumptions upon which any board policy has previously been established.**

**RESPONSE:** The Library Board has been kept aware of all relevant trends, pertinent information and significant issues impacting the library. Examples of this are as follows:

- Federal mandates on privacy and Internet child protection
- State requirements for annual report to be eligible for state aid
- Monthly Michigan Library Association legislative updates on state activities
- Regular updates on state-wide legislative activities and decisions
- Gave a detailed presentation to Library Board on revenue projections for library
- Alerted Library Board to tax abatement issues and reductions in state aid funding to libraries
- Provided information on the Personal Property Tax and the state’s proposed reimbursement plan for lost PPT revenue.

**3. Fail to advise the Library Board if, in the Library Director's opinion, the board is not in compliance with its own policies on Governance Process and Library Board-Library Director Linkage, particularly in the case of board behavior, which is detrimental to the work relationship between the board and the Library Director.**

Monitoring Report on Executive Limitation Policy: Communication and Support to the Library Board**RESPONSE:**

- The Library Board has been in compliance with its own policies.

4. **Fail to marshal for the Library Board, as many staff and external points of view, issues and options as needed for fully informed board choices. [i.e., survey information, industry standards and benchmarks.]**

**RESPONSE:**

- Arranged for regular staff presentations to Library Board highlighting various areas and services at the library (Three-Year Technology Plan; marketing initiatives; revenue projections; tax capture; Summer Reading Program report; Amnesty Week report)
- Arranged for guests/presenters to come to board meetings: Library Auditor Rehmann Robson on 7-27-20. Other external presenters were not included in board meetings during 2020 due to the pandemic and needed change of focus. We plan to resume external presenters in 2021.

5. **Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types: monitoring, decision preparation, and other.**

**RESPONSE:** Presented information to Library Board in the formats they requested.

6. **Fail to provide a support mechanism for official Library Board, officer or committee communications.**

**RESPONSE:** The Library Board has been provided the complete support of the Library Director (Klien), the Assistant to the Library Director and Board Secretary (Edwards), and the Library Business Manager (Foti) in all matters of official Library Board, officer or committee communications. The support mechanism in place to assist the Library Board is a strong Library Administrative Team composed of these staff members, plus seven other Department Heads and team members who receive board directives and represent the Library Board's decisions and preferences to the rest of the library staff. The support service to the Library Board includes: participation in assessing current board policies and/or developing new policies as may be needed; implementation of board policies and enforcement with the public; review and revision of library Ends Statements as identified by the Library Board and development of activities and projects to accomplish those Ends; representation of board preferences to the public; conduct of general research, online database searches for information, making contacts on behalf of the Library Board, handling correspondence and e-mail communications for the Library Board, managing official documentation of Library Board activities, and any other activities as required by the board as a whole, or upon individual request, if necessary and endorsed by the Board Chair. Legal services are always available to the Library Board as well.

7. **Fail to deal with the Library Board as a whole except when (a) fulfilling individual requests for information or (b) responding to officers or committees duly charged by the board.**

**RESPONSE:** Proper attention has been given to the position of all Library Board members and in particular to the Board Chair and Vice Chair when communicating with the Library Board.

8. **Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Library Board.**

**RESPONSE:** There have been no instances of non-compliance with any policy of the Library Board, thus no need to report any such behavior.

9. **Fail to supply for the consent agenda all items delegated to the Library Director yet required by law or contract to be board-approved, along with the monitoring assurance pertaining thereto.**

**RESPONSE:** All items delegated to the Library Director or required by law or contract to be board approved have been included on the consent agenda with supporting monitoring assurance. Examples of this are: (1) the

Monitoring Report on Executive Limitation Policy: Communication and Support to the Library Board

annual financial audit; (2) the annual State Aid report to the Library of Michigan; (3) the Public Hearing on the Library's Proposed Budget in August; (4) annual review of the library's public policies and the Library Board's executive limitation policies; (5) end-of-year budget amendments, as needed; (6) establishment of an updated Non-Resident Fee for the coming year; and (7) approval of any outsourced service contracts or purchases potentially exceeding \$20,000.

**10. Fail to provide the Library Board with a Communication and Support Monitoring Report once a year.**

**RESPONSE:** This document serves as a "Communications and Support Monitoring Report" for Fiscal Year 2020, to assure the Library Board that all communications with the board have been handled appropriately and was included in the October 26, 2020 board meeting agenda packet.



PORTAGE DISTRICT LIBRARY

Monitoring Report on Ends Focus of Grants & Contracts for Fiscal Year 2020

**POLICY:** The Library Director may not enter into any grant or contract arrangements that fail to emphasize primarily the production of Ends and, secondarily, the avoidance of unacceptable means. Accordingly, the Library Director shall not:

- 1. Fail to prohibit particular methods and activities to preclude grantee or service provider funds from being used in imprudent, unlawful or unethical ways.**

**RESPONSE:** All appropriate methods and activities were followed to ensure that any grant funds awarded to the Portage District Library, as grantee of funds, from granting agencies were used in prudent, lawful and ethical ways. The grant applications that were submitted and approved in FY 2020 were:

Granting Agencies or Partners	Amount	Purpose of Grant or Contract
SMLC (Southwest Michigan Library Cooperative)	\$2,260	Portage District Library requested and was awarded an SMLC Collection Development Grant of \$1,000, an SMLC Technology Grant of \$1,000, and an SMLC PPE Grant of \$260.
Friends of the Portage District Library	\$12,500	2020 Summer Reading Program
Kalamazoo Community Foundation - Nancy Haner Memorial Fund	\$707.96	Portage District Library was awarded this grant to be used for “achieving library goals and purposes”.
Michigan Humanities Council	\$675.00	Michigan Humanities’ 2020 Great Michigan Read, <i>What the Eyes Don't See</i> by Dr. Mona Hanna-Attisha. Dr. Mona Hanna-Attisha’s presentation included her insights on the Flint water crisis, public health, COVID-19, and what we should do now.
CARES Act- Institute of Museum and Library Services and the Library of Michigan	\$5500.00	LSTA Public Library Services Grant for PPE expenditures and Digital Inclusion expenditures.

- 2. Fail to assess and consider an applicant’s capability to produce appropriately targeted, efficient results.**

**RESPONSE:** The Library Director, the Marketing Manager, and associated Administrative Team members and library personnel work closely together to look at any potential grant or contract opportunity for the Portage District Library.

3. **Fund specific methods except when doing so for research purposes, when the result to be achieved is knowledge about differential effectiveness of various methods.**

**RESPONSE:** The Library Director has not funded any specific methods that fall into this category.

## **Library Director's Narrative Report for October 26, 2020**

*(Activities at the end of September 2020 through the beginning of October 2020)*

### **Administrative Activities:**

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

- Participated in weekly Administrative Team meetings.
- Participated in weekly staff meetings.
- Worked Front Door Greeter Station shifts.
- Attended a Leading with Gratitude webinar on September 16, 2020.
- Participated in PDL Virtual Public Board Meeting on September 28, 2020.
- Met with C2AE and Walbridge for bi-weekly status meetings in September and October.
- Met with C2AE interior designers to discuss FFE on September 22, September 23, September 30, and October 8.
- Met with Kevin Brozovich from Rose Street HRM to discuss the library's Human Resource needs on September 24 and October 6, 2020.
- Met with C2AE architects to review the tech plan for the remodeled building on September 29.
- Had a conference call with our building insurance representative to discuss our coverage during our remodeling phase and offsite location on October 5.
- Discussed Unique Collection Services with three Michigan libraries on October 7.
- Participated in the SMLC Council and Board meeting on October 8.
- Participated in a Library of Michigan Library Directors Virtual Meetings on October 9.
- Toured a potential offsite temporary library location with C2AE, Walbridge, and staff building project team on October 13, 2020.
- Began the annual performance review process for staff during the month of October.

### **Maintenance and Building Services**

- Evaluating new sanitizing options and personal protection equipment sources.
- Investigating additional quotes and any potential options to replace the Atrium's 3 skylights and 8 vertical skylights that have delaminated and become discolored.
- Sprayed disinfectant throughout library and offices on September 23.
- The Library of Michigan Cares Act grant's reimbursement receipts submitted for PPE and new hot spot were accepted on September 23.
- Mite-E Exterminating conducted the pest control application on September 24.
- Reviewed the door hardware's security and technology plan with C2AE on Sept. 30.
- Completed corrective maintenance on the building's soft water resin system on Oct. 1.
- Participated in the FF&E planning discussion with C2AE on Oct. 1.
- Participated in the bi-monthly C2AE/Walbridge project review meetings on Oct. 5 and 19.
- Completed carpet cleaning on Oct. 8.
- Repaired EIFS wall above roof over the Checkout/Circulation areas on Oct. 8.
- Reviewed and created a Value Engineering priority list of items for Master Planning on Oct 8.
- Completed a walkthrough of a potential Portage building to determine operational viability, lease cost and budgetary buildout cost to move offsite during library's renovation next year on Oct. 13 with C2AE, Walbridge Construction Services and staff members.
- Submitted Library of Michigan Cares Act grant's interim report, which was accepted on Oct 14.
- The building's five year testing of fire protection infrastructure and sprinkler improvements were completed on Oct 15.
- Calculated occupancy levels for 50% library capacity in absence of the Executive Order of 25%.

- Awarded the purchase order for the removal of the burning bushes from the west and north sides in preparation to have access to the library's lower level skylights Oct. 16th.
- Completed personal goals and objectives along with my self-evaluation on my 2020 performance.
- 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 September 28, 2020 Board meeting:

- Management of the Curbside Pickup service by Kathy Morris.
- Kathy Morris provides assistance to Circulation Services with department management as needed.
- Worked with Jeff Chrystal of Kalamazoo Commercial Real Estate, Walbridge, and C2AE to tour temporary location for feasibility.
- Worked with RJ Naughton of PFM to provide up-to-date bond financing options for construction project.
- Review constant changes to FFCRA time off regulations to provide staff and the Library with up-to-date and accurate information.
- Met with John Schuemann and Debbie Graff of Rose Street Advisors to discuss Health Insurance quotes in the lead up to open enrollment in October/November.

**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

- Muffins and the Market – September 3<sup>rd</sup> and 9<sup>th</sup> - 18 total attendees

We teamed up with business librarian Warren Fritz to offer a zoom meeting to accommodate our Muffins in the AM program.

- Hamilton Trivia - September 15<sup>th</sup> at 7:00 PM - 12 attendees

All participants expressed their delight in the program and everyone won a prize.

- Drive-In Programming: Out of Favor Boys - September 19<sup>th</sup> at 3:00 PM - 100 attendees

We had excellent weather for PDL's first drive-in concert! Over 100 attendees showed up from all over the area. A reporter from the Local Spins even came to take pictures and posted a great article about the concert while mentioning that it was hosted at the Portage District Library.

- Michigan Notable Author Spotlight: Sport Ship Dog of the Great Lakes - September 23 - 12 attendees

We had a lovely group turn out for our Michigan Notable Author Spotlight of author Pamela Cameron. Because we hosted it webinar style, we were able to record this program and post it later on our YouTube channel and cross-post it in our eNews for patrons to re-watch if they missed the original event.

- Making the Case for Public Health: From Flint to COVID19 - September 30 - 100+ attendees

We collaborated with WMU and the Michigan Humanities to host this event featuring the Great Michigan Read Author, Dr. Mona Hanna-Attisha. Dr. Mona spoke about the Flint Water Crisis, COVID-19, health

disparities, PFAS, how to keep yourself safe, and how to be a courageous person. It was a stirring presentation.

