

NOTICE OF ELECTRONIC REGULAR MEETING

**LIBRARY BOARD MEETING
PORTAGE DISTRICT LIBRARY**

Monday, December 14, 2020

at 6:00 p.m.

The Library Board of the Portage District Library will hold a regular meeting on Monday, December 14, 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: Dec 14, 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/81372356624>

Or iPhone one-tap :

US: +13126266799,,81372356624# or +16465588656,,81372356624#

Or Telephone:

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

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

Webinar ID: 813 7235 6624

International numbers available: <https://us02web.zoom.us/j/81372356624>

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

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

Dated: December 10, 2020

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

PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting to be held on

December 14, 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. (15 minutes total)
- IV. Adoption of the Agenda for the Regular Meeting of December 14, 2020. (1minute) (Vote)
- V. Consent Agenda (5 minutes) (Vote)
 - A. Minutes of the Regular Meeting of October 26, 2020. Pg. 5-11
 - B. Minutes of the Special Meeting of November 17, 2020 Pg. 12-15
 - C. Review of FOIA Policy. Pg. 16-43
 - D. Approval of Annual Calendar of Library Board Activities for FY 2021. Pg. 44-46
 - E. Narrative Report for October & November 2020. Pg. 47-58
 - F. Budget Amendments for Youth Services. Pg. 59
 - G. Financial Condition for October & November 2020. Pg. 60-65
 - H. Marketing Update for October & November 2020. Pg. 66-71
 - I. Statistical Reports for October & November 2020. Pg. 72-75
 - J. Legislative Update for October & November 2020. Pg. 76-79
 - K. Library Board Linkage for December 2020 and January 2021. Pg. 80
- VI. Governance (15 minutes)
 - A. Adoption of Schedule of Library Board Meetings for 2021. (VOTE) Pg.81
 - B. Appointment of Nominating Committee Chair to survey trustees' interest in Board offices in 2021. Pg. 82
- VII. Ends Development (15 minutes)
 - A. End-of-Year Report on accomplishment of all End Statements in 2020. (Info) Pg. 83-100
- VIII. Library Director's Reports (30 minutes total)
 - A. Discussion Regarding Re-Opening the Library Building and Sunday Hours. (VOTE) Pg. 101-102
 - B. Budget Amendments from C2AE. (VOTE) Pg. 103-107
 - C. Building Update Including a Draft Timeline from Walbridge. (Info) Pg. 108
 - D. Remarks by Library Director for the December 14, 2020 Library Board Meeting.
- IX. Library Personnel (30 minutes)
 - A. Personnel Committee's recommendation for Library Director's compensation in 2021.
 - B. 2020 Year End Staff Recognition Discussion.
- X. Process Evaluation (5 minutes total)
 - A. Suggestions for Agenda Items to be included on the January 25, 2021 Board Meeting
 1. Minutes of the Regular Meeting of December 14, 2020.
 2. Review of Community Meeting Room Policy.
 3. Review of Library Privacy & Search Warrant Policy.
 4. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2021 Budget to Offset Unpaid Encumbrances.
 5. Approval of Budget Amendment Request to Adjust Reserve Accounts as Required.
 6. Election of Library Board Officers for 2021 & Appointment of Library Board Personnel Committee and Library Board Secretary for 2021.
 7. Annual signing of "Conflict of Interest" Statements by trustees.
 8. Discussion about guests to be invited to Library Board meetings & staff presentations in 2021.

9. Endorsement of Library Director's Personal Goals for 2021.
10. Endorsement of Activities & Projects to Accomplish Library Ends Statements in 2021.
11. 4th Quarter Financial Report for Fiscal Year 2020 & Comments on Year-End Results.
12. 4th Quarter Strategic Plan Statistics
13. Monitoring Report on Executive Limitation: Global Executive Constraint.

B. Assessment of this meeting

C. Miscellaneous Items

XI. Adjournment

PORTAGE DISTRICT LIBRARY BOARD
Minutes of the Board Meeting held on

October 26, 2020
Electronic Meeting via Zoom

- I. Start of Meeting - Board members and staff gathered virtually via Zoom and the board meeting started at 6:00 PM.
- II. Roll Call - Library Director Klien informed trustees of a new requirement for virtual meetings. Board members must now state that they are virtual and the city and state where they are currently attending from. For example: Hi, this is Christy Klien and I am attending virtually from Portage, MI.

Board Members Present:

Good evening. I'm Tom Welsh and I am participating virtually from my home in Portage, MI.

This is Michele Behr and I am attending virtually from my home in Portage, MI.

Hi, this is Carol Bale and I am participating virtually from my home in Portage, MI.

Hi, this is Jeanne Friedman and I am participating virtually from my home in Portage, MI

I'm Cara Terry and I am participating virtually from my home in Portage, MI.

Hi. It's Donna VanderVries and I am participating virtually from my home in Portage, MI.

Board Members Absent: Ted Vliek (excused)

Library Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Quyen Edwards, Rob Foti, Lawrence Kapture, Doran Lefaive, Abby Pylar, 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
Board Chair Welsh welcomed everyone to the meeting. He then opened the meeting for any comments from the public, board members, or library staff. No comments were made.
- IV. Adoption of the Agenda for the Regular Meeting of October 26, 2020
Library Board Chair Welsh asked if there were any changes needed to the agenda for the October 26, 2020 board meeting before its adoption. None were requested. Welsh asked for a motion to adopt the agenda.

MOTION: It was moved by Trustee Behr and supported by Trustee Bale that the Library Board adopt the agenda for the regular meeting of October 26, 2020. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries – yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.
- V. Consent Agenda
Library Board Chair Welsh asked if there were any changes needed to the consent agenda for the October 26, 2020 board meeting before its adoption. Trustee Behr requested the removal of Item B. Welsh asked for a motion to adopt the agenda excluding Item B.
 - A. Minutes of the Regular Board Meeting of September 28, 2020.
 - B. Review of Donation Policy.
 - C. Approval of Holiday Schedule for Library Hours of Operation in 2021.
 - D. Monitoring Report – Communication & Support to the Library Board.
 - E. Monitoring Report – Ends Focus of Grants/Contracts
 - F. Narrative Report for September 2020.
 - G. Report on Financial Condition for September 2020.
 - H. Marketing Update for September 2020.
 - I. Statistical Report for September 2020.

- J. Legislative Report for September and October 2020.
- K. Library Board linkage opportunities for November and December 2020.

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

Item B – Review of Donation Policy – Trustee Behr asked for clarification regarding the donations policy as it only refers to financial donations. Library Director Klien said that this policy covers monetary donations and that there is language in the Heritage Room Policy which covers items donated to the Heritage Room including a Deed of Gift Agreement.

MOTION: It was moved by Trustee Behr and supported by Trustee Terry, to approve Item B – Review of Donation Policy. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries – yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

VI. Governance

A. Approval of Resident/Non-Resident Policy and Non-Resident Fee Amount for 2021.

Trustee Bale wanted to know how many non-resident users the library currently has and Klien said the Statistics show that there are 376. Board Chair Welsh reminded trustees that this amount is a \$5 increase from last year, so it isn't as large of an increase than the prior year when the new additional millage created an increase in what Portage residents pay and therefore the non-resident fee amount as well. Klien said we are using the same formula we have previously used to calculate the non-resident fee which we feel is fair to our community members who pay taxes towards use of the library. Edwards reminded trustees that Non-Residents would pay \$176 starting in 2021, and senior non-resident memberships (those 62 or older) are 50% of that amount, or \$88.

MOTION: It was moved by Trustee Behr and supported by Trustee Terry that the Library Board approve the Resident/Non-Resident Policy and the Non-Resident Fee Amount for 2021. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries – yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

B. Review of Investment Policy and Library Investment Listing.

Library Director Klien said that this is the annual review of the Investment Policy and page 51 of the board packet lists the library's current investments. Business Manager Foti said that investments are currently a roller coaster ride and the library is making what it can. Foti said he hopes the market will turn around at some point. Foti said some investments will come due early next year for cash for the building project. If we don't spend it all, we will be reinvesting. Trustee Behr asked about the investment labeled "Fed. Hermes Gov't Reserves" and Foti replied that it's a money market account and he takes the names of the listings right off the statement he receives.

MOTION: It was moved by Trustee Terry and supported by Trustee Friedman that the Library Board approve the Investment Policy and Library Investment Listing. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries – yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

C. Fines & Fees/Usage Policy and Fine Free Discussion.

Klien directed trustees to the new Circulation Policy which has been redrafted and renamed. Klien said it was written following recommendation from the library's attorney to reformat. For comparison, the existing Fines and Fees/Usage Policy was included in the packet behind it. All pertinent information transferred over to the new policy with the exception of the room rental fees, which are also covered in the Community Room Policy. Klien said this policy would just focus on circulating material.

Klien said that GoPros were added to the equipment list. They are not currently in circulation, but will be an additional tool for the Creation Station and we are very close to making them available.