#### Youth Services Programming Highlights

- Teens attended the Teen Art Space hosted by Teen Services Librarian Olivia Pennebaker on Zoom, where they created art and shared what they were working on while getting quality social time with peers.
- Fall storytimes have resumed. Youth staff Kristy Zeluff delivers a Family Storytime on Monday mornings and a Bedtime Storytime on Wednesday evenings. She has assembled storytime “kits” (one each of all the manipulatives that we use in storytime) and has started to distribute those to families.

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

- We are aiming to partially open the creation station in October, with guidelines that encourage patrons to be self-sufficient on the software that we provide because we do not have the ability to perform one on one training.

Create programming that promotes interactive learning

- The Teen Post-It Note Origami Craft Kit taught teens how to make several exciting origami crafts using ordinary post-it notes.

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

- Library staff created 9 videos in the month of September. Please see the last page of the Marketing Report for video titles and views.

Build programming and services that will reach groups at diverse levels

- Weekly “Take and Make” activities continue to fill up. September’s offerings included Kaleidoscope, Pop-up Puppet, Pirate Fun, Decoupage Jar Candle, and Woven Mug Rug options. Each activity is structured so that participants of different ages and abilities can enjoy them, and participation by caregivers is encouraged as well. Youth Assistants frequently create these activities, and their creativity is invaluable.

### **Ends Statement #2**

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

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

Project Updates:

Evaluate reference and periodical collections, in print and electronic formats, in order to find ways to increase use and lower cost of these services

- Please note, in this month’s quarterly report of statistics, under Ends Statement 2, we have far more holds older than 3 months than we should, 376 as opposed to 200. When looking at spending during quarantine, OverDrive collection manager Lawrence Kapture decided to stop focusing as much on

picking up copies to fill old holds and fill new holds with extra copies instead. There was a large surge in the number of holds over all in March, as would be expected from a large number of people needing to stay home. Overall, it was a 31% increase.

Since March, the percent change in the number of holds month to month has varied from +7 to -2, a sort of downward/mostly plateaued trend, which means that we are meeting current need. The 367 holds that are 5, 6, or 7 months old represent 9% of our total holds, and we currently feel that meeting immediate demand is preferable to filling that small percentage of holds.

Improve the accessibility and visibility of existing physical and electronic collections

- Teen Librarian Olivia Pennebaker submitted a Facebook post highlighting new YA titles for the library Facebook page. Youth Services will be highlighting collections regularly via Facebook as patrons are less likely to browse than before.

- Adult Services Librarian Ruth Cowles has been continuing to pick up and drop off books from Brookdale.

### **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

- Outreach Librarian Andrea Smalley spent much of September completing work on the PASS Card project, which provides every Portage Public School student with free access to digital and physical resources at the library. The launch date was October 1st. We will update the board with progress.

- Of special note in our program highlights, a drive in concert brought in over a 100 participants in September.

- Adult Services Associate Christina Doane created a 20 minute video covering how to register to vote, request an absentee ballot, important dates how to return an absentee ballot, and how to navigate the michigan.gov/vote website. Between the Library's YouTube channel and Facebook it has had over 300 views. It was a user friendly and complete overview of the registration and voting process. In addition, Christina has worked with Adult Services Librarian Katharyn Jones to ensure weekly and timely voting related content on social media (posts that gained likes and shares on Facebook) and proper signage throughout the library. All adult staff were informed about these efforts and how to navigate the related site mentioned to better help any patrons who may ask. Christina and Katharyn coordinated posters hung around the library and packets of useful information for National Voter Registration Day on Sept. 22, 2020. There were questions from interested patrons and we were able to give out some of the packets.

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

- The automatic registration of Portage Public School students for library memberships has been completed through the PASS program and agreement with the Portage Public School District. A total of 8,967 student membership records were uploaded from data provided by the school district. These memberships utilize the student ID number for access to services and do not require a physical library card. Information was provided to teachers, parents and students so that they would be aware of this new membership and access to services for all PPS students, regardless of residency or the status of any existing traditional membership they may already have established. In case students or parents would prefer a physical library card, they can request one be printed at the Youth Information Desk.

#### **Ends Statement #4**

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

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

Initiate a long-term CONTENTdm Scanning Project-

- For the 3rd Quarter, seventy-five images have been scanned. Also, the entire “processed” physical John Todd negative collection has been gone through and double-checked, the goal being to verify that all processed negatives and photographs are present and in their correct file and location. Additionally, the Heritage Room’s postcard collection has been seventy-five percent documented and preserved with the goal to achieve one-hundred percent processing to be completed by December 31st. This completes the first step of moving the Heritage Room’s vast postcard collection on-line.

Heritage Room Book Expansion Project

- The book project is moving forward slowly. Unfortunately, the pandemic has greatly limited the Heritage Room’s buying opportunities.

“Future History Project: South Westnedge Avenue Documentation”

- Local Historian, Steve Rossio, has continued to document Westnedge during the pandemic for the months of July, August and September. Along with documenting the pandemic, Mr. Rossio has also re-documented numerous properties that have changed since their original photographing due to closures, demolitions, alterations, new businesses and the like.

#### **Operational**

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

Project Updates:

Facilities Master Plan

- We are working with a real estate agent to investigate the potential of moving offsite during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction. A tour of a potential offsite location was conducted on October 13 with C2AE, Walbridge, and staff team.
- We continue to meet with the interior designers to discuss the aesthetics and future furniture needs of the library.

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

- Ten staff members will be attending the 2020 Michigan Library Association’s Annual Conference that is being held virtually at the end of October.

Maintain Symphony database of item and user records

- Deletion of inactive memberships halted in March 2020 and has not yet resumed. As we work toward normalized business practices and finalize any plans regarding library fines, the backlog of inactive

memberships will be cleared and the normal monthly purge will resume in 2021.

Manage self-checkout functionality and strive for greater use of self-checkout by library users.

- With the addition of Curbside Service, total self-checkout usage is 3% lower than last year's overall percentage. We are in the process of RFID tagging our magazine collection to make it easier for members to check those items out themselves. Previously, magazines could only be checked out at the Checkout Desk.

Sponsor annual community support initiatives

- The Annual Personal Care Item Drive took place in February 2020. However, items could not be sorted, counted and delivered before the library closed due to the pandemic. A total of 199 items that were collected are now able to be delivered.

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

- DNS and Filtering: OpenDNS Umbrella – Testing Umbrella remote profiles for iPads.

- Update EZProxy for database authentication - EZproxy has been updated to 7.0.116 and is now https compliant. The library has moved SIP authentication to SSL. The library is now reviewing all of its database stanzas to ensure that they are current for each database vendor. The library is applying for a new wildcard certificate for its ezproxy server that will eliminate SSL warnings after SIP authentication.

- Integrated Library System: SirsiDynix Symphony - Evaluating Symphony new features and bug fixes in the 3.70 upgrade. Scheduling will occur after a full review is completed.

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

- Integrated Library System: SirsiDynix BlueCloud Mobile - The library is currently testing its new mobile app and is actively practicing using the interface. The public preview will be delayed as SirsiDynix is expected to release major app updates at the end of September. The library expects to begin staff training for ongoing management of BlueCloud Mobile and soon thereafter a general public preview.

Library PASS Project - The library has installed a new SFTP server for PPS to securely upload student data to PDL. The library has developed a process to convert student data into a flat file for uploading. The library has completed the upload of approximately 8,800 students. The library has developed an internal process for updating student data on a monthly basis. The library has fixed email notification of holds, pre-notifier and overdue notices issues for PPS students. The library has fixed authentication issues with Hoopla and Overdrive. The library is currently working on an EZProxy issue that displays SSL warnings for a select group of databases.

Library Creation Station - On October 1, 2020, the library made 2 creation stations available for public use. The library IT Department configured the machines, the software and peripherals for use by library patrons. These 2 machines are configured with tools to digitize and create. The IT Department also coordinated the electrical service to these carrels.



## **Ongoing COVID-19 Response, Remote Staff and Public IT Services and Related Updates**

The library reconfigured its systems to handle the library's closure

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 is continuing with a full rollout to occur in August.
- Researching iPad mounts for Library Book Carts.

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

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

Other Efforts

- The library continues to reconfigure and offer library technology to library staff to facilitate their remote work efforts to supporting the library.
  - Laptop/Tablets have been distributed for all staff to be able to work from home on library owned and managed technology.
- Library IT staff continue to offer its Library Staff training and support.
  - Individual Meetings for additional instruction
  - Individual Meetings for additional software
  - Assistance installing browser plugins and other software.
  - Ongoing training using Microsoft Teams, Outlook and Cisco VPN.
  - New Group Policies for better managing software settings.

- Firewall and VPN has been upgraded to staff to access securely the library's network
  - VPN configuration for Mac computers
  - DNS configuration for Cisco Umbrella services
  - DNS security
- Library Phone System
  - Managing RingCentral for curbside services
  - Managing Automated Attendant settings
  - Managing Jabber for remote phone answering.
  - Reconfiguration for limited hours
  - Managing Jabber profiles on laptops/phones/tablets
- Preparation for Limited Service
  - Managing of Public Access computers services
  - Managing additional circulation locations in the meeting rooms and bookdrop room.
  - Technical management for Curbside services
  - Helped identify capacity in bins and carts for extended quarantining periods.
- Staffed the Greeter Station
- Staffed the Building Cleaning rotation as a backup
- Met with C2AE to discuss technology and infrastructure.

Technical Services will efficiently help acquire, process, and deliver accurate complete materials in a timely manner that will aide in borrowers search and retrieval of the information that they desire

- Head of Technical Services Abby Pylar will continue to monitor the reports on Collection HQ to see their completion by collection managers.
- Head of Technical Services Abby Pylar will continue to work on the organization and uniformity of items in the catalog throughout the year.
- Technical Services is working on getting the complete names of authors into the call number for all of the fiction materials, as well as getting the series information into the record. This will help the volunteers search for items more efficiently when they are using the scanners or helping the librarians with weeding projects.
- Technical Services is taking webinars and reading articles on the best practices for handling materials during the times of COVID19.
- Head of Technical Services Abby Pylar is taking webinars for better cataloging practices.
- Head of Technical Services Abby Pylar has gotten the Missing/Claims Returned reports available on the scanners for our weekly volunteer.
- Head of Technical Services Abby Pylar has started an inventory of all library materials. This will help to get a more accurate count of the number of items in the building for redesign purposes.
- Head of Technical Services Abby Pylar has been running reports of all items currently checked out to patrons multiple times each week to make sure that items have not been missed during the check-in process and then checking the shelves for those items.
- Head of Technical Services Abby Pylar has provided training to staff on the use of the book scanners to look for material on the shelves that is still considered to be checked out to patrons.
- Head of Technical Services Abby Pylar has been in communication with our vendors to have a better experience with receiving our ordered materials.

IT Training (Mark Johnson and Rolfe Behrje)

- EZProxy Administrator Training: Configuring HTTPS using OpenSSL, Securing Your Ezproxy server. and Updating Database Stanzas
- Lynda.com - Office 365: Azure Security
- SirsiDynix Mentor: BlueCloud Analytics Reporting with External Data
- Webinars: RingCentral Reports and Dashboard and Using RingCentral Admin Portal.
- Cisco Umbrella: Umbrella and MDM Remote Profiles

#### Professional Development: Adult Services

- For MLA's Leadership Academy, Adult Services Librarian Ruth Cowles attended Crucial Coaching: Getting the Best From Everyone.
- Photoshop Webinars—Adobe Creative Cloud
- Citizen Science— Star.net
- Community Climate Cafes: Science Programming for Adults—Programming Librarian
- What's Cooking? Fall 2020—ALA Events
- Science on Tap: How Loudon Public Library Brought Cutting Edge Science to the Public—Programming Librarian
- Publisher's Weekly, ALA magazine, other trade publications.
- Managing Stress and Anxiety by PLA

#### Youth Staff Activities:

- Collection Development – Youth Staff continues to hone the collection in preparation for the redesign and in response to patron needs during the Pandemic. All members of the Youth Staff are working together on these projects to maximize time in the building.
- Staff is exploring the option of providing preschool level tablets (Launchpads) dedicated to reading instruction to support at-home learners.
- Staff is restructuring all preschool Playaways to include the books in response to patron demand.
- Nonfiction collection development is focused on supplementing at-home learning and virtual school support.

Programming – Due to demand, Youth Staff are increasing the number of Take and Make activities available and expanding programming options available. The focus will remain on storytimes and “screenless” options that provide families with ways to participate together.

Redesign -- In September, meetings continued with C2AE designers. Those meetings generated the need for detailed information to go to C2AE regarding current furnishings we will be re-using and shelving needs in each area of the youth department, which was gathered and provided.

Outreach – Staff completed a video to promote Curbside Service and a sample video for staff to use for unboxing-themed book posts.

Youth Staff worked to launch the PASS card on October 1st. Work included content for press releases, Facebook posts, FAQ's, staff training, updates to online database access, and outreach to PPS staff.

Youth Staff reached out to local and state contacts for assistance with new homeschool/remote learning family support. A staff member is currently enrolled in a 5-week American Library Association course, “Homeschoolers and the Public Library”.

PORTAGE DISTRICT LIBRARY  
Library Director's Report on the Financial Condition  
for  
September 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	\$ 5,860,673
Expenditures	\$ 3,238,200

Fund	8/31/2020	Changes	9/30/2020
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 September 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 September 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 2<sup>nd</sup> 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 adjusted building hours and capacity restrictions 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.

## September Marketing Highlights:

- Worked with third party presenters to help them create content to share with our patrons Online.
- Facilitated customer service interactions through social media and email.
- Created graphics to publicize our virtual events on our website, e-news and social media.
- Created graphics for the Library PASS.
- Assisted with updating the website with board documents and corrections.
- Assisted with the creation of a document to inform our community of the candidates for the open Library Board positions.
- Helped launch our “New Materials” highlight on social media.

## September Social Media Highlights:

### Facebook

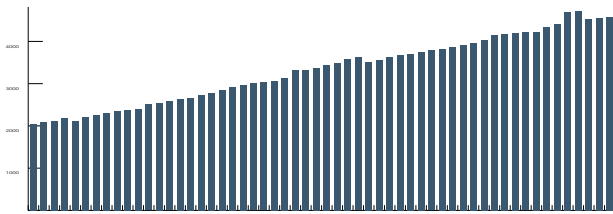
24 New Page Likes | 135 Post Shares | 1,549 Post Likes | 141 Comments | 226,656 Total Reach

### Twitter

2,678 Tweet Impressions | 16 Likes | 3 Re-tweets | 26 Profile Visits | 2 Mentions | 2 New Followers

# Facebook Stats 2016 - September 2020

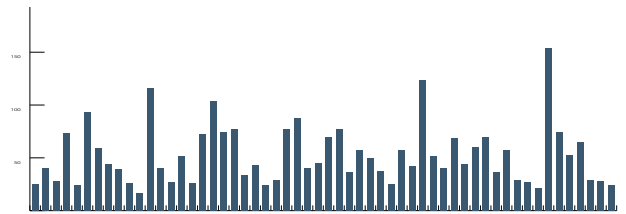
## Total Followers:



February 2016  
2,052

September 2020  
4,574

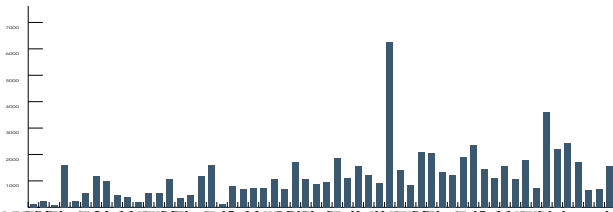
## New Followers:



February 2016  
25

September 2020  
24

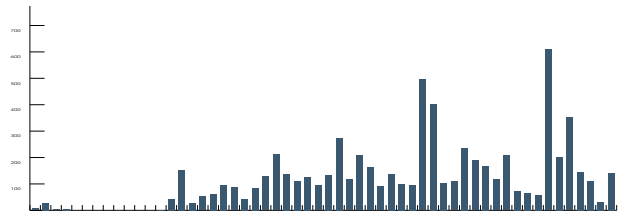
## Likes:



February 2016  
124

September 2020  
1,549

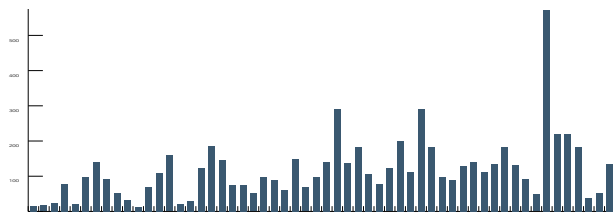
## Comments:



February 2016  
7

September 2020  
141

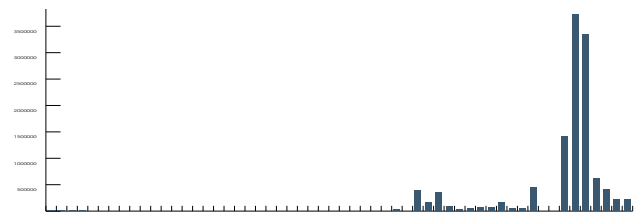
## Shares:



February 2016  
0

September 2020  
135

## Engagement:



February 2016  
5,305

September 2020  
226,656



## Videos Created in September 2020

	Video Title	Department	Facebook Views	YouTube Views	Total Views
1	Get Ready to Vote 2020	Adult	288	21	309
2	Bedtime Storytime // Goodby Summer, Hello Autumn	Youth	264	4	268
3	Family Storytime // Is Everyone Ready for Fun?	Youth	346	54	400
4	Bedtime Storytime // The Poky Little...	Youth	326	12	338
5	Family Storytime // Sport: Ship Dog of the Great lakes	Youth	354	43	397
6	Bedtime Storytime // The Runaway Bunny	Youth	373	16	389
7	Family Storytime // Be Kind	Youth	547	45	592
8	From the Couch: Little Known Time Travel Gems	Adult	149	6	155
9	Bedtime Storytime // A Big Mooncake for...	Youth	247	12	259
				<b>Grand total</b>	<b>3,107</b>

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** October 19, 2020  
**SUBJECT:** Library Statistical Report - September 2020

	Month Statistics			YTD Statistics		
	Sep-20	Sep-19	CHANGE	2020	2019	CHANGE
<b>Circulation/Collections</b>						
<b>Total Library Circulation</b>	<b>58,379</b>	<b>64,565</b>	<b>-9.58%</b>	<b>408,466</b>	<b>624,913</b>	<b>-34.64%</b>
Adult - Books	13,453	16,026	-16.06%	85,649	157,579	-45.65%
Adult - A/V	3,413	5,572	-38.75%	23,748	51,302	-53.71%
Youth - Books	19,121	22,495	-15.00%	118,287	230,997	-48.79%
Youth - A/V	1,926	3,139	-38.64%	13,013	31,730	-58.99%
Hot Picks	2,016	3,202	-37.04%	14,139	29,473	-52.03%
E-Material	16,653	11,798	41.15%	144,233	103,278	39.66%
ILL - PDL Requests	802	1,216	-34.05%	4,440	10,734	-58.64%
ILL - Other Lib. Requests	995	1,117	-10.92%	4,957	9,820	-49.52%
<b>Self-Checkout Percentage</b>	<b>54.14%</b>	<b>59.50%</b>		<b>56.87%</b>	<b>60.43%</b>	
<b>Total Library Collection</b>	<b>188,811</b>	<b>189,798</b>	<b>-0.52%</b>			
Adult - Books	86,647	87,611	-1.10%			
Adult - A/V	17,262	17,022	1.41%			
Youth - Books	71,653	71,381	0.38%			
Youth - A/V	9,287	9,870	-5.91%			
Hot Picks	3,962	3,914	1.23%			
<b>Net Acquisitions</b>	<b>(375)</b>	<b>(491)</b>	<b>23.63%</b>	<b>228</b>	<b>(9,316)</b>	<b>102.45%</b>
Purchased - Books	1,874	1,502	24.77%	9,897	14,703	-32.69%
Purchased - A/V	163	282	-42.20%	2,210	2,485	-11.07%
Donated - Books	0	5	-100.00%	13	26	-50.00%
Donated - A/V	0	4	-100.00%	7	26	-73.08%
Material Discarded	(2,412)	(2,284)	-5.60%	(11,899)	(26,556)	55.19%
<b>Total In-House Usage*</b>	<b>0</b>	<b>741</b>	<b>n/a</b>	<b>384</b>	<b>3,335</b>	<b>n/a</b>
In-House Periodical Usage	0	242	n/a	42	455	n/a
In-House Book Usage	0	499	n/a	342	2,880	n/a
<b>Patrons</b>						
<b>Total Patrons</b>	<b>49,241</b>	<b>40,226</b>	<b>22.41%</b>			
Adult	27,326	26,481	3.19%			
Youth	6,320	6,298	0.35%			
Non-Resident	376	405	-7.16%			
Reciprocal	6,368	6,249	1.90%			
Internet User	835	731	14.23%			
PASS Users	7,952	0	100.00%			
Professional	64	62	3.23%			
<b>Net Patrons</b>	<b>8,084</b>	<b>70</b>	<b>11448.57%</b>	<b>8,932</b>	<b>656</b>	<b>1261.59%</b>
Adult	89	171	-47.95%	790	1,398	-43.49%
Youth	13	26	-50.00%	215	317	-32.18%
Non-Resident	0	2	-100.00%	8	23	-65.22%
Reciprocal	16	39	-58.97%	175	343	-48.98%
Internet User	14	54	-74.07%	197	510	-61.37%
PASS Users	7,952	0	100.00%	7,952	0	#DIV/0!
Professional	0	0	0.00%	0	0	#DIV/0!
<b>Patrons Removed</b>	<b>0</b>	<b>(222)</b>	<b>100.00%</b>	<b>(405)</b>	<b>(1,935)</b>	<b>79.07%</b>

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** October 19, 2020  
**SUBJECT:** Library Statistical Report - September 2020