Klien directed trustees to page 54 of the board packet for the wording in the policy that indicates that the library is going fine free. After consulting with other fine free libraries, we have decided that items will be considered "lost"

after being overdue for 28 days no matter the length of the specific item's loan period. Board Chair Welsh asked about renewals which had previously been discussed during conversations about going fine free. Klien said that renewals are covered in Section 1 Item B. The language there is purposely vague as there is no guarantee of renewal. As in our previous policy, if another patron has a hold on the material, it cannot be renewed, and specific items like Hot Picks and equipment are not renewable.

Trustee Behr asked for clarification regarding overdue MeL material. Circulation Supervisor Austin responded that MeL does not charge overdues and you can't charge patrons of other libraries overdue fines, but each individual member library can charge their patrons overdue fines for MeL materials. There is, however, a formula for lost items including specific values for certain types of materials. We are not in control of what we can charge another library for replacement of lost materials, but in addition to the pricing formula, we can include a "reasonable processing fee". Our library has to pay the bill for lost MeL materials on a 30-day billing cycle, then we have to collect it from the patron.

Board Chair Welsh had a question relative to implementation as the Board has already decided to waive overdue fees until the library can stop quarantining material. Klien said that our new process will begin in January and we can clear overdue fines on our patrons' accounts at that point, especially since we were not able to offer Food for Fines or an Amnesty Week in 2020. We will also start sending notices again reminding patrons that they have overdue items. Most of the libraries that we talked to regarding use of a library collection agency were not sending patrons to collections during the pandemic. We still need to decide as an institution how or when we would implement that.

Austin chimed in. If we get the go ahead to go fine free, we would spend time explaining the new system leading up to January 1, 2021 and encouraging people to return items in a timely manner before we switch to the new system. Austin said she ran some numbers from 2019, to give the board an idea of what things look like in a "regular year". There were 861 users billed for non-return or damaged items in the amount of \$40,000 worth of materials. In the past, within 28 days of billing them 481 patrons (more than half) either returned the item, paid for it, or talked to us about their specific situation and had their fines waived. That equals approximately \$21,000 of materials that came back or got paid for. Of the remaining 380 users, there is still \$19,000 worth of materials and only 80 of them would have qualified for collections under our newly proposed procedure (as the rest do not have bills over \$25).

Klien said that she wanted to follow-up on the questions the Board had about how the library collection agency works. Business Manager Foti investigated that and determined that there is not a contract for the Unique service. The library would pay a fee each month per person that was sent to them. We talked to libraries who used the service, and they had good things to say about the company including that they were responsive and easy to work with. They found that success rates (for return or payment for materials) varied from community to community. Some libraries had better success when their strategy included a strongly worded last letter prior to sending an account to collections. They found that patrons were occasionally upset, but once it is explained that the library collection agency doesn't show on your credit rating and that the library is just trying to get materials back for others in the community to use, there was more understanding. We feel it is important to show that the library is taking this seriously and making an effort to get materials back as a good steward of taxpayer dollars. Foti said both Troy and Kalamazoo Public Library thought that having language like the following example in the letter was important. "If this bill is not paid within – days, it is subject to collection with a fee." Trustee Terry agreed with including strong language.

Foti said currently Unique charges \$9.99 per account sent to them and recommended not removing the block on a patron's card until the total amount is paid off. He said that he feels the service makes sense because library staff do not have the time to call and keep following up with patrons. Many libraries charge that \$9.99 fee to the patrons (even if the material is returned) and he proposes that we would charge that to the patron as well.

Trustee Behr asked about a communication plan to explain changes to patrons. Marketing Manager Whitehurst said that we are in a good position because many other libraries have already successfully made the transition and we can follow with what worked for them. Once a decision is made, we will spend more time fully flushing out a marketing plan for going fine-free.

MOTION: It was moved by Trustee Behr and supported by Trustee Terry that the Library Board approve the proposed Circulation Policy to replace the Fines and Fees/Usage Policy to go into effect on January 1, 2021. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries – yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

VII. Ends Development

A. Library Director's Accomplishment of Personal Goals for Fiscal Year 2020

Library Director Klien said that there was an abrupt change in focus this year due to the pandemic. This is why some goals were not fully realized, but she will continue to look at those in the future. She said that she is proud that the library made great progress as an organization, with the building project coming up and on target, library cards for all PPS students, and lots of other great changes.

Klien asked if there were any questions or concerns to address. Trustee Friedman said that one of the qualities of a good leader is the ability to pivot. She wanted to recognize and have on record how Klien has led the library staff and covered the details. Klien thanked Friedman for her comment and said that the team has helped her get there. Trustee Behr added that we have a director that has risen to lead in a crisis.

DISPOSITION: The Library Board acknowledged the Library Director's Accomplishment of Personal Goals for Fiscal Year 2020.

C. Third Quarter Strategic Planning Statistics.

Library Director Klien asked if there were any questions regarding the Third Quarter Strategic Planning Statistics which started on page 61 of the board packet. She added that just like with her own personal goals, our staff has made some adjustments to strategic planning projects this year. Some collections aren't circulating so we can't count statistics on them. Some projects were hit out of the park, for example the number of videos created well exceeded what we were planning. Staff continued programming in the best way they could.

Trustee Bale had a question about "Implement devices to create and learn". Klien said this refers to the Creation Station which was launched at the beginning of this month.

Trustee Friedman asked if staff is collecting statistics or running reports of use on the new PASS cards. Systems Administrator Behrje said that the library has collected additional information on students including school and grade level so there are a variety of ways we could report information. Austin asked if there were particular data points Friedman was looking for. We would want to collect data now so that we could run comparatives. Friedman said she is interested to know if there is an increase in students using the card. She said if the library doesn't see that students are using the card, what do we need to do to reach out to the schools to try to get it used.

Trustee VanderVries left the meeting at 7:00 PM. She said goodbye and wished good luck in the election to all candidates.

Behrje suggested collecting information such as: How many students checked out a book using their PASS card. How many circs are there by grade level or by school to determine who have we communicated well with? Austin recommended evaluating the PASS card program over a three year period. She felt that new programs take time to determine success.

Head of Youth Services Laura Wright said that youth staff have virtual tours planned for the 6th graders and said she'd like to track what that will do to PASS card use. This will be a good way to determine to what effect outreach has on a new initiative. Wright said that if the number of questions received is any indication, the program is going well so far as youth staff have gotten a lot more than expected. PPS and staff are very receptive and promoting the program well.

DISPOSITION: The Library Board acknowledged the Third Quarter Strategic Planning Statistics.

D. 3rd Quarter Financial Report for FY 2020 -

Business Manager Foti gave the Third Quarter Financial Report. He said that Fines and Fees are obviously down from what was budgeted for in 2020. He reminded trustees that the library budget is prepared for the change in fee amounts collected for 2021.

Foti said that Tax revenue is on target. Penal fines are approximately \$2,700 under budget. While the library was prepared for a smaller amount of penal fine revenue, the downward trend over the past few years is still a concern.

The library received \$20,000 in building insurance distributions this year and has for the past couple of years.

Under expenses, the library is going to be way under budget on salaries and wages. We have open positions and have made the decision to keep them open through the end of the year. We will look to hire for those positions in a predetermined priority order in 2021. Welsh asked where are the open positions? Foti said the openings are in several departments including Circulation and Adult Services, and are due to resignations or role changes.

DISPOSITION: The Library Board acknowledged the Third Quarter Financial Report for FY 2020.

Library Director's Comments

A. Building Update

Business Manager Foti, Facilities Manager LeFaive and I have been meeting with the architect and construction management firm to discuss additional questions about the new space. We have also been meeting with the interior designers in various groups to discuss what our furnishings needs are for various departments and staff spaces. They are creating some proposals to review and get feedback on.

We have also been working with a commercial leasing agent to look for a space that will accommodate the library. We have been looking at the commercial space that will be vacated by SteinMart. We are hoping to stay on a tight budget and we can use the existing carpet and walkways to help create public service spaces. We will also be moving our existing shelving to the offsite location.

We are looking for a location that includes meeting space for the board and staff. We are also hoping to have some space for programming, though we don't yet know if we will be able to use it in 2021 under the pandemic guidelines. There are some other vacant storefronts in the vicinity which may have potential for us. Foti said that the SteinMart space is approximately 36,000 square feet (the library is approximately 49,000 sq. Ft.) and the adjacent spaces (which are in very raw condition) are 8,500 and 5,000 square feet respectively). Foti said they are trying to get information about other costs including utilities. Foti said he did check with our insurance company, and all of that library's interior contents are covered no matter where we move them. Included in the lease is the option to put signage on the building and at the road (at the library's expense).

Klien said they are ready to move forward with a letter of intent. She asked if the Board had any questions.

Trustee Behr asked about bus access for the location. Klien said that she knew that there was a public bus that goes to Crossroads Mall across the street, but she would have to check if it goes along Romence Road. Behr asked how much of the collection will be moved offsite. Klien responded that we will take as much of the interior building contents as we can because we will not be able to store things in the building during construction. If we are not able to fit things in an offsite location, we will have to look for additional storage space.

Trustee Bale asked about parking for that location. Klien said that there is parking right in front of the building and that there is additional parking in the plaza. There is additional parking in the back of the building for staff. Klien said she is not concerned about parking for this location.

Board Chair Welsh asked about possible configurations in the offsite location. Klien said that for the foreseeable future, we will continue with limited seating spaces for public use.

Trustee Terry asked about the timeline for the move. Klien said that we hope to take possession of the building in January, make interior adjustments in February, and be moved out of our library building by March to begin construction.

Klien said that in our building renovation budget, we currently have \$200,000 allocated for a rental property with additional funds to make adjustments inside the building and for moving expenses and asked if trustees would be comfortable allocating more towards that during contract negotiations. Trustees agreed that the timeline is tight and that there might be need for some wiggle room. It's a big move with a lot of moving parts, and trustees did not want to overburden the process by delaying until the December Board meeting. Trustees were in agreement that Library Administrators always make frugal financial decisions for the library.

MOTION: It was moved by Trustee Terry and supported by Trustee Bale that the Library Board authorize Library Director to negotiate an agreement for an offsite location for an amount up to \$250,000. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 5-Yes, 0-No, 2-Absent (VanderVries, Vliet). Motion carried.

Klien thanked trustees for the additional flexibility. She said that C2AE architects had put together a draft layout of library services in the SteinMart building which were projected for the group to see and she would forward the document to them for additional review.

B. Final remarks by Library Director for the October 26, 2020 Library Board Meeting

Klien said that the acceptable library capacity is now 50% according to the Michigan Health Department. Klien said that the library has never reached capacity even when we were at 25%. She said the Admin Team made the decision to stop handing out timers last week because most patrons are not staying anywhere near their 1 hour time limit. Greeters are still tracking movement and building capacity, but are using significantly less disinfectant since the timers don't have to be cleaned between uses.

Klien said Public Act 228, has made some changes to how Open Meetings should be conducted. One, is that virtual Board participants had to announce your name and where you are located. The library can hold board meetings virtually through 2020. Starting in January 2021, you have to be present unless you meet one of the following exceptions – military, health issue, or local emergency in your area. In 2022, there can be no virtual meetings except military or local emergency. They have put limitations on that flexibility of participation. These guidelines could change in the future. I will follow up with the library's attorney to continue to make sure that the Library Board Meetings are in compliance and will continue to communicate any changes to trustees.

MLA annual conference is virtual this year and we will have 10 staff attend on October 28 and 29.

Klien said that the Portage District Library got the CARES Act Grant which was facilitated by Facilities Manager LeFaive. With the money we received, we are doing a wifi program pilot with students who need computer access as identified by Portage Public Schools staff.

Klien said that our Friends of the Library volunteers have been coming in and sorting donated materials and putting items out for sale in the Circ area.

So you are aware, the library received a letter from a community member regarding our Teen LGBTQ group and disapproved of the library holding such a program. The community member ~~also sent~~ copies of the letter to Portage City council and the Portage City Manager. We plan to send a response that we have received their comments. We are proud to be able to support teen community members in a safe way and will continue to do so. If you have questions or concerns, please feel free to reach out to me.

Good luck to the candidates in the election on Tuesday, November 3, 2020! Library Board Secretary Edwards said that when voting has been completed, the County Clerk will send a Canvass of Votes and she would forward that official information as soon as it is available.

IX. Process Evaluation

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

B. *Assessment of this meeting* – Trustees said it was a good meeting.

C. *Miscellaneous Items* – Board Chair Welsh asked if any of the candidates had any additional comments or questions at the conclusion of the meeting.

Linda Whitlock - Whitlock was interested in the webinar Klien attended called “Leading with Gratitude”. Klien said it was offered by the library’s ILS service and the content is based off of a book with the same name. She said it is about thanking your team all along the way.

Ken Baker - Asked what the library is doing to address the divisiveness in the country? Klien said that the library often has programming to address these topics such as “Agents of Kindness” for youth and teens, reading books with diverse themes that start community conversations, and programs like “Meet your Muslim Neighbor.” The staff often have discussions about equity and inclusion.

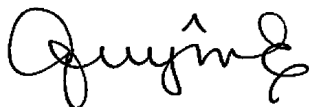
There is no Library Board Meeting in November. The next meeting will be Monday, December 14, 2020.

X. Adjournment –

Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the regular board meeting of October 26, 2020.

DISPOSITION: The regular board meeting of October 26, 2020 was adjourned at 7:50 pm.

Recorded and Transcribed by,



Quyen Edwards
Library Board Secretary

PORTAGE DISTRICT LIBRARY BOARD

Special Board Meeting held on

Tuesday, November 17, 2020

via Zoom at 6:00 PM

I. Start of Meeting

II. Roll Call

Board Chair Welsh reminded trustees of the new requirement for virtual meetings. Board members must now state their full name and where they are currently attending the virtual meeting from.

Board Members Present:

Hello, Carol Bale here and I am participating virtually from my home in Portage, MI.

This is Michele Behr and I am attending virtually from my home in Portage, MI.

Hi, this is Jeanne Friedman and I am participating virtually from my home in Portage, MI

Hi, Cara Terry and I am participating virtually from my home in Clermont, Florida.

I'm Tom Welsh and I am also participating virtually from my home in Portage, MI.

Board Members Absent: Donna VanderVries (*excused*), Ted Vliek (*excused*)

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

Guests Present: Ken Baker, Tom Vance, and Linda Whitlock

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

Library Board Chair Welsh welcomed everyone to the meeting and opened the floor to comments from staff or attendees.

- A.) Comment from Kenneth Baker – Mr. Baker asked for clarification regarding the purpose of the meeting. Board Chair Welsh said that purpose of the meeting is to discuss how the library has temporarily closed the building and moved to curbside service only. They need Board action to continue that service model long term.
- B.) Comment from Library Director Klien – Klien said that she was contact by a patron with a comment about the library building closure. The patron wished to respectfully disagree with the building closure as the new order from the Michigan DHHS did not directly impact libraries directly. She asked for the metrics the library used to make the decision, which Klien shared and emphasized that we did not make this decision lightly. The patron was not able to attend tonight's meeting, but asked to have their opinion expressed.
- C.) Comment from Trustee Friedman – Trustee Friedman asked if the library is impacted by the limit of 25 people for indoor gatherings. Klien responded that the library has been operating under a guideline of 50% capacity. Under the new orders from MDHHS, the guideline has been lowered to 30%.

IV. Adoption of the Agenda for the Special Meeting of November 17, 2020

Library Board Chair Welsh asked if there were any changes needed to the brief agenda for the November 17, 2020 special board meeting before its adoption. None were requested. Welsh asked for a motion to adopt the agenda.

PORTAGE DISTRICT LIBRARY
Agenda for the Regular Library Board Meeting

MOTION: It was moved by Trustee Behr and supported by Trustee Bale that the Library Board adopt the agenda for the special meeting of November 17, 2020. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 5-Yes, 0-No, 2-Absent (VanderVries, Vliet). Motion carried.

V. Governance

A. Discussion regarding Library Service During a Rise in COVID-19 Cases in Kalamazoo County

Board Chair Welsh asked Library Director Klien to give an update on the events that have led to this special meeting tonight. Klien said that she has been watching the COVID-19 cases rising in our county. Over the last two weeks, our Library Administration Team has met to discuss what they felt were the appropriate metrics to use to consider taking a step back and returning to curbside service only. It was decided we would be looking for 1.) a MDHHS ordered closure, 2.) a continuous increase in reported cases in our county, 3) staffing availability due to illness and/or quarantine, and/or 4.) conversations and coordination with the other libraries in our area regarding their plans. Klien said she was also having conversations with Board Chair Welsh to gauge his opinion before knowing about any change in orders from the health department.

Klien said that Kalamazoo Public Library announced that they would be closing their building on Friday, November 13th for a week to prepare for curbside service (which they had not implemented during the previous closure). On Sunday, November 15th Klien and Admin staff watched the press conference featuring the Governor and the MDHHS Director who announced the orders for stepping back throughout the state. Klien said that she met virtually that night with the Admin Team following the announcement to discuss what the library should do and the group was in agreement that the library should close the building and go back to curbside service only for the safety of staff and patrons. Library Director Klien was in contact with Board Chair Welsh. He had the strong opinion that the building should not be closed to the public without some notice to patrons.

Klien said her one concern was, and continues to be, the lack of computer access which is a hardship for some in the community. Staff are brainstorming and testing ways that we can make computer access for the public possible while the building is closed. There is wireless internet access available from the parking lot for those who have their own devices.

Klien said trustees should be aware of a few other factors. Portage Public Schools have pivoted to virtual learning for all students for a three-week period, slated to last until Dec. 9. Many other libraries in the community have also made the decision to close to the public. The Michigan Library Association is encouraging libraries to voluntarily step back services to protect staff and patrons.