	Month Statistics			YTD Statistics		
	Sep-20	Sep-19	CHANGE	2020	2019	CHANGE
<b>Library Building Usage</b>						
<b>Total Meeting Room Usage</b>	<b>0</b>	<b>193</b>	<b>-100.00%</b>	<b>430</b>	<b>1,702</b>	<b>-74.74%</b>
Internal/Collaboration	0	102	-100.00%	217	875	-75.20%
External/Outside Usage	0	91	-100.00%	213	827	-74.24%
<b>Total Program Audience</b>	<b>0</b>	<b>2,394</b>	<b>-100.00%</b>	<b>5,280</b>	<b>24,628</b>	<b>-78.56%</b>
Adult	TBD	212	-100.00%	467	1,816	-74.28%
Youth		2,001	-100.00%	4,617	21,040	-78.06%
Heritage Room		181	-100.00%	196	1,772	-88.94%
<b>Total Number of Programs</b>	<b>0</b>	<b>67</b>	<b>-100.00%</b>	<b>155</b>	<b>463</b>	<b>-66.52%</b>
Adult	TBD	17	-100.00%	30	119	-74.79%
Youth		46	-100.00%	121	315	-61.59%
Heritage Room		4	-100.00%	4	29	-86.21%
<b>Total Volunteer Hours</b>	<b>0</b>	<b>634</b>	<b>-100.00%</b>	<b>1,004</b>	<b>4,730</b>	<b>-78.77%</b>
Adult	0	122	-100.00%	274	1,154	-76.26%
Youth	0	218	-100.00%	191	1,505	-87.31%
Technical	0	78	-100.00%	155	655	-76.34%
Circulation	0	150	-100.00%	284	1,022	-72.21%
Administration	0	28	-100.00%	57	230	-75.22%
Community Service	0	38	-100.00%	43	164	-73.78%
<b>Total Front Door Traffic</b>	<b>10,978</b>	<b>53,411</b>	<b>-79.45%</b>	<b>171,845</b>	<b>527,855</b>	<b>-67.44%</b>
<b>Total Youth Services Traffic</b>	<b>8,767</b>	<b>38,756</b>	<b>-77.38%</b>	<b>114,859</b>	<b>390,603</b>	<b>-70.59%</b>
<b>Total Business Center Traffic</b>	<b>0</b>	<b>2,311</b>	<b>-100.00%</b>	<b>6,335</b>	<b>23,980</b>	<b>-73.58%</b>
<b>Information Access/Reference/Research</b>						
<b>Total Reference Transactions</b>	<b>8,834</b>	<b>7,709</b>	<b>14.59%</b>	<b>54,040</b>	<b>75,446</b>	<b>-28.37%</b>
Adult Phone	435	331	31.42%	2,926	3,161	-7.43%
Adult Ready Reference	2,016	2,448	-17.65%	14,837	21,963	-32.45%
Adult Reference	152	361	-57.89%	1,209	2,737	-55.83%
Youth Phone	91	90	1.11%	668	1,000	-33.20%
Youth Ready Reference	3,478	2,551	36.34%	16,132	26,405	-38.91%
Youth Reference	329	399	-17.54%	2,931	5,089	-42.41%
HR Phone	5	8	-37.50%	58	106	-45.28%
HR Ready Reference	331	430	-23.02%	1,412	3,851	-63.33%
HR Reference	6	10	-40.00%	75	245	-69.39%
Circ Phone	461	502	-8.17%	4,263	4,859	-12.27%
Circ Ready Reference	1,214	390	211.28%	8,244	3,668	124.75%
Circ Reference	316	189	67.20%	1,285	2,362	-45.60%
<b>Total Edutainment LAN Use</b>	<b>0</b>	<b>591</b>	<b>-100.00%</b>	<b>966</b>	<b>4,413</b>	<b>-78.11%</b>
<b>Total Internet Computer Use</b>	<b>858</b>	<b>2,315</b>	<b>-62.94%</b>	<b>8,925</b>	<b>22,222</b>	<b>-59.84%</b>
Youth Computers	23	228	-89.91%	592	2,655	-77.70%
Adult Computers	835	1,976	-57.74%	8,239	18,745	-56.05%
Laptop Computer Circulated	0	111	-100.00%	94	822	-88.56%
<b>Total Electronic Transactions</b>	<b>47,305</b>	<b>47,160</b>	<b>0.31%</b>	<b>412,073</b>	<b>449,787</b>	<b>-8.38%</b>
WebSite Hits	34,116	33,066	3.18%	300,267	323,729	-7.25%
WebCatalog Sessions	11,060	10,785	2.55%	85,054	94,861	-10.34%
Licensed Database Hits	2,129	3,309	-35.66%	26,752	31,197	-14.25%

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

Christy Klien, Library Director



## **MLA Advocacy News August 2020**

### **SB611 Library Privacy Act Passes in the Senate, Heads to House**

September 22, 2020

For the past year, the Michigan Library Association (MLA) and our members have worked diligently with Senator Peter MacGregor (R-Rockford) to make sure that any changes to the Michigan Library Privacy Act (1982 PA 455) continue to protect the rights of Michigan citizens. After an extensive pause in moving bills through the legislative process due to the coronavirus, a few weeks ago, SB611 (S-2) was moved from the Judiciary and Public Safety Committee to the full Senate. With a slight amendment recommended by the MLA Board and approved by Senator MacGregor, on Tuesday, Sept. 22, [SB611 \(S-2\)](#) was heard on the Senate floor and was passed with a unanimous vote of approval. We are proud to say that it will now move onto the Michigan House of Representatives for their consideration (we think after the election) and then onto Governor Whitmer for her final signature (hopefully before the end of the year.)

The proposed bill – SB611 - removes obstacles and legal barriers libraries sometimes face when a crime has been committed in the library while providing for continued protection to a libraries core foundational value...protecting patron privacy...in their reading histories, materials borrowed, resources reviewed, or services used at the library.

The greatest change to the Michigan Library Privacy Act as proposed in SB611 has come in clarifying that a library record does not include video surveillance and that video surveillance can be turned over to law enforcement without a court order if it shows no identifying records. Libraries have an obligation to provide a safe and welcoming environment for the public that they serve. By updating the current Act we are providing the potential to make libraries safer by hastening the investigation of crimes committed in the library and on library property through video surveillance.

The MLA board, staff and our 1700 members across Michigan are highly supportive of the current revisions to the Michigan Library Privacy Act and recommend passage of SB611. <http://www.legislature.mi.gov/documents/2019-2020/billengrossed/Senate/pdf/2019-SEBS-0611.pdf>

## **\$1 Million Increase in State Aid for Libraries for FY 21**

September 23, 2020

Our voices have been heard! Our advocacy efforts (yours, mine, and ours) have paid off! We did it! The library community has been rewarded with a \$1 million increase to the FY21 State Aid for Libraries.

This kind of increase takes determination, time, and lots of hard work...For the past few years, we asked for an increase. A year ago, we were hopeful that our legislative leaders would add this as a supplemental as the budget "season" dragged on. This year, in the midst of dramatic budget cuts throughout our state – caused by a global pandemic and worsening economic challenges – we were hopeful to remain flat. But that certainly isn't the case!

As of September 23, Michigan legislators voted to approve the FY21 State Budget with an increase in State Aid to Libraries of \$1 million GF/GP for a total of \$13,067,700. Other line items for the Library of Michigan – 33 FTE - \$4.9M, Michigan eLibrary - \$1.7M (the MeL GF was cut by about \$32,000), and Library Services and Technology Programs - \$5.6M have remained somewhat similar to past year's budgets with general increases to staff salaries, Governor Whitmer is expected to sign this budget into law in the coming days and it will become effective on October 1, 2020. The Governor's office issued a press release yesterday evening stating: "The Michigan Legislature and the administration of Gov. Gretchen Whitmer have worked together to put the Fiscal Year 2021 budget in place that will soon become law. It is a budget that funds shared priorities such as education, economic development, public health, public safety, and the environment."

View the [FY2020-2021 General Omnibus Budget](#). The Library of Michigan budget appropriations can be found on page 104-105.

<b>Major Budget Changes From FY2019-2020 YTD</b>		<b>FY2019-2020</b>
<b>Appropriations</b>		Year to date
<b>State Aid to Libraries</b>	<b>Gross</b>	<b>\$12,067,700</b>
Increases state aid to libraries by \$1.0 million GF/GP to a total of \$13.1 million.	GF/GP	\$12,067,700

Our message over the years has resonated and we are thankful every time you contact your legislators by picking up the phone, writing a note, sharing an email, inviting them to read a story or hold their coffee hours at your library, and/or responding to an MLA call to action. They absolutely know the importance and value of libraries in their communities.

Advocacy happens year-round – now is not the time to let up. The Governor and our legislators will begin to quickly get their priorities in place and another cycle will be underway to develop the FY22 budget – another challenging year due to the coronavirus. It will be even more critical in the next 6 months to keep our legislators informed of what you are doing, how this increase has helped you, and what your library means to your community.

Take time today – **RIGHT THIS MINUTE** to thank your Senator, your House Member, and the Governor. You can find your legislators and send an email using the form embedded below.

We've created a quick thank you template if you need it, but feel free to personalize and share your heartfelt appreciation.

## **Federal Advocacy by ALA – HEROES II Proposal**

September 30, 2020

There's nothing like waiting until the last minute...Congress is expected to take action to avoid a government shutdown tonight at midnight on September 30, 2020. The Senate is scheduled to pass a Continuing Resolution (CR), which will keep the government funded at the current FY20 levels until December 11. The House cleared the bill last week, and the President is expected to sign it later today. This will put the FY21 appropriations discussion after the election in November when Congress returns for a lame-duck session.

The outreach to the House over the past few weeks by ALA Advocates has paid off. Earlier this week, the House Democrats introduced a [revised version](#) of the HEROES Act, the latest COVID relief package. Although negotiations with Treasury Secretary Steven Mnuchin continue, Speaker Pelosi indicated she would put the bill on the floor later this week for a vote. Of particular note, funding for **IMLS is at \$135 million**. In the last proposal, it was \$5 million. Thanks to efforts by library advocates, the House increased IMLS funding despite reducing the overall topline funding levels. Please keep the pressure on your Member of Congress to make sure libraries are included in any COVID relief package. Details about the latest HEROES Act is below.

### **HEROES II proposal includes:**

**IMLS:** \$135 million to support libraries and museums with costs and expenses associated with coronavirus, including operational supports and providing technology and resources for their communities.

#### **Broadband:**

- \$12 billion for Wi-Fi Hotspots & devices for students and libraries
- \$3 billion for Emergency Home Connectivity

**Education:** \$225 billion

Funding breakdown:

- K-12: \$175 billion
- Higher Ed: \$38.9 billion
- \$5 billion for Emergency School Facilities Repairs
- \$4 billion for Governor's fund to restore state and local funding
- \$2 billion for Bureau of Indian Education-funded schools and Tribal Colleges and Universities
- \$32 million for National Assessment of Educational Progress (NAEP) reading and math assessments

**Library of Congress:** \$12 million for unanticipated IT costs & telework expenses

**NEA:** \$135 million for grants to respond to the impacts of COVID

**NEH:** \$135 million for grants to respond to the impacts of COVID

**National Archives:** \$92 million for losses and telework

**Census:** \$400 million for expenses related to delays in counting

**Worker Training:** \$1.2 billion supporting state grants for dislocated worker employment and training activities, including summer employment for youth and distance learning services through one-stop programs.

## Executive Orders: Updates

October 2, 2020

MLA continues to follow the Governor's Executive Orders to monitor their impact on libraries. Here is the status and a short recap of Executive Orders of note to libraries as of October 2, 2020.