Board Chair Welsh asked Trustee Michele Behr (who is a librarian at Western Michigan University) what the plan is for Waldo Library. Behr said they are restricted to a capacity of 70 in the building which is only open to students and staff and not to the community. WMU already had plans for all classes going virtual. Behr said that they aren't changing any of the policies at WMU at this time because students are already going home and those that are in the library have to sit individually and wear a mask, so it isn't a place where people linger like they have in the past.

Klien said that starting today, the library has increased the number of curbside appointments and staff is doing their best to facilitate excellent customer service. We have staff in the building answering calls at all the public service desks and all the regular operating systems for quarantining materials, checking them in, and reshelving are continuing.

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Trustee Bale asked what remote computer usage might look like for patrons. Klien said that staff are working on a way to check out laptops and hotspots to vehicles via curbside service. These laptops would also have remote print capabilities. Staff could deliver prints via curbside service as well. We would be using different sets of laptops for each time period so that they can be sanitized and charged between uses. Computer assistance will be a struggle, but we want to take steps to try to provide as much service as we can. Klien said we hope to have up to eight laptop computers available. They need to be reconfigured and some testing will take place tomorrow. Klien said that if everything works as expected, we could start this service as early as next week. We have been taking contact information for patrons who expressed an interest in computer access.

Trustee Behr said she had a few questions. She wondered how long the curbside computer loan period would be? Klien responded that we would start with 1 hour, which is what the time limit was for patrons using computers in the building. Behr wanted to know approximately how many people were in the building on average. Klien said that it varied from time of day to day of the week, but roughly 40 patrons plus staff are in the building at any given time. Staff at the Greeter Station were keeping track of the number of patrons in the building every half hour. Klien said that, for the most part, patron visits were only 10-15 minutes to grab their holds and browse the new materials. Individuals using the computers were in the building around 60 minutes and families with children would stay around 30 minutes.

Behr asked about the number of staff required to be in the building for curbside services and Klien responded that it is approximately the same as when we are open, but some are now performing different functions. The staff at the Checkout Desk will be moved to curbside. Adult and Youth Information Desks and shelvers will be answering the phones, pulling holds and taking them to curbside, and reshelving. Business Services staff will remain in the building as a large portion of their work can't be done at home. Klien stressed, however, that any work that can be done from home will be done from home.

Klien shared that several staff members expressed concern about having public in the building for increased exposure. They have a concern for their safety and Klien takes that very seriously. There are some staff who were not happy about the building being open to the public on Monday.

Trustee Behr said that in this situation it feels like there are no good choices. There is not a way to make everyone happy. Trustee Terry said she had the opportunity to come back in the building and volunteer doing scanning and she chose not to due to the added exposure to the public. She acknowledged the feelings of staff who have concern for their health and safety at this time.

Trustees wanted to know if mask compliance was an issue in the library. Klien said that the vast majority of patrons have been compliant, but we have had incidents of people who were not and have caused a difficult scene with staff. There are also ongoing issues of people not wearing their masks correctly over their nose and people pulling them down after they have passed the Greeter Station.

Board Chair Welsh shared again that he felt that the community needed at least one day notice before the building closure. He apologized if the staff felt uncomfortable with that decision.

With no further discussion, Library Director Klien requested that the Library Board allow the building closure and curbside service only to continue. The MDHHS order goes through Wednesday, December 9, 2020 and she asked that the Board keep the building closure in place until the next Board meeting on Monday, December 14, at which time they can reconsider depending on what new information is available.

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MOTION: It was moved by Trustee Terry and supported by Trustee Bale that the Library Board support the closure of the Library building and for staff to provide curbside service only until Monday, December 14, 2020. Roll Call Vote: Bale – yes, Behr - yes, Friedman - yes, Terry - yes, Welsh – yes. 5-Yes, 0-No, 2-Absent (VanderVries, Vliek). Motion carried.

VI. Assessment of Meeting and Additional Comments

A.) Board Chair Welsh reminded trustees to turn in the library director evaluations by November 20th.

B.) Trustee Bale asked if there would be work related to the renovation project inside the library building at this time. Klien said there would be no work done on the building until 2021. The staff Building Committee will be meeting virtually with the architect and interior designer at C2AE to discuss offsite floor layout tomorrow (November 18) and Friday (November 20). Klien said that no contract has been signed yet, but she hopes to have a letter of intent before the next board meeting.

C.) Library Director Klien said that there are still no official results for the Library Board election. Library Board Secretary Edwards said that she has been in contact with the City Clerk and that they are still waiting for the Canvass of Votes to be completed. It takes time for them to go through the write-in votes as they are handwritten and must be individually certified. Edwards said she would be in touch as soon as she has information to share.

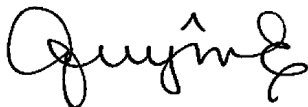
D.) Tom Vance wished the group a Happy Thanksgiving.

VII. Adjournment

Library Board Chair Welsh said if there was no further business to be considered, that he would adjourn the special board meeting of November 17, 2020.

DISPOSITION: The special board meeting of November 17, 2020 was adjourned at 6:35 pm.

Recorded and Transcribed by,



Quyen Edwards
Library Board Secretary

Exhibit A

FOIA – Procedures and Guidelines

PORTAGE DISTRICT LIBRARY
FREEDOM OF INFORMATION ACT PROCEDURES AND GUIDELINES

I. PURPOSE.

The Portage District Library (“Library”) adopts the public policy set forth in the Michigan Freedom of Information Act, 1976 PA 442 (“FOIA”), that all persons, except those persons incarcerated in state, county or federal correctional facilities, are entitled to full and complete information regarding the affairs of government and the official acts of those who represent them as public officials and public employees, consistent with the FOIA. Access to information is important so that people may fully participate in the democratic process. These Procedures and Guidelines are enacted in compliance with the requirements set forth in Section 4(4) of the FOIA.

II. FOIA COORDINATOR.

The Library Director shall be the FOIA Coordinator. The FOIA Coordinator will respond to requests in accordance with the FOIA. An employee of the Library who receives a request for a public record must promptly forward that request to the FOIA Coordinator. The FOIA Coordinator is responsible for accepting, processing and approving a denial of a request and signing the written notice of denial. The FOIA Coordinator may designate another individual to act on his or her behalf in accepting and processing requests for the Library’s public records, and in approving a denial.

III. REQUEST REQUIRED.

A. *Requestor; Public Record.* An individual, corporation, limited liability company, partnership, firm, organization, association, governmental entity, or other legal entity, except those persons incarcerated in state, county or federal correctional facilities, may request public records from the Library. “Public Record” has the meaning as defined in Section 2(e) of the FOIA.

B. *Verbal Requests.* The Library may, but is not required to, provide public records in response to a verbal request, unless such verbal request is for information that the Library believes is available on its website. In such case, an employee, where practicable and to the best of his or her knowledge, shall inform the requestor about the pertinent website where the information is available.

C. *Written Requests.* Except as provided in Section III.B above, a person desiring to inspect, copy or receive a copy of a public record shall make a written request for the public record to the Library. A request can be made through a letter, in person, or sent by electronic transmission.

1. Where to Send the Request. Whenever possible, requests for public records should be directed to the following recipients so that the information can reach the FOIA Coordinator:

- a. By mail or in person:

Portage District Library
Attn: FOIA Coordinator
300 Library Lane
Portage, MI 49002

- b. By e-mail: foia@portagelibrary.info

- c. By fax: (269) 324-9222

2. **Sufficient Description.** Requests in writing must identify the public record sufficiently to allow the Library to find the requested record. If not, the request may be denied on that basis.

3. **Requester Contact Information Required.** A request from a person must include the following (unless the request is from an individual who qualifies as indigent under Section 4(2)(a) of the FOIA):

- a. the requesting person's complete name, address, and contact information, and
- b. if the request is made by a person other than an individual, the complete name, address, and contact information of the person's agent who is an individual.

An address must be written in compliance with United States Postal Service addressing standards. Contact information must include a valid telephone number or electronic mail address.

4. **Electronic Transmissions.** For requests sent by electronic transmission, the following shall apply:

- a. **Electronic Transmissions.** A written request made by facsimile, electronic mail, or other electronic transmission is not received by the Library's FOIA coordinator until 1 business day after the electronic transmission is made.
- b. **Spam or Junk Mail Folder.** If a written request is sent by electronic mail and delivered to the Library's spam or junk mail folder, the request is not received until 1 day after the Library first becomes aware of the written request. The Library shall note in its records both the time a written request is delivered to its spam or junk mail folder and the time the Library first becomes aware of that request. The FOIA Coordinator shall

be responsible for routinely monitoring the spam and junk mail folders in order to determine whether they contain any FOIA requests.

5. Specify Format. The requestor may specify whether he or she would like to inspect, receive paper copies, or receive the public records on nonpaper physical media. The Library is only required to comply with the request for specified nonpaper physical media if it has the technological capability necessary to provide the public records on the requested nonpaper physical media in the particular instance.

6. Subscription. A person has a right to subscribe to future issuances of public records that are created, issued, or disseminated on a regular basis. A subscription shall be valid for up to 6 months, at the request of the subscriber, and shall be renewable.

IV. PROCEDURES FOR RESPONDING TO WRITTEN FOIA REQUESTS.

A. *Response.* Unless otherwise agreed to in writing by the person making the request, the Library shall respond to a request within 5 business days after it receives the request by:

1. Granting the request (which would include notifying the requestor that all or a portion of the public records requested are available on the website, if applicable);
2. Issuing a written notice to the requesting person denying the request;
3. Granting the request in part and issuing a written notice to the requesting person denying the request in part (which would include notifying the requestor that all or a portion of the public records requested are available on the website if applicable); or
4. Issuing a notice extending for not more than 10 business days the period during which the Library shall respond to the request.

The Library's written response shall be considered the final determination regarding the FOIA request.

B. *Understanding the Library's Response.* The Library has an obligation to respond as required under the FOIA. If the Library grants a written request in full, the requestor will receive a notice indicating that it has been granted. However, if the request is denied or denied in part, the Library shall provide the following information:

- 1 Pursuant to Section 13 of the FOIA, the Library may exempt certain documents from disclosure. The FOIA Coordinator will review the request to determine if any exemptions apply. The FOIA Coordinator may request

assistance from the Library's Attorney regarding the application of exemptions. If exempt, the Library shall provide an explanation of the basis under this act or other statute for the determination that the public record, or portion of that public record, is exempt from disclosure, if that is the reason for denying all or a portion of the request.

2. A certificate that the public record does not exist under the name given by the requestor or by another name reasonably known to the Library, if that is the reason for denying the request or a portion of the request. The denial letter may indicate that the letter serves as the certificate as required by the FOIA.

3. A description of a public record or information on a public record that is separated or deleted pursuant to Section 14 of the FOIA, if a separation or deletion is made.

4. A full explanation of the requesting person's right to do either of the following:

a. Submit to the Library Board a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the disclosure denial; or

b. Seek judicial review of the denial under Section 10 of the FOIA.

5. Notice of the right to receive attorneys' fees and damages as provided in Section 10 of the FOIA, MCL 15.240, if, after judicial review, the court determines that the Library has not complied and orders disclosure of all or a portion of a public record.

C. *No Obligation to Create Records.* The FOIA does not require the Library to make a compilation, summary, or report of information. Further, the Library is not required to create a new public record in order to respond to a request.

D. *Documents Available on Website.* If the FOIA Coordinator knows or has reason to know that all or a portion of the requested information is available on its website, the Library shall notify the requestor in its written response. The written response, to the degree practicable in the specific instance, shall include a specific webpage address where the requested information is available.

If all or a portion of the requested records are available on the website and the Library has included the website address in its written response but the requestor wants the public records in a paper format or other nonpaper physical media, the Library shall provide the public records in the specified format. On the detailed itemization, the Library shall separate the requested public records that are available on its website from those that are not available on the website and shall inform the requestor of the additional charge to receive copies of the public records that are available on its website.

V. FEES.

The Library may charge a fee for a public record search, for the necessary copying of a public record for inspection, or for providing a copy of a public record because it has established, made publicly available, and follows these Procedures and Guidelines and the FOIA. The fee shall be limited to actual mailing costs and to the actual incremental cost of duplication or publication including labor; the cost of search, examination and review; and the deletion and separation of exempt information from non-exempt information as set forth more fully in these Procedures and Guidelines. The FOIA Coordinator shall provide a detailed itemization of costs on a standard form, as required under Section 4(4) of the FOIA (“Detailed Itemization”). The total fee shall not exceed the sum of the following components:

A. *Labor Costs:*

1. Searching for, Locating and Examining.

a. The Library may charge for searching for, locating and examining public records in conjunction with receiving and fulfilling a granted written request.

b. The Library shall not charge more than the hourly wage of its lowest-paid employee capable of searching for, locating, and examining the public records in the particular instance regardless of whether that person is available or who actually performs the labor.

c. These labor costs shall be estimated and charged in increments of 15 minutes, with all partial time increments rounded down.

2. Separating and Deleting Exempt from Non-Exempt:

a. For services performed by an employee of the Library, the Library shall not charge more than the hourly wage of its lowest-paid employee capable of separating and deleting exempt information from non-exempt information in the particular instance, regardless of whether that person is available or who actually performs the labor. All references in these Procedures and Guidelines to separating and deleting exempt information from non-exempt information shall refer to the separation and deletion requirements set forth in Section 14 of the FOIA, MCL 15.244.

b. If the Library does not employ a person capable of separating and deleting exempt information from non-exempt information in the particular instance, it may treat necessary contracted labor costs used for the separating and deleting of exempt information from non-exempt information in the same manner as employee labor costs when calculating charges under this subdivision if all of the following occur:

1) The Library's FOIA Coordinator determines on a case-by-case basis that the Library does not employ a person capable of separating and deleting exempt information from non-exempt information.

2) The Library clearly notes the name of the contracted person or firm on the Detailed Itemization.

3) Total labor costs calculated for contracted labor costs shall not exceed an amount equal to 6 times the state minimum hourly wage rate.

c. These labor costs shall be estimated and charged in increments of 15 minutes, with all partial time increments rounded down.

d. The Library shall not charge for labor directly associated with redaction if it knows or has reason to know that it previously redacted the public record in question and the redacted version is still in the Library's possession.

f. If the Library directly or indirectly administers or maintains an official internet presence, any public records available to the general public on that internet site at the time the request is made are exempt from this labor charge.

3. Duplication or Publication Labor Charges.

a. The Library may charge labor costs for duplication and publication, including making paper copies, making digital copies, or transferring digital public records to be given to the requestor on nonpaper physical media or through the internet or other electronic means as stipulated by the requestor.

b. The Library shall not charge more than the hourly wage of its lowest-paid employee capable of necessary duplication or publication in the particular instance, regardless of whether that person is available or who actually performs the labor.

c. Labor costs shall be estimated and charged in increments of one (1) minute, with all partial time increments rounded down.

4. Fringe Benefit Costs. The Library may also add up to 50% to the applicable labor charge amount to cover or partially cover the cost of fringe benefits if it clearly notes the percentage multiplier used to account for benefits in the Detailed Itemization. Subject to the 50% limitation, the Library shall not

charge more than the actual cost of fringe benefits, and overtime wages shall not be used in calculating the cost of fringe benefits.

If all or a portion of the requested records are available on the website and the Library has included the website address in its written response but the requestor wants the public records in a paper format or other nonpaper physical media, the Library shall provide the public records in the specified format but may use a fringe benefit multiplier greater than the 50% limitation, not to exceed the actual costs of providing the information in the specified format.

5. Overtime Wages. Overtime wages shall not be included in the calculation of labor costs unless overtime is specifically stipulated by the requestor and clearly noted on the Detailed Itemization.

6. Itemization. All labor fee components shall be itemized using both the hourly wage and the number of hours charged on the Detailed Itemization.

7. Unreasonably High Costs. The labor fee shall not be charged for (1) searching for, locating and examining of public records, or (2) the cost of the deletion and separation of exempt information from non-exempt information, unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of these unreasonably high costs. The FOIA Coordinator has authority to determine when the costs are unreasonably high in a particular instance, including, but not limited to, instances when the costs would be excessive and beyond the normal or usual amounts for responding to a request. In doing so, the FOIA Coordinator may take into account considerations such as the volume and complexity of the FOIA request as well as the Library's particular fiscal condition at the time of the request or any other conditions authorized by law.

B. *Other Costs.*

1. Nonpaper Physical Media. Costs for providing records on nonpaper physical media.

a. The requestor may stipulate that the public records be provided on nonpaper physical media, electronically mailed, or otherwise electronically provided to him or her in lieu of paper copies. The Library is not required to provide the documents on nonpaper physical media if it lacks the technological capability necessary to provide records on the requested particular nonpaper physical media.

b. For public records provided to the requestor on nonpaper physical media, the Library may charge the actual and most reasonably economical cost of the computer discs, computer tapes, or other digital or similar

media. The Library may use (but is not required to) a computer disc, thumb drive or other nonphysical media provided by the requestor but only if it is provided in its original packaging. Because the safety and security of the Library's computers and network is of important public interest, the Library may take that security interest into account when determining the means of providing the documents on nonpaper physical media.

2. Costs for Providing Paper Copies.

a. For paper copies of public records provided to the requestor, the Library may charge the actual total incremental cost of necessary duplication or publication, not including labor.

b. The cost of paper copies shall be calculated as a total cost per sheet of paper and shall be itemized and noted in a manner that expresses both the cost per sheet and the number of sheets provided.

c. The fee shall not exceed 10 cents per sheet of paper for copies of public records made on 8½ by 11 inch paper or 8½ by 14 inch paper. For all other paper sizes, the Library may charge the actual total incremental cost of duplication or publication, not including labor.

d. The Library shall utilize the most economical means available for making copies of public records, including using double-sided printing, if cost saving and available.