[EO 2020-192](#) - Moving Region 8 to Phase 4 of the MI Safe Start Plan (effective October 9, 2020, at 12:01am)

This Executive Order amends EO 2020-183 to include the Upper Peninsula (Region 8) in its restrictions with Regions 1-5 and 7. Specifically it addresses: any work capable of being performed remotely must be performed remotely and limits venues with fixed seating to 20% of seating capacity. It also limits attendance in the Upper Peninsula to 20 people per 1,000 square feet of venue space, including no more than 20 people per 1,000 square feet in each room. This Executive Order also amends EO 2020-184 removing the Upper Peninsula (Region 8) from Section 6(c)

[EO 2020-186](#) - Declaration of the State of Emergency and state of disaster-related to the COVID-19 pandemic effective immediately and continuing through October 27, 2020, at 11:59 pm.

[EO 2020-184](#) - Safeguards to Protect Michigan's Workers from COVID-19

Businesses must continue to do their part to protect their employees, their patrons, and their communities. Many businesses have already done so by implementing robust safeguards to prevent viral transmission. This Executive Order provides workplace standards that apply to all businesses across the state and now includes sports venues, movie theaters, gyms and other entertainment venues. This Executive Order changes occupancy limits for buildings over 50,000 square feet to 20 people per 1,000 square feet in all regions. It also updates occupancy limits for building less than 50,000 square feet in Regions 1-5 and 7 to 25% occupancy and in Regions 6 and 8, there are no occupancy limits OTHER THAN meeting/gathering limits as specified in EO 2020-183 and limiting occupancy to number of people that can occupy the building with 6 feet of social distancing.

[EO 2020-183](#) – Safe Start Order (to take effect October 9, 2020 – at that time, EO 2020-176, EO 2020-180 and EO 2020-181 will be rescinded)

In this and in prior rescinded Executive Orders, Michiganders are no longer required to stay home. Businesses that must remain closed are specified in this Executive Order. Any work that is capable of being performed remotely must be performed remotely except in Regions 6 and 8. Under one of the past orders that this one replaced, libraries were able to reopen on June 8 and provide in-person services. This Executive Order amends social gatherings and organized events with fixed seating and non-fixed seating (of most concern to libraries.)

Beginning October 9, 2020, events held in library meeting or event rooms, such as group meetings, board meetings, programs, etc. that meet the definition of “organized event or social gathering” as listed in [EO 2020-183 and its FAQ](#), must have limited attendance in Regions 1-5 and 7 - to 20 people per 1000 square foot or one person for every 50 square foot of space. In Regions 6 and 8 the limits are 25 people per 1,000 square foot or one person for every 40 square foot of space.

- [EO 2020-183 Emergency Order - MI Safe Start.pdf](#)
- [EO 2020-181](#) - Amendment to the Safe Start order
- [EO 2020-180](#) - Amendment to the Safe Start order



- [EO 2020-176](#) - Safe Start

[EO 2020-172](#) - Protecting workers who stay home, stay safe when they or their close contacts are sick

This Executive Order prohibits employers from discharging, disciplining, or retaliating against employees who make the responsible choice to stay home when they or their close contacts are sick. Under this Executive Order, employers must treat employees who stay home when they are sick as if he or she were taking medical leave.

[EO 2020-154](#) - Alternative means to conduct government business during the COVID-19 pandemic

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.

[EO 2020-153](#) - Mask Wearing (in effect Monday, July 13)

To protect workers, shoppers, and the community, no business that is open to the public may provide service to a customer or allow a customer to enter its premises unless the customer is wearing a face covering as required by this order. This order clarifies that businesses may not assume that an unmasked customer cannot medically tolerate a face covering, though they may accept a customer's verbal representation to that effect. Any individual who leaves their home or place of residence must wear a face covering over their nose and mouth when in any indoor public space, when outdoors and unable to consistently maintain six or more feet, and when on public transportation.

## **Michigan Supreme Court Strikes Down Gov. Whitmer's COVID-19 Executive Orders - MLA Recommends Libraries Continue to Follow Reopening Plans Currently in Place**

October 5, 2020

In light of the Supreme Court ruling late Friday that struck down months of executive orders by Governor Gretchen Whitmer that were aimed at preventing the spread of the coronavirus, the MLA Advocacy and Legislative Committee recommended the following be retained within any new mandates:

- Retain a statewide mask mandate
- Retain ability for virtual meetings
- Retain occupancy limitations
- Retain 6-foot social distancing

There continues to be confusion concerning when the Executive Orders will be removed, but some county health departments (Ingham and Oakland, to date) are now stepping in with local orders that are enforceable. Still to be decided - if the Governor's Executive Orders are



immediately dissolved, or if there are still 21 days left (which is the time Gov. Whitmer has to petition the Supreme Court to change their minds.) The Attorney General has stated that she will not be enforcing any of the Executive Orders at this time.

Until we understand and hear more on this topic (most likely this week), **MLA will be advocating for libraries to maintain the status quo** as they have defined in their reopening plans, and continue to follow workplace safety measures as outlined by the CDC, MIOSHA, OSHA and Local Departments of Health.

MORE TO COME.....

## **MDHHS Director Issues Emergency Orders Continuing COVID-19 Safety Measures**

UPDATED October 9, 2020

On October 9, Robert Gordon, director of the Michigan Department of Health and Human Services (MDHHS) updated the emergency order issued on October 5, for "Gathering Prohibition and Face Coverings." This order is effective immediately and remains in effect through October 30, 2020.

The Emergency Order under MCL 333.2253 restricts gathering sizes and requires face coverings in public spaces. Under MCL 333.2253, if the MDHHS director determines that control of an epidemic is necessary to protect the public health, the director by emergency order may prohibit the gathering of people for any purpose and may establish procedures to be followed during the epidemic to ensure the continuation of essential public health services and enforcement of health laws.

This emergency order follows closely with the Executive Orders from Governor Whitmer in terms of occupancy levels and mask-wearing.

### **Emergency Order Under MCL 333.2253 – Gathering Prohibition and Mask Order:**

[https://www.michigan.gov/coronavirus/0,9753,7-406-98178\\_98455-541962--,00.html](https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98455-541962--,00.html)

## **Amendments to Open Meetings Act Pass Senate and House, Head to Governor's Desk**

October 14, 2020

Late yesterday afternoon, the Michigan House of Representatives passed SB 1108, allowing local governments (including libraries) to continue to meet electronically, under specific circumstances and for a limited period, protecting the safety of the public and public officials while ensuring public participation and transparency for meetings. Late yesterday evening, the Michigan Senate took up a concurrence vote to support it moving immediately to Governor Whitmer's desk for signature.

The bill which updates Section 3 of the Michigan Open Meetings Act, will deem electronic meetings that took place since March 18, 2020, valid if the public body complied with

requirements contained in the bill, and allow virtual meetings to continue until December 31, 2020, for any circumstance.

From January 1, 2021, to December 31, 2021 only, any member of a public body could meet electronically due to three reasons:

- Military duty (current law)
- Medical condition defined as an illness, injury, disability, or other health-related condition substantiated in writing by a medical provider (without disclosure of private medical information or diagnosis)
- Statewide or local state of emergency declared that would risk the personal health/safety of the public or members of the public body

Here is a link to the Senate concurred bill that has gone to the Governor's desk (we expect this to pass quickly):

<http://www.legislature.mi.gov/documents/2019-2020/billconcurrent/Senate/pdf/2020-SCB-1108.pdf>

**PORTAGE DISTRICT LIBRARY****COMMUNICATION**

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** September 22, 2020  
**Subject:** Upcoming Library Board linkage opportunities in Nov/Dec 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. Thank you.

<b>Date</b>	<b>Time</b>	<b>Activity or Program Description</b>
Mondays	9:00 AM	Family Online Storytime
Tuesdays	9:00-11:00 AM	Storytime Phone Call (Reg. Req.)
Wednesdays	6:00 PM	Bedtime Online Storytime
Thursdays	9:00 AM	Just Move Storytime
11/4	7:00 PM	Local Author Spotlight: Hedy Habra and "The Taste of the Earth"
11/5	6:00 PM	Using B2B and B2C Data from Reference USA to Drive Your Marketing Further
11/5, 11/19, 12/3 and 12/17	9:00 AM	Muffins and the Market
11/9	6:30 PM	Swinging on a Star: Living on the International Space Station
11/10	7:00 PM	Fan Tube: Find Your Next YouTube Channel
11/11 and 12/9	6:00 PM	Read Woke Kid's Book Group (Elem. Reg. Req.)
11/12	7:00 PM	International Mystery Book Discussion of "The Hunting Party"
11/14	2:00 PM	The Blade of the Pirate: Swords in the Caribbean Colonies
11/17	7:00 PM	Trivia Challenge: High School Reading List
11/18	7:00 PM	Book Buzz: "Americanah"
11/21	2:00 PM	Jazz and Creative Institute Q&A
11/26	CLOSED	Thanksgiving Day

# PORTAGE DISTRICT LIBRARY

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## Resident / Non-Resident Membership Policy

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### **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 would not otherwise qualify for any free membership type can be provided with a 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.

## **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.

## **PORTAGE DISTRICT LIBRARY      COMMUNICATION**

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**To:** Portage District Library Board  
**From:** Christy Klien, Library Director and Rob Foti, Business Manager  
**Date:** October 22, 2020  
**Subject:** Proposed Non-Resident Fee for Fiscal Year 2021

### **BACKGROUND:**

For many years, the library has extended library borrowing privileges to non-residents by providing an opportunity for them to get a library card by paying an annual fee that is comparable to what the average resident taxpayer would pay through tax assessment for library service. This is a reasonable approach to resource sharing by a tax supported public library and is a practice followed by many libraries. We have also always complied with Section 11a of the State Aid to Public Libraries Act, MCL 397.561a, which states that a Non-Resident 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.”*

The current Library Board approved formula for calculating the library’s Non-Resident Fee is:

**Tax revenue generated by the taxable value of the average residential property in the Library taxing jurisdiction.**

### **CALCULATION:**

Using this formula, we have determined that the library’s Non-Resident Fee for 2021 would be:

The current number of **residential parcels** in the Library’s jurisdiction is 18,903. The total taxable value for all residential property is 1,674,390,644. Therefore, the average taxable value of a residential parcel of property in the Library’s area would be 88,578. That means that tax revenue generated per average parcel in the coming year at the Headlee reduced millage rate of 1.9945 mils will be \$176.00.

This is a \$5.00 increase in the library’s Non-Resident Fee from Fiscal Year 2020 which was \$171.00.

### **RECOMMENDATION:**

It is recommended that the Library Board approve a 2021 Non-Resident Fee for the Portage District Library in the amount of \$176.00.

# PORTAGE DISTRICT LIBRARY

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## Investment Policy

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### 1. STATEMENT of PURPOSE

It is the policy of the *Portage District Library* to invest its funds in a manner that will provide the highest investment return with the maximum security, while meeting the daily cash flow needs of the *Portage District Library* and complying with all state statutes governing the investment of public funds.

### 2. SCOPE of POLICY

This investment policy applies to all financial assets of the *Portage District Library*. These assets are accounted for in the various funds of the *Portage District Library* and include the general fund, special revenue funds, debt service funds, capital project funds, enterprise funds, internal service funds, trust and agency funds and any new fund established by the *Portage District Library*.