3. Mailing Costs.

a. The Library shall charge the actual cost of mailing, if any, for sending the public records in a reasonably economical and justifiable manner.

b. The Library shall not charge more for expedited shipping or insurance unless specifically stipulated by the requestor, but may otherwise charge for the least expensive form of postal delivery confirmation when mailing public records.

C. *Statutory Fees.* The fees set forth in this Section V do not apply to public records prepared under an act or statute specifically authorizing the sale of those public records to the public, or if the amount of the fee for providing a copy of the public record is otherwise specifically provided by an act or statute.

- D. *Fees Paid Before Providing Documents.* The Library shall require that all fees be paid in full before providing records in response to granted or granted in part written requests.

VI. DEPOSIT.

A. *Deposit.* In either the Library's initial response or subsequent response as described under Section 5(2)(d), the Library may require a good-faith deposit before providing the public records to the requestor if the entire fee estimate or charge authorized the FOIA exceeds \$50.00, based on a good-faith calculation of the total. The deposit shall not exceed ½ of the total estimated fee, and the Library's request for a deposit shall be included in the Detailed Itemization. The response shall also contain a best efforts estimate by the Library regarding the time frame it will take the Library to comply with the law in providing the public records to the requestor. The time frame estimate is nonbinding upon the Library, but the Library shall provide the estimate in good faith and strive to be reasonably accurate and to provide the public records in a manner based on this state's public policy under Section 1 and the nature of the request in the particular instance. If the Library does not respond in a timely manner as required by the FOIA, it is not relieved from its requirements to provide proper fee calculations and time frame estimates in any tardy responses. Providing an estimated time frame does not relieve the Library from any of the other requirements of this act.

B. *Increased Deposit For Prior Unpaid Requests.* After the Library has granted and fulfilled a written request from an individual under this act, if the Library has not been paid in full the total amount for the copies of public records that the Library made available to the individual as a result of that written request, the Library may require a deposit of up to 100% of the estimated fee before it begins a full public record search for any subsequent written request from that individual if all of the following apply:

1. The final fee for the prior written request was not more than 105% of the estimated fee.
2. The public records made available contained the information being sought in the prior written request and are still in the Library's possession.
3. The public records were made available to the individual, subject to payment, within the time frame estimate described Section 4(7) of the FOIA.
4. Ninety days have passed since the Library notified the individual in writing that the public records were available for pick up or mailing.
5. The individual is unable to show proof of prior payment to the Library.
6. The Library calculates a Detailed Itemization that is the basis for the current written request's increased estimated fee deposit.

The Library shall no longer require an increased estimated fee deposit from an individual described above if any of the following apply:

1. The individual is able to show proof of prior payment in full to the Library;
2. The Library is subsequently paid in full for the applicable prior written request; or
3. Three hundred sixty-five days have passed since the individual made the written request for which full payment was not remitted to the Library.

C. *Payment of Deposit; Abandonment of Request.* If a deposit that is required under Subsection 4(8) or 4(11) of the FOIA (as described in Subsections VI.A and B above) is not received by the Library within 45 days from receipt by the requesting person of the notice that a deposit is required, and if the requesting person has not filed an appeal of the deposit amount, the request shall be considered abandoned by the requesting person and the public body is no longer required to fulfill the request. This notice of a deposit requirement is considered received 3 days after it is sent, regardless of the means of transmission. Notice of a deposit requirement will include notice of the date by which the deposit must be received, which date is 48 days after the date the notice is sent.

VII. WAIVER OR REDUCTION OF FEES.

A. *Waiver of Fees of First \$20.00.* A public record search shall be made and a copy of a public record shall be furnished without charge for the first \$20.00 of the fee for each request by either of the following:

1. Indigency. An individual who is entitled to information under this act and who submits an affidavit stating that the individual is indigent and receiving specific public assistance or, if not receiving public assistance, stating facts showing inability to pay the cost because of indigency.

- a. If the requestor is eligible for a requested discount, the Library shall fully note the discount on the Detailed Itemization.

- b. If a requestor is ineligible for the discount, the Library shall inform the requestor specifically of the reason for ineligibility in the Library's written response. An individual is ineligible for this fee reduction if any of the following apply:

- 1) The individual has previously received discounted copies of public records from the Library twice during that calendar year.

- 2) The individual requests the information in conjunction with outside parties who are offering or providing payment or

other remuneration to the individual to make the request, as verified by an affidavit executed by the requestor.

2. Certain Non-Profit Organizations. A non-profit organization formally designated by the state to carry out activities under subtitle C of the developmental disabilities assistance and bill of rights act of 2000, Public Law 106-402, and the protection and advocacy for individuals with mental illness act, Public Law 99-319, or their successors, if the request meets all of the following requirements:

- a. Is made directly on behalf of the organization or its clients.
- b. Is made for a reason wholly consistent with the mission and provisions of those laws under section 931 of the mental health code, 1974 PA 258, MCL 330.1931.
- c. Is accompanied by documentation of its designation by the state, if requested by the Library.

B. *Public Interest Reduction or Waiver.* The FOIA Coordinator may reduce or waive the imposition of fees if the FOIA Coordinator determines that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public.

C. *Reduction for Late Responses.* If the Library does not respond to a written request in a timely manner as required by the FOIA, the Library shall do the following:

1. Reduce the charges for labor costs by 5% for each day the Library exceeds the time permitted, with a maximum 50% reduction, if either of the following applies:

- a. The late response was willful and intentional.
- b. The written request:
 - (i) included language that conveyed a request for information within the first 250 words of the body of a letter, facsimile, electronic mail, or electronic mail attachment, or
 - (ii) specifically included the words, characters, or abbreviations for “freedom of information”, “information”, “FOIA”, “copy”, or a recognizable misspelling of such, or appropriate legal code reference for this act, on the front of an envelope, or in the subject line of an electronic mail, letter, or facsimile cover page.

2. If a charge reduction is required, the Library shall fully note the charge reduction on the Detailed Itemization.

IX. INSPECTION.

Upon request, the Library must furnish a requesting person a reasonable opportunity for inspection and examination of its public records, and must furnish reasonable facilities for making memoranda or abstracts from its public records during the usual business hours. Pursuant to Section 4(1) of the FOIA, the Library may charge a fee for the public record search, for the necessary copying of a public record for inspection or for providing a copy of the public record after inspection.

The FOIA permits the Library to make reasonable rules necessary to protect its public records and to prevent excessive and unreasonable interference with the discharge of its functions. The Library must protect public records from loss, unauthorized alteration, mutilation, or destruction. As such, the Library authorizes the FOIA Coordinator to determine whether in a particular circumstance an employee or agent of the Library must be present at any inspection of documents to protect the public records, and in such cases may assess charges as appropriate under law.

X. CERTIFIED COPIES.

The Library must, upon written request, furnish a requesting person a certified copy of the public record disclosed in whole or in part by the Library.

XI. APPEALS.

A. *Appeal of a Final Determination to Deny All or a Portion of the Request.*

1. Submit an Appeal. If a requestor desires to appeal all or part of a final determination to deny a request, the requestor must submit to the Portage District Library Board ("Library Board") a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the denial.
2. Receipt of Appeal. The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Library Board following submission of the written appeal.
3. Response to Appeal. Within 10 business days after receiving a written appeal, the Library Board shall do 1 of the following:
 - a. Reverse the disclosure denial.
 - b. Issue a written notice to the requesting person upholding the disclosure denial.

c. Reverse the disclosure denial in part and issue a written notice to the requesting person upholding the disclosure denial in part.

d. Under unusual circumstances, issue a notice extending for not more than 10 business days the period during which the Library Board shall respond to the written appeal. The Library Board shall not issue more than 1 notice of extension for a particular written appeal.

B. *Appeals of Fees (Including Deposits).*

1. Submit an Appeal. If the Library requires a fee that exceeds the amount permitted under these Procedures and Guidelines or Section 4 of the FOIA, the requesting person may submit to the Library Board a written appeal for a fee reduction that specifically states the word “appeal” and identifies how the required fee exceeds the amount permitted under these Procedures and Guidelines or Section 4 of the FOIA.

2. Receipt of Appeal. The Library Board is not considered to have received a written appeal under until the first regularly scheduled meeting of the Library Board following submission of the written appeal.

3. Response of Appeal. Within 10 business days after receiving a written appeal, the Library Board shall do 1 of the following:

a. Waive the fee.

b. Reduce the fee and issue a written determination to the requesting person indicating the specific basis under Section 4 of the FOIA that supports the remaining fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the reduced fee amount complies with its publicly available Procedures and Guidelines and Section 4 of the FOIA.

c. Uphold the fee and issue a written determination indicating the specific basis under Section 4 of the FOIA that supports the required fee. The determination shall include a certification from the Library Board that the statements in the determination are accurate and that the fee amount complies with these Procedures and Guidelines and Section 4 of the FOIA.

d. Issue a notice extending for not more than 10 business days the period during which the Library Board must respond to the written appeal. The notice of extension shall include a detailed reason or reasons why the extension is necessary. The Library Board shall not issue more than 1 notice of extension for a particular written appeal.