### 3. INVESTMENT OBJECTIVES

In priority order, the primary objectives of the *Portage District Library's* investment activities shall be:

- A. *Safety*: Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio.
- B. *Diversification*: The investments will be diversified by security type and institution in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.
- C. *Liquidity*: The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.
- D. *Return of Investment*: The investment portfolio shall be designed with the objective of obtaining a rate of return throughout the budgetary and economic cycles, taking into account the investment risk constraints and the cash flow from characteristics of the portfolio.

### 4. DELEGATION of AUTHORITY to MAKE INVESTMENTS

Authority to manage the investment program is derived from MCL 397.182 and by Resolution of the *Portage District Library Board* (See attached). Management responsibility for the investment program is hereby delegated to the *Portage District Library Director* who shall establish written procedures and internal controls for the operation of the investment program consistent with this Investment Policy. Procedures shall include references to: safekeeping, delivery vs. payment, investment accounting, repurchase agreements, wire transfer agreements, collateral/ depository agreements and banking service contracts. No person may engage in an investment transaction except as provided under the terms of this Investment Policy and the procedures established by the *Portage District Library Director*. The Library Director shall be responsible for all



transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials.

5. AUTHORIZED INVESTMENT INSTRUMENTS

The *Portage District Library* funds shall be invested only in the manner permitted under Act No. 20 of the Public Acts of 1943, as amended, and may include any of the following:

- a) Bonds, securities and other obligations of the United States or an agency or instrumentality of the United States.
- b) Certificates of deposit, savings accounts, deposit accounts, or depository receipts of a financial institution, as defined in MCLA 129.91 (4) provided that the financial institution is eligible to be a depository of funds belonging to the State under a law or rule of the state of Michigan or the United States.
- c) Commercial paper rated at the time of purchase within the two highest classifications established by not less than two standard rating services and that matures not more than 270 days after the date of purchase.
- d) Repurchase agreements consisting of instruments listed in subdivision (a).
- e) Bankers' acceptance of United States banks.
- f) Obligations of this state or any of its political subdivisions that at the time of purchase are rated as investment grade by not less than one standard rating service.
- g) Mutual funds registered under the Investment Company Act of 1940, Title I of Chapter 686, 54 Stat. 789. 15 USC 80a-1 to 80a-3, and 80a-4 to 80a-64, with authority to purchase only investment vehicles that are legal for direct investment by a public corporation. A securities net asset value per share may fluctuate on a periodic basis. However, a mutual fund is not disqualified as a permissible investment solely by reason of either of the following:
  - (i) The purchase of securities on a when-issued or delayed delivery basis.
  - (ii) The ability to lend securities as long as the mutual fund receives collateral at all times equal to at least 100% of the value of the securities loaned.
  - (iii) The limited ability to borrow and pledge a like portion of the portfolio's assets for temporary or emergency purposes.
- h) Obligations described in subdivisions (a) through (g) if purchased through an interlocal agreement under the Urban Cooperation Act of 1967, 1967 (Ex Sess) PA7, MCL 124.501 to 124.512.
- i) Investment pools organized under the Surplus Funds Investment Pool Act, 1982 PA 367, MCL 129.111 to 129.118.
- j) Investment pools organized under the Local Government Investment Pool Act, 1985 PA 121, MCL 129.141 to 129.150.

6. SAFEKEEPING and CUSTODY

All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by the *Portage District Library* shall be on a cash (or delivery vs. payment) basis. Securities may be held by a third party custodian designated by the *Portage District Library Director* and evidenced by safekeeping receipts as determined by the *Portage District Library Director* (or designee of the Library Director).

7. STANDARD of PRUDENCE

The *Portage District Library Director* shall make such investments and only such investments as a prudent person would make in dealing with the property of another, having in view the preservation of the principal and the amount and regularity of the income to be derived. The Standard of Prudence to be used shall be the “fiduciary” standard and shall be applied in context of managing an overall portfolio.

8. STATEMENT of ETHICS

The *Portage District Library Director* shall refrain from personal business activity that could conflict with the proper execution and management of library investments, or that could impair the *Portage District Library Director’s* ability to make impartial investment decisions.

9. INVESTMENT ACTIVITY REPORT

The *Portage District Library Director* shall annually, in October, provide a written report to the Library Board concerning the investment of *Portage District Library* funds. The *Portage District Library* shall comply with all applicable statutory standards for investment of public funds as they now exist or as they may be subsequently amended. Any provision of this resolution that conflicts with applicable statutory requirements and standards is void.

## Investment Listing

All funds received are deposited into the Library's Fifth Third Checking Account. The checking account is a Sweep Account and all funds in excess of \$25,000 in the Library's checking account at the end of business day are swept into a higher interest-earning investment option. This would typically be a money market account.

The Library continually reviews its cash flow needs, based on budget distribution, planned projects and any other known information that may help to determine when cash is needed. Based on that information, excess funds are invested in higher interest earning investment options other than the Sweep Account. The following is a list of bank accounts and investments that the library has funds invested in:

Type	Issuer	Amount	Maturity Date	Interest Rate
Checking/Sweep Acct	Fifth Third Bank	Variable	Liquid	0.15%
Payroll Acct	Fifth Third Bank	\$ 0.00	Liquid	0.00%
Flex Checking	Fifth Third Bank	Variable	Liquid	0.00%
HRA Checking	Fifth Third Bank	Variable	Liquid	0.00%
Cash	UBS	\$516,660.90	Liquid	Variable
Money Market	U.S. Treasury Bills	\$285,000	10/08/2020	0.68%
Money Market	U.S. Treasury Bills	\$325,000	10/13/2020	0.02%
Money Market	Fed. Hermes Gov't Reserves	\$599,219.02	Liquid	0.01%
Commercial Paper	Toyota Motor Credit	\$875,000	1/15/2021	1.25%
Commercial Paper	Toyota Motor Credit	\$500,000	1/19/2021	1.28%
Commercial Paper	Toyota Motor Credit	\$276,000	2/12/2021	0.82%
CD	TCF National Bank	\$250,000	11/5/2020	1.50%
CD	Wells Fargo Bank	\$500,000	4/12/2021	2.50%
CD	Flagstar Bank	\$250,000	6/14/2021	2.45%
CD	Wells Fargo Bank	\$250,000	6/10/2022	2.50%
CD	Upper Peninsula State Bank	\$240,000	12/27/2024	1.75%
CD	First Nations Bank	\$250,000	1/29/2025	1.80%
CD	JPMorgan Chase	\$300,000	9/15/2025	0.30%
U.S. Gov't Bonds	Federal Farm Credit Banks	\$300,000	8/25/2025	0.30%
Asset Backed Securities	FNMA	\$260,000	3/01/2024	0.61%

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** October 21, 2020  
**Subject:** Fines & Fees/Usage Policy and Fine Free Discussion

**BACKGROUND:**

At the December 2019 Library Board meeting, the Board requested to have a discussion about going fine free at the Portage District Library. The Kalamazoo Public Library and other libraries are changing their borrowing policies to the fine free model and trustees were interested to learn more about that trend and how going fine free would impact our organization and community. At the February 24, 2020 and September 28, 2020 board meetings, library staff provided information about fines and its impact at Portage District Library, as well as information about why many libraries have made the decision to eliminate fines.

At the September 28, 2020 Library Board meeting, trustees requested that we present a revised policy that would reflect a fine free model. In consultation with our library attorney, we drafted a new policy that contained fine free language and rearranged policy language as recommended. In addition to the fine free language, we also included our upcoming Creation Station's GoPro kits that we plan to circulate in the near future.

We have included our Fines & Fees/Usage Policy to compare to the revised policy entitled "Circulation Policy."

**RECOMMENDATION:**

I recommend that the Library Board approve the new Circulation Policy and make the fine free changes effective January 1, 2021 to allow for notification and education of our patrons.

# PORTAGE DISTRICT LIBRARY

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## CIRCULATION POLICY

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### SERVICES & USAGE:

#### Subscription Services

The Library offers many premium services, such as interlibrary loan, Homebound Services, mobile hot spots, Favorite Authors, online learning resources, and various downloadable and streaming services. Due to cost and/or contractual obligations, reciprocal members are excluded from premium services, though they may have access to similar services through their home library.

#### Circulation Limits

- All members are limited to 5 movies from non-Hot Pick collections and 5 movies from juvenile DVD collections. Similar limits may be set for other special collections.
- All members are limited to 10 non-Hot Pick music titles that can be checked out at one time. Similar limits may be set for other special collections.
- All members are limited to 2 special collection kits per type that can be checked out at one time. This includes, but is not limited to, Book Discussion bags, Diagnosis bags, Discovery kits, and Resource kits.
- Members are limited to 1 equipment kit per type that can be checked out at one time. This includes, but is not limited to, laptops, mobile hot spots, GoPro kits, telescopes, Playaway Views and other types of equipment. Reciprocal members and members who are under the age of 18 years old are prohibited from checking out mobile hot spots, GoPro kits, and telescopes.
- Members who are under the age of 18 years old are prohibited from checking out rated “R” movies.
- A limit of 2 items from each Hot Pick item category (books, movies, music, and games) can be checked out at one time. Hot Pick movie and music titles are in addition to checkout limits set for other movie and music titles. Reciprocal members are prohibited from checking out items from Hot Pick collections.
- Reference collections are for library use only.

#### Holds & Renewals

- With the exception of reciprocal membership types, members may place up to 25 items on hold at one time. Reciprocal members are limited to 5 items on hold at one time.
- Items in Hot Pick collections cannot be put on hold.
- Telescope kits can be booked in advance through the Adult Information Desk, but cannot be placed on hold.
- Two renewals are allowed for items that are not in demand. The renewal period is the same length as the original checkout period. The following types of items cannot be renewed: Hot Picks, mobile hot spots, GoPro kits, telescopes, Book Discussion bags, and items on hold for another member.

#### Additional Requirements

Borrowers are required to provide a photo ID to check out equipment, including but not limited to the following: laptop computer kits, telescope kits, GoPro kits and mobile hot spot kits. Loss or damage of the equipment or accessories will result in charges for repair or replacement either for the entire kit or per each lost or damaged piece based on availability.

Laptop computer kits are for use **within the library only** for a loan period of two hours. Borrowers must remain in the library with the laptop. Removal of laptop computers from the library building will be considered theft.

**FINES & FEES:****1. Overdue Fines**

- A. The Library will not charge any daily fines for overdue material.
- B. The patron is responsible for understanding when checked out material is due to be returned to the Library. Checked out material may be subject to renewals according to Library policy. However, there is no guarantee of renewals.
- C. Checked out material that is not returned within 28 days of the due date (or subsequent renewal dates) will be considered to be Lost Material by the Library and the Lost Item fees and regulations will apply.
- D. Although the Library will use its best efforts to notify you of the overdue material or equipment, the Library does not guarantee notice and failure to receive notice will not prevent the material or equipment from being considered Lost Items.