XII. CIVIL ACTION.

A. *Civil Action for Non-Disclosure or Denial of Public Records.*

1. Civil Action After Appeal: If the Library Board fails to respond to a written appeal or if the Library Board upholds all or a portion of the disclosure denial that is the subject of the written appeal, the requesting person may seek judicial review of the nondisclosure by commencing a civil action within 180 days after the Library's final determination to deny a request.
2. Civil Action Directly After Denial. A requestor may also commence a civil action in the circuit court to compel the Library's disclosure of the public records within 180 days after the Library's final determination to deny a request. The requestor is not required to appeal the denial to the Library Board before commencing the civil action.
3. Remedies; Fines. If the court determines a public record is not exempt from disclosure, it shall order the Library to cease withholding or to produce all or a portion of a public record wrongfully withheld. If the person prevails, the court shall award reasonable attorneys' fees, costs, and disbursements. If the person or Library prevails in part, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines that the Library has arbitrarily and capriciously violated this act by refusal or delay in disclosing or providing copies of a public record, the court shall order the Library to pay a civil fine of \$1,000.00 and shall award, in addition to any actual or compensatory damages, punitive damages in the amount of \$1,000.00.

B. *Civil Action Regarding Fees.*

1. Civil Action After Appeal. A requestor may commence a civil action in the circuit court for a fee reduction if the Library (1) failed to respond to a written appeal or (2) made a determination on a written appeal. A requestor must submit an appeal to the Library Board for a fee reduction before commencing a civil action. If a civil action is commenced against the Library, the Library is not obligated to complete the processing of the written request for the public record at issue until the court resolves the fee dispute. This action must be filed within 45 days after receiving notice of the determination of an appeal to the Library Board.
2. Remedies; Fines. If the requesting person prevails by receiving a reduction of 50% or more of the total fee, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines the Library has arbitrarily and capriciously violated this act by charging an excessive fee, the court shall order the Library to pay a civil fine of \$500.00, which shall be deposited in the general fund of the state treasury. The court may also award, in addition to any actual or

compensatory damages, punitive damages in the amount of \$500.00 to the person seeking the fee reduction.

XIII. FOIA RECORD RETENTION.

The FOIA Coordinator must keep a copy of all written requests and documents sent in response to the request for public records on file for no less than 1 year, unless a longer retention time has been specified in a record retention policy applicable to the Library.

XIV. PUBLICATION AND NOTIFICATION OF PROCEDURE AND GUIDELINES.

Because the Library maintains a website, these Procedures and Guidelines and the summary shall be posted and maintained on the website. The Library shall make these Procedures and Guidelines and summary publicly available by providing free copies both in the response to a written request and upon request by visitors at the Library. However, the Library may include the website link instead of providing paper copies in its response to a written request.

XV. SEVERABILITY; ENFORCEABILITY.

If any clause, provision or section of these Procedures and Guidelines shall be ruled invalid or unenforceable by any court of competent jurisdiction, the invalidity or unenforceability of such clause, provision or section shall not affect any of the remaining clauses, provisions or sections. If any of the Procedures and Guidelines is determined by the FOIA Coordinator to be in conflict with the FOIA or other law after adoption, the FOIA Coordinator has the authority to process FOIA requests in conformance with the FOIA and shall seek to amend these Procedures and Guidelines as soon as possible.

XVI. EFFECTIVE DATE.

These Procedures and Guidelines shall become effective upon approval.

Exhibit B

FOIA – Written Public Summary

PORTAGE DISTRICT LIBRARY

WRITTEN PUBLIC SUMMARY OF THE FREEDOM OF INFORMATION ACT PROCEDURES AND GUIDELINES

The Portage District Library (“Library”) adopts this written public summary pursuant to the requirements of Section 4(4) of the Michigan Freedom of Information Act, 1976 PA 442 (“FOIA”) so that the public will understand the Library’s Procedures and Guidelines for processing FOIA requests. This is a summary of the Procedures and Guidelines. A complete copy of the Procedures and Guidelines is available at the Library located at 300 Library Lane, Portage, Michigan 49002 or on the website at http://www.portagelibrary.info/about/policies_guidelines/.

A. How Can I Request a Public Record?

- A person (except those persons incarcerated in state, county or federal correctional facilities), may request public records.
- The requestor must send a written request for the public record to the Library. A request can be made through a letter, in person, or sent by electronic transmission. The requests should be directed to the FOIA Coordinator. The contact information is as follows: Portage District Library, Attn: FOIA Coordinator, 300 Library Lane, Portage, Michigan 49002; E-mail – foia@portagelibrary.info; Fax – (269) 324-9222..
- A request from a person must include (unless the request is from an individual who qualifies as indigent) the person’s complete name, address (in compliance with United State Postal Service standards), and contact information, and if made by a person other than an individual, the complete name, address, and contact information of the person’s agent who is an individual. Contact information must include a valid telephone number or electronic mail address.
- The requestor will not be required to use a specific form or format, but requests must identify the public record sufficiently to allow the Library to find the requested record.
- The Library may, but is not required to, respond to a verbal request. However, if the Library believes the information is available on its website, the Library will inform the requestor of the website location where practicable and to the best of his or her knowledge.

B. When Can I Expect a Response?

- Unless otherwise agreed to in writing, the Library will respond or seek a deposit within 5 business days after it receives the request. However, the Library may extend that time period by 10 business days.
- Please keep in mind that a request sent by e-mail or other electronic means is not considered received until 1 business day after it is transmitted. If the request is sent to a spam or junk mail folder, it is not considered received until 1 day after it is discovered.

C. How Can I Understand the Response?

- If the Library grants a written request in full, the requestor will receive a notice indicating that it has been granted.
- However, if the request is denied or denied in part, the Library shall provide any or all the following information, depending upon the reason for the denial:
 - An explanation of the basis that the public record, or portion of that public record, is exempt from disclosure, including a description of the information that is separated or deleted.
 - A certificate that the public record does not exist under the name given by the requestor or by another name reasonably known to the Library.
 - A full explanation of the requesting person's right to (1) submit to the Library Board a written appeal; or (2) seek judicial review of the denial under Section 10 of the FOIA. (See below for more details).
 - Notice of the right to receive attorneys' fees and damages if a court determines that the Library has not complied and orders disclosure of all or a portion of a public record.
- If a request is granted in part or granted in full, the Library will require payment before providing documents.

D. What if I Request Documents Available on the Website?

- If documents are available on the website, to the degree practicable, the response will include a specific webpage address where the requested information is available.
- The Library will inform the requestor of the additional charge to receive copies of the public records that are available on its website.

E. What Fees Will the Library Charge?

- The FOIA Coordinator will provide a detailed itemization of costs.
- For labor costs, the fee shall not exceed the sum of the following components:
 - Hourly Wage. The Library will not charge more than the hourly wage of its lowest-paid employee capable of searching for, locating, and examining the public records; separating and deleting exempt information from non-exempt information; and for duplication and publication regardless of whether that person is available or who actually performs the labor, except if the Library does not employ a person capable of separating and deleting exempt information from non-exempt information, it may treat necessary contracted labor costs for that purpose in the same manner as employee labor costs but may not exceed 6 times the State minimum hourly wage.
 - Time Increments: The fee will be charged in fifteen (15) minute increments, with all partial time rounded down, except the labor fee for duplication and publication, which shall be charged in one (1) minute increments.

- Determination of Unreasonably High Labor Costs. The fee for searching for, locating and examining public records and separating exempt information from non-exempt information (including redacting) will not be charged, unless failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance, and the Library specifically identifies the nature of these unreasonably high costs.
 - Overtime. Overtime wages shall not be included unless agreed to by the requestor.
 - Description of Charge. The detailed itemization will include both the hourly wage and the number of hours charged.
 - Fringe Benefit Costs. The Library may also add up to 50% to the applicable labor charge amount (but may not exceed actual costs) to cover or partially cover the cost of fringe benefits if it clearly notes the percentage multiplier used to account for benefits, unless a requestor wants records that are available on the website. In which case, the fringe benefit multiplier can be greater than the 50% limitation.
- For public records provided to the requestor on nonpaper physical media (discs, flash drives, e-mails), the Library may charge the actual and most reasonably economical cost of the media.
 - For paper copies, the Library may charge the actual total incremental cost of necessary duplication or publication not to exceed \$.10 per page (single or double sided) for 8½ by 11 inch paper or 8½ by 14 inch paper. The Library will charge the actual cost of copies made on paper of a different size. The Library will use double-sided printing, if cost saving and available.
 - The Library may charge the actual cost of mailing and the least expensive form of postal delivery confirmation.