**2. Lost or Damaged Item Fees and Regulations**

- A. With the exception of magazines, lost or damaged material owned by the Library is charged at replacement/retail value plus a processing fee for making an item shelf-ready. A default price of \$20.00 will be used as the replacement cost if no retail value is available. Lost or damaged magazines will only be charged a replacement fee of \$5.00. Incidental damage to library material caused by normal use will be repaired without charge.
- B. Non-returned, lost, or damaged material borrowed through MeLCat will be charged in accordance with MeL Policy, as set by the Library of Michigan, and then billed to the borrowing member. Once the Library pays the lending institution for non-returned, lost, or damaged interlibrary loan material, the borrowing member is responsible for the replacement cost, regardless of the item being returned.
- C. Media formats, such as a DVD, CD, console game disc, or Playaway, that are returned without their library case and/or accompanying graphics or booklets will be assessed a replacement fee of \$5.00.
- D. All lost or damaged pieces from kits will be charged at replacement/retail value or \$10.00.
- E. Accounts that have been billed for lost or damaged material will be blocked from use until the lost material is returned or the lost or damaged material is paid for. Refunds will not be given for lost material that has been paid for, regardless if the material is returned to the collection.
- F. Accounts that have been billed for \$25.00 or more in lost or damaged material and remain unresolved or unpaid for more than 28 days will be referred to a collections agency, but not reported to a credit bureau. Once an account has been sent to collections, a non-refundable fee equal to the collections service fee charged to the Library will be assessed to the account.

**3. Returned Check Fee**

There is a fee for any returned checks written to the Portage District Library. The fee shall be assessed in the exact amount which the Library is charged by its current Bank for the processing of such items.

**4. Photocopy /Printout/Faxing/Scanning Fees**

A fee of 10¢ per printed side of a page will be charged for greyscale photocopies and printouts. A fee of 75¢ per printed side of a page will be charged for color printouts. Faxing will be charged \$1.00 for each page scanned to FAX. No charge will be assessed for scanning pages to email or electronic storage.

# PORTAGE DISTRICT LIBRARY

## FINES & FEES/USAGE POLICY

### 1. **General Fines**

- A. The fine for any overdue non-Hot Pick book, audio disc, or magazine is 10¢ per day per item, with a maximum fine of \$5.00 per item and return of materials.
- B. The overdue fine for non-Hot Pick DVD collection items is \$0.50 per day per item with a maximum fine of \$5.00 per item and return of materials.
- C. The overdue fine for Hot Pick and other special collection items is \$1.00 per day per item with a maximum fine of \$10.00 per item and return of materials.
- D. After \$25.00 in total fines is accumulated, the member will be denied borrowing privileges until the fine is paid.
- E. A final invoice is sent to the member after two months and before six months, stating the amount due and informing the member of revoked privileges until such time as the fine is paid and/or the material is returned. The notification process may be accelerated for audio-visual materials and equipment, or high demand items.
- F. The Library may institute legal proceedings for recovery of materials that are overdue.

### 2. **Lost or Damaged Item Fees**

- A. All lost or damaged material, except for magazines, are charged at replacement/retail value. A default price of \$20.00 will be used as the replacement cost if no retail value is available. Incidental damage caused by normal use will be repaired without charge.
- B. Magazines are charged at replacement/retail value or \$5.00, whichever is greater.
- C. DVD, CD or console game discs that are returned without their library case and/or accompanying material will be assessed a processing fee of \$5.00.
- D. All lost or damaged pieces from kits will be charged at replacement/retail value or \$10.00, whichever is greater.
- E. There is an additional \$5.00 processing fee per lost or damaged item which is assessed to defray the cost of preparing replacement items for library use. The processing fee is not charged for magazines.
- F. Refunds will not be given for lost material that has been paid for, regardless if it is returned to the collection.

### 3. **Room Rental Fees**

Rooms are to be booked on a first-come, first-served basis in two-hour blocks of time, and may be reserved a maximum of two months in advance. Room access will be denied if payment is not received prior to the start of the rental period.

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

Meeting Room	Rental Rate	501-C3/Gov. Rental Rate
Austin Lake Room	\$55.00	\$25.00
Sugarloaf Lake Room	\$50.00	\$20.00
West Lake Room	\$50.00	\$20.00
Gourdneck Lake Room	\$30.00	\$15.00
Long Lake Room	\$20.00	\$10.00

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

Meeting Room Combinations	Rental Rate	501-C3/Gov. Rental Rate
Austin Lake + Sugarloaf Lake + West Lake Rooms	\$155.00	\$ 65.00
Austin Lake Room + Sugarloaf Lake Room	\$105.00	\$ 45.00
Sugarloaf Lake Room + West Lake Room	\$100.00	\$ 40.00
Gourdneck Lake Room + Long Lake Room	\$ 50.00	\$ 25.00

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

*[Note: Refer to the "Community Meeting Rooms Policy" for more details.]*

### 4. **Photocopy /Printout/Faxing/Scanning Fees**

A fee of 10¢ per printed side of a page will be charged for greyscale photocopies and printouts. A fee of 75¢ per printed side of a page will be charged for color printouts.

Faxing will be charged \$1.00 for each page scanned to FAX. No charge will be assessed for scanning pages to email or electronic storage.

**5. Interlibrary Loan Fee**

There is no charge to members for interlibrary loan borrowing fees under \$5.00. However, members will be required to pay for any special borrowing charges over \$5.00.

Any interlibrary loaned items that are returned late are subject to the same overdue fines as library owned material. Members who have long overdue interlibrary loaned items or \$25.00 or more in fees charged to their account will be blocked from interlibrary loan services.

Long overdue or non-returned items will be charged as lost in accordance with MeL Policy as set by the Library of Michigan. Once the library pays for a lost item, the member is responsible for the replacement cost. No refunds are available.

**6. Returned Check Fee**

There is a fee for any returned checks written to the Portage District Library. The fee shall be assessed in the exact amount which the Library is charged by its current Bank for the processing of such items.

**7. Laptop Computer Usage & Fines**

- A. Laptop computers will be offered to members for use **within the library only** for a loan period of two hours. A photo ID must be presented when checking out a laptop.
- B. After the second hour of use, there will be an automatic overdue charge of \$10.00 per hour or part of an hour if the laptop is not returned or renewed. The maximum overdue fine is \$100.00 for a single laptop that is returned completely and without damage.
- C. Reserves may be made when all laptops are in use.
- D. Removal of laptop computers from the library building will be considered theft. Laptop use privileges will be revoked.
- E. Damage to the laptop or loss of additional equipment will result in charges for repair or replacement.

**8. Telescope Usage & Fines**

- A. Telescope kits will be available to resident and paying non-resident members who are 18 years of age or older. The kits cannot be reserved but can be booked in advance. A photo ID must be presented when checking out a telescope.
- B. If the kit is returned late, there will be an automatic overdue charge of \$10.00 per day or part of a day that the kit is late. The maximum overdue fine is \$100.00 for a single telescope kit that is returned completely and without damage.
- C. Damage to the equipment or loss of additional kit material will result in charges for repair or replacement.

**9. Mobile Beacon Hotspot Usage & Fines**

- A. Mobile Beacon internet hotspot service is provided through Sprint on designated devices owned by the library. Access is only available in the Sprint service area and is filtered by Sprint to be in compliance with the Children's Internet Protection Act.
- B. Members must be 18 years of age or older and either a resident or paying non-resident to borrow a mobile hotspot. A photo ID must be presented when checking out a mobile hotspot.
- C. Mobile hotspots can be reserved, but cannot be renewed. As with other library materials, only one reserve per membership card is allowed at one time.
- D. Mobile hotspots that are returned late will be charged an overdue fine of \$1.00 per day up to a maximum of \$10.00. Service to the mobile hotspot will be deactivated after the due date.
- E. Loss or damage of the equipment or accessories will result in charges for replacement either for the entire kit or by each lost or damaged piece based on availability.

**10. Checkout, Reserve and Service Limits**

- A. Members who are under 18 years of age are prohibited from checking out rated "R" movies.
- B. Members are limited to 5 movies from non-Hot Pick collections and 5 movies from juvenile DVD collections. Similar limits may be set for other special collections.
- C. Members are limited to 10 non-Hot Pick music titles that can be checked out at one time. Similar limits may be set for other special collections.
- D. Resident and paying non-resident members may reserve up to 25 items total at one time; reciprocal borrowers may only reserve 5 items total at one time. Hot Pick collections cannot be reserved.



- E. Two renewals are allowed for items that are not in demand. Items with reserves, Hot Pick collections, and other high demand or special collections are not renewable.
- F. A limit of 2 items from each Hot Pick item category (books, movies, music, and games) can be checked out at one time. Hot Pick movie and music titles are in addition to checkout limits set for other movie and music titles.
- G. Hot Pick collections are limited to use by resident and paying non-resident members.
- H. Premium services including, but not limited to, Interlibrary Loan, Favorite Authors, ebook or audio downloads, and other online media services are limited to resident and paying non-resident members.

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

Goals Description	Measurement Criteria		
<p><b>GOAL 1: Work with the library's partnered Architect to finalize a Facilities Master Plan, begin design phase and implementation.</b></p> <p>A. Conduct meetings with the architect and the Master Planning Committee to discuss floorplans.            B. Investigate options for implementation (large project or phases)            C. Incorporate funding into FY2021 &amp; FY2022 Budgets Proposals</p>	<ul style="list-style-type: none"> <li>• FY 2020 Proposed Budget reflects improvements to facilities.</li> <li>• An overall funding and implementation plan is drafted and presented to the Board.</li> <li>• Meetings are held with the architect.</li> </ul> <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="text-align: center;"><b>End of Year Accomplishments</b></td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>• Kept board updated on Building Project and plans (monthly)</li> <li>• Funding plan has been presented to the board</li> </ul> </td> </tr> </table>	<b>End of Year Accomplishments</b>	<ul style="list-style-type: none"> <li>• Kept board updated on Building Project and plans (monthly)</li> <li>• Funding plan has been presented to the board</li> </ul>
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<ul style="list-style-type: none"> <li>• Kept board updated on Building Project and plans (monthly)</li> <li>• Funding plan has been presented to the board</li> </ul>			
<p><b>GOAL 2: Create a staffing plan for the library.</b></p> <p>A. Conduct meetings with department heads to discuss library's current and future staffing needs.            B. Develop a plan for staffing that meets the needs of the library and community.            C. Incorporate funding into FY2021 &amp; FY2022 Budget Proposals</p>	<ul style="list-style-type: none"> <li>• A staffing plan is developed and approved by the library board.</li> <li>• Proposed Budgets reflect staffing plan recommendations</li> </ul> <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="text-align: center;"><b>End of Year Accomplishments</b></td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>• Met with Admin staff to discuss current and future staffing needs during the 1<sup>st</sup> Quarter of 2020.</li> </ul> <p style="margin-top: 10px;">This project has been placed on hold. There has been a shift of focus of library priorities because of the pandemic as well as a hiring freeze. We will continue these discussions in 2021.</p> </td> </tr> </table>	<b>End of Year Accomplishments</b>	<ul style="list-style-type: none"> <li>• Met with Admin staff to discuss current and future staffing needs during the 1<sup>st</sup> Quarter of 2020.</li> </ul> <p style="margin-top: 10px;">This project has been placed on hold. There has been a shift of focus of library priorities because of the pandemic as well as a hiring freeze. We will continue these discussions in 2021.</p>
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<p><b>GOAL 3: To lead a library-wide initiative for a greater connection to and involvement with the Portage Public Schools.</b></p> <p>A. Develop a library card enrollment process that allows for easier access to library materials and services for students enrolled in the Portage Public Schools            B. Meet Portage Public School personnel to discuss potential new collaborations</p>	<ul style="list-style-type: none"> <li>• A new library card enrollment process is ready for implementation for 2021.</li> </ul> <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="text-align: center;"><b>End of Year Accomplishments</b></td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>• The PASS (Portage Access for Student Success) membership, a partnership with the Portage Public Schools, was launched on October 1, 2020.</li> <li>• The educator membership was also expanded in 2020.</li> </ul> </td> </tr> </table>	<b>End of Year Accomplishments</b>	<ul style="list-style-type: none"> <li>• The PASS (Portage Access for Student Success) membership, a partnership with the Portage Public Schools, was launched on October 1, 2020.</li> <li>• The educator membership was also expanded in 2020.</li> </ul>
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<p><b>GOAL 4: To be involved in professional organizations representing the Library, and to engage in professional development in 2020.</b></p>	<ul style="list-style-type: none"> <li>• ALA &amp; PLA memberships are current</li> <li>• Participate in Class VI Library Directors Group</li> <li>• Attend the 2020 Public Library Association Conference</li> <li>• Attend a Policy Governance Training in 2020</li> </ul>
<p><b>A. Participation in Professional Organizations:</b></p>	
<p>I will continue my professional leadership involvement as follows:</p> <ol style="list-style-type: none"> <li>1. Michigan Library Association <ul style="list-style-type: none"> <li>• I will continue my MLA membership in 2020.</li> </ul> </li> <li>2. Class VI Public Library Directors Group <ul style="list-style-type: none"> <li>• I will attend meetings with public library directors when possible.</li> </ul> </li> <li>3. American Library Association <ul style="list-style-type: none"> <li>• I will continue my ALA membership in 2020.</li> </ul> </li> </ol>	<p><b>End of Year Accomplishments</b></p>
<p><b>B. Professional Development Activities:</b></p> <p>I will engage in the following professional development activities:</p> <ol style="list-style-type: none"> <li>1. I will attend the 2020 Public Library Association Conference.</li> <li>2. I will investigate other professional development opportunities that will be of benefit to the organization, community, and to myself.</li> <li>3. I will attend a Policy Governance Training in 2020.</li> </ol>	<ul style="list-style-type: none"> <li>• Attended 2020 PLA Conference in Nashville, TN on February 25-28, 2020.</li> <li>• Attended Class VI Library Directors virtual meetings that were held in March, April, May, and July 2020.</li> <li>• Attended Library of Michigan’s Directors Meetings that were held weekly or biweekly throughout the year.</li> <li>• Participated in SMLC Directors meetings and Council meetings.</li> <li>• ALA, PLA, and MLA memberships are active</li> <li>• Will attend the MLA Virtual Annual Conference on October 28 and 29, 2020.</li> </ul>
	<p>This year has been unusual. In many ways, the networking has been strengthened because the library community has come together to work on how to move forward during the time of COVID.</p> <p>I was not able to attend the Policy Governance Training this year due to the pandemic. I will look for another opportunity in 2021 or 2022.</p>

**To:** Portage District Library Board  
**From:** Tom Welsh, Library Board Chair  
**Date:** October 22, 2020  
**Subject:** Update on the Library Director's 2020 Evaluation Process

Following a discussion at the September 28, 2020 board meeting, it was decided that the same forms from previous years would be used for the 2020 Library Director's evaluation. Each trustee should complete the evaluation form based on their own assessment of the Library Director's accomplishments and performance in relation to her personal goals and the 2020 Ends Statements. The completed forms will need to be returned to Library Board Chair Tom Welsh (electronically or in paper form) by Friday, November 20. Library Director Klien will present her Director's Goals update at the October 26, 2020 meeting and trustees will receive the evaluation forms following the meeting.

The Board Personnel Committee (Welsh, VanderVries, Friedman) will set their meeting after the October Board Meeting to review the responses and develop a recommendation to the Library Board for the Library Director's compensation in 2021. The Board Chair will then meet with the Library Director for her evaluation.

The Board Personnel Committee will present the recommendation to the whole board at the December 14, 2020 board meeting, at which time a vote will be taken.

The Library Board Personnel Committee reminds all trustees that we must conduct this evaluation process in compliance with the Open Meetings Act and in accordance with Carver Policy Governance guidelines as indicated below.

The Library Director's performance evaluation entails the following assessments:

Has there been progress on achieving Board endorsed Ends Statements in 2020?  
Has there been progress on accomplishing Board endorsed personal goals in 2020?  
Has the Library Director been in compliance with the Board's Executive Limitation in 2020?  
Consider that the success of the library is the evaluation of the Library Director.

**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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date	2020 Target	% of Target
75% patrons responded that they learned something in a guided learning event	100%	N/A	N/A	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 66% Y 65%		A 67.6% Y 45.6%	A 50% Y 50 %	A 135% Y 91%
20% increase of hits of online learning tools	186%	645%	719%		719%	20%	Target Met
Implement 12 software/devices that allow people to create and learn	0	0	2		2	12	16%
12 videos are created	0	April - 15 May - 37 June - 14 Total - 66	July - 14 Aug - 15 Sept - 9 Total - 38		104	12	Target Met

- 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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> 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 6 I 6 E 3		B 17 I 12 E 13	B 3 I 3 E 3	Target Met
Help 150 patrons become more info-literate *	284	284	284		31	150	Target Met
Have 50 people in the library for ESL tours *	84	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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date	2020 Target	% of Target
80% of user satisfaction with collections and instructional events	100%	N/A	N/A		100%	80%	125%
Active holds older than 3 month less than 200 titles	249	238	367		367	Less than 200	Target Not Met
21 Special programs will target groups representing different perspectives or cultures *	23	24	29		10	21	Target Met
25% of kits will change annually to reflect changing needs of the community	8%	N/A	N/A kits not currently circulating		8%	25%	32%
20% reduction in total physical collection size	5.44%	4.87%	5.7%		16%	20%	80%

**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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date	2020 Target	% of Target
20% more items available for circulation will be digital	33%	42%	48%		48%	20%	Target Met
15% of our programs annually will be outreach (Adult/Youth)	A 5% Y 17%	A 37% Y 1%	A 43% Y 13%		A 28% Y 10.3%	A 15% Y 15%	A 186% Y 69%
70% of patrons who completed an exit survey were satisfied that the program met their needs	100%	N/A	N/A		100%	70%	142%
100% of PPS middle school and high school students have access to PDL electronic services	91%	89%	100% with PASS card implementation		100%	100%	Target Met
12 events or table events will be held outside the Library by the Adult Department	6	6	7		7	12	58%



**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 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to Date	2020 Target	% of Target
90% of display space used for local artists and organizations	100%	N/A	N/A		100%	90%	111%
5 large projects completed in the Local History Rooms *	1	1	1		1	5	20%
90% of patron responses say displays are meaningful	100%	N/A	N/A		100%	90%	111%
4 new resources for information will be added each year	0	0	1		1	4	25%

\* Target number over the course of the 3 year plan

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<b>Revenue</b>		Percent of Year Gone -->				75%		
General Ledger Category	3rd Qtr. Budget	3rd Qtr. Actual	3rd Qtr. % Received	2020 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Received	
Total Tax Revenue	\$ -	\$ 110,002	N/A	\$ 4,798,747	\$ 4,805,393	\$ 4,805,393	100%	
Other Revenue	101,250	80,496	80%	242,378	185,997	185,997	77%	
Revenue from Reserves	523,407	523,407	100%	523,407	523,407	523,407	100%	
State Aid Revenue	18,750	21,061	112%	350,563	345,876	345,876	99%	
<b>Total Revenue</b>	<b>\$ 643,407</b>	<b>\$ 734,966</b>	<b>114%</b>	<b>\$ 5,915,095</b>	<b>\$ 5,860,673</b>	<b>\$ 5,860,673</b>	<b>99%</b>	

<b>Expenses</b>								
General Ledger Category	3rd Qtr. Budget	3rd Qtr. Actual	3rd Qtr. % Spent	2020 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Spent	
Total Salaries & Wages	\$518,595	\$324,792	63%	\$1,621,747	\$1,076,928	\$1,076,928	66%	
Total Fringes & Benefits	235,844	124,109	53%	659,648	395,336	423,486	64%	
Total Library Materials	322,985	127,487	39%	766,698	428,318	519,581	68%	
Total Utilities	69,658	29,640	43%	136,570	69,408	69,408	51%	
Total Buildings	171,970	31,338	18%	283,420	118,665	205,910	73%	
Total Furnishings & Equipment	33,380	0	0%	33,380	0	22,965	69%	
Total Supplies	98,247	24,374	25%	170,474	60,715	82,630	48%	
Total Professional Services	164,367	36,850	22%	354,338	166,667	187,690	53%	
Total Other Charges	134,036	20,637	15%	354,924	184,165	259,952	73%	
<b>TOTAL OPER. EXPENSES</b>	<b>\$ 1,749,082</b>	<b>\$ 719,227</b>	<b>41%</b>	<b>\$ 4,381,199</b>	<b>\$ 2,500,202</b>	<b>\$ 2,848,550</b>	<b>65%</b>	
<b>TOTAL CAPITAL PROJECTS</b>	<b>\$ 892,895</b>	<b>\$ 138,012</b>	<b>15%</b>	<b>\$ 1,355,459</b>	<b>\$ 314,239</b>	<b>\$ 389,650</b>	<b>29%</b>	
<b>TOTAL EXPENSES</b>	<b>\$ 2,641,977</b>	<b>\$ 857,239</b>	<b>32%</b>	<b>\$ 5,736,658</b>	<b>\$ 2,814,441</b>	<b>\$ 3,238,200</b>	<b>49%</b>	

<b>EFFECT ON FUND BALANCE *</b>	<b>\$ (1,998,570)</b>	<b>\$ (122,273)</b>		<b>\$ 178,437</b>	<b>\$ 3,046,232</b>	<b>\$ 2,622,473</b>
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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 6/30/2020	\$ 4,537,939	12/31/19 Audited Total cash (Fund Equity*) minus liabilities	\$ 7,304,916
+Third Quarter Revenues	734,966	+ 2020 Revenues	5,860,673
- Third Quarter Operating Expenses	719,227	- 2020 Operating Expenses	2,500,202
- Third Quarter Capital Projects	138,012	- Capital Projects	314,239
		- 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	423,759
2020 cash as of 9/30/2020	\$ 4,415,666	Total available cash as of 9/30/2020 (Fund Balance*)	\$ 6,136,649

\* 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. The Library is currently \$6,646 over its annual budget for tax revenue for FY2020. This amount may increase slightly as the Library collects delinquent personal property tax.

**State Aid Revenue** - The library has received all of its State Aid revenue for the year. Collections were \$4,687 under budget due to less than anticipated personal property tax loss reimbursement.

**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 overdue fees through the end of the 3rd qtr. The Library is still collecting some fines & fees that existed before the suspension for new fines, and payments for lost material. Penal Fines received were \$2,799 under budget. 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 \$37,589 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 much lower. 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 \$139,000 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 75% expended as of September 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 slightly under 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 September 30, 2020 is a little lower than expected, but should get back on track by the end of the year.

**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 due to the elimination of computer activity, reduced lighting and changes to its HVAC demands.

**Building** - Year-to-date activity is on pace for this time of year. Snow Removal was well below budget for the year and will allow ample funds available for November and December, should they be needed. The Library is in the process of replacing the roof over the curved section of the building.

**Furnishings & Equipment** - This category is on 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 by June 30, 2020. Projects being carried over from the prior year include: book bins; atrium shelving; teen room display furniture; and DVD shelving.

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September 30, 2020

**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 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 75% 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 on pace for this time of year. 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 \$373,178 of expenses related to the construction project. These expenses were for architect fees, land surveying, 3D scanning and hazardous material testing.