F. Will a Deposit be Required? When do I have to Pay the Deposit?

- The Library may require a good-faith deposit of ½ of the estimated fee if the entire fee estimate or charge authorized under the FOIA exceeds \$50.00, based on a good-faith calculation of the total estimated fee.
- The Library will also provide a best efforts, nonbinding estimate of the time frame it will take the Library to provide the public records to the requestor.
- If the Library has granted a prior request but has not been paid in full, the Library may require a deposit of up to 100% of the estimated fee if all of the following apply:
 - The final fee for the prior written request was not more than 105% of the estimated fee.
 - The public records made available contained the information being sought in the prior written request and are still in the Library's possession.
 - The public records were made available to the individual, subject to payment, within the time frame estimate described Section 4(7) of the FOIA.
 - Ninety days have passed since the Library notified the individual in writing that the public records were available for pick up or mailing.
 - The individual is unable to show proof of prior payment to the Library.

- The Library calculates a Detailed Itemization that is the basis for the current written request's increased estimated fee deposit.

The Library shall no longer require an increased estimated fee deposit if **any** of the following apply:

- The individual is able to show proof of prior payment in full to the Library;
 - The Library is subsequently paid in full for the applicable prior written request; or
 - Three hundred sixty-five days have passed since the individual made the written request for which full payment was not remitted to the Library.
- If a deposit is not received within 45 days from receipt of the deposit notice letter (it is considered received 3 days after it is sent), and no appeal of the deposit amount is filed, the request is abandoned. The notice of a deposit will include the date by which the deposit must be received (48 days after notice is sent).

G. Am I Entitled to a Waiver or Reduction of Fees?

- A reduction of the fee by \$20.00 is available to certain individuals who submit an affidavit stating they are indigent and receiving public assistance, or if not receiving public assistance, stating facts showing inability to pay because of indigency. For this reduction to apply, the individual may not have received discounted fees twice during that calendar year and the person may not be requesting on behalf of parties who are paying to make the request.
- A reduction of the fee by \$20.00 is also available to certain non-profit organizations formally carrying out activities under subtitle C of the developmental disabilities assistance and bill of rights act of 2000, and the protection and advocacy for individuals with mental illness act, provided that the request is made on behalf of the organization or its clients, is made for a reason consistent with the laws under Section 931 of the mental health code and is accompanied by documentation of its designation by the state.
- The FOIA Coordinator may reduce or waive the imposition of fees if the FOIA Coordinator determines that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public.
- If the Library does not respond to a written request in a timely manner as required by the FOIA, the Library shall reduce the charges for labor costs by 5% for each day the Library exceeds the time permitted, with a maximum 50% reduction, if the late response was willful and intentional or the written request included specific language as set forth more fully in the Procedures and Guidelines.

H. How Can I Appeal a Decision to Deny All or Part of My Request?

- If a requestor desires to appeal all or part of a decision to deny a request, the requestor must submit to the Portage District Library Board ("Library Board") a written appeal that specifically states the word "appeal" and identifies the reason or reasons for reversal of the denial.

- The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting after submission of the written appeal.
- The Library will respond within 10 business days by reversing the disclosure denial, upholding the denial, revising in part and upholding in part the denial or issuing a 10 business day extension.

I. How Can I Appeal a Determination of the Fee or Deposit Amount?

- The requestor may submit to the Library Board a written appeal for a fee reduction that specifically states the word “appeal” and identifies how the required fee exceeds the amount permitted under the Procedures and Guidelines or Section 4 of the FOIA.
- The Library Board is not considered to have received a written appeal until the first regularly scheduled meeting after submission of the written appeal.
- The Library will respond within 10 business days by waiving the fee, reducing the fee and explaining the basis for the remaining fee, upholding the fee or issuing a 10 business day extension.

J. Can I File a Lawsuit Regarding the Denial of a FOIA Request?

- If the Library Board fails to respond to a written appeal or if the Library Board upholds all or a portion of the disclosure denial that is the subject of the written appeal, the requestor may seek judicial review of the nondisclosure by commencing a civil action within 180 days after the Library’s final determination to deny a request. A requestor may also commence a civil action in the circuit court to compel the Library’s disclosure of the public records within 180 days after the Library’s final determination to deny a request. The requestor is not required to appeal the denial to the Library Board before commencing the civil action.
- If a person prevails in an action regarding the denial of a request, the court shall award reasonable attorneys fees, costs and disbursements. If the person prevails in part, the court may award all or a portion of the attorneys’ fees, costs and disbursements. If the court determines the FOIA was arbitrarily or capriciously violated, the court shall order a civil fine of \$1,000.00 to be paid to the state treasury. The court may also award actual, compensatory or punitive damages.

K Can I File a Lawsuit Regarding the Fee Charged For a FOIA Request?

- A requestor may commence a civil action in the circuit court for a fee reduction if the Library (1) failed to respond to a written appeal or (2) issued a determination of a written appeal. This action must be filed within 45 days after receiving notice of the determination of an appeal to the Library Board. The requestor must file an appeal for a fee reduction before commencing a circuit court action.
- If a person prevails in an action by receiving a reduction of 50% or more of the total fee, the court may award all or a portion of the reasonable attorneys’ fees. If the court determines FOIA was arbitrarily or capriciously violated, the court shall order a civil fine of \$500.00 to be paid to the state treasury. The court may also award actual, compensatory or punitive damages.

Exhibit C

FOIA – Detailed Itemization Sheet

PORTAGE DISTRICT LIBRARY DETAILED ITEMIZATION

LABOR CHARGES	
<p>A. Cost for Searching for, Locating and Examining of Public Records in Conjunction with Receiving and Fulfilling a <u>Granted Written Request</u>.</p> <p>1. Determination of the Hourly wage:</p> <p>The hourly wage of the lowest paid public employee capable of searching for, locating and examining the public records in this particular instance regardless of who actually performs the labor. \$ _____</p> <p><input type="checkbox"/> This labor charge includes fringe benefit costs (up to 50% of the applicable labor charge but not more than the actual costs of fringe benefits) using the hourly wage identified above and a percentage multiplier of _____% (hourly wage x percentage multiplier=\$ _____)</p> <p><input type="checkbox"/> This hourly wage is an overtime rate that <u>was agreed to by the requestor</u> in the amount of \$ _____ per hour.</p> <p>2. Determination of total time using increments of 15 minutes with partial time rounded down. (So, for 15 minutes, use .25 hours; 30 minutes, use .5 hours; for 45 minutes use .75 hours). _____ hours.</p> <p><input type="checkbox"/> The FOIA Coordinator has determined that failure to charge this fee would result in unreasonably high costs to Library because of the nature of the request in the particular instance because of the following reasons:</p> <p>_____</p> <p>_____</p>	<p>Hourly wage: \$ _____</p> <p>Total time: _____ hours</p> <p>A. Total Fee (hourly wage x total time): \$ _____</p>
<p>B. Cost for Separating Exempt Information from Non-Exempt, including Redaction of Documents.</p> <p>1. For <u>Employee Labor Costs</u>:</p> <p>a. Determination of the Hourly wage:</p> <p>The hourly wage of the lowest paid public employee capable of searching for, locating and examining the public records in this particular instance regardless of who actually performs the labor. \$ _____</p> <p><input type="checkbox"/> This labor charge includes fringe benefit costs (up to 50% of the applicable labor charge but not more than the actual costs of fringe benefits) using the hourly wage identified above and a percentage multiplier of _____% (hourly wage x percentage multiplier = \$ _____)</p> <p><input type="checkbox"/> This fee is an overtime rate that <u>was agreed to by the requestor</u> in the amount of \$ _____ per hour.</p> <p>b. Determination of total time using increments of 15 minutes with partial time rounded down. (So, for 15 minutes, use .25 hours; 30 minutes, use .5 hours). _____ hours.</p>	<p>1.a Hourly wage for employees: \$ _____</p> <p>1.b Total time for employees: _____ hours</p> <p>1.c Total Employee labor charge (hourly wage x hours): \$ _____</p>

<p>2. For Contracted Labor Costs:</p> <p><input type="checkbox"/> The FOIA Coordinator has determined that the Library does not employ a person capable of deleting exempt information from non-exempt information in the particular instance and the work is being performed by the following person or firm:</p> <p>_____</p> <p>a. Determination of the Hourly wage:</p> <p>The hourly wage of the contracted labor (not to exceed 6 times the State of Michigan minimum hourly wage): \$ _____</p> <p><input type="checkbox"/> This hourly wage is an overtime rate that <u>was agreed to by the requestor</u> in the amount of \$ _____ per hour.</p> <p>b. Determination of total time using increments of 15 minutes with partial time rounded down. (So, for 15 minutes, use .25 hours; 30 minutes, use .5 hours; 45 minutes use .75 hours). _____ hours.</p> <p><input type="checkbox"/> The FOIA Coordinator has determined that failure to charge this fee would result in unreasonably high costs to the Library because of the nature of the request in the particular instance because of the following reasons:</p> <p>_____ _____</p>	<p>2.a Contracted labor hourly wage: \$ _____</p> <p>2.b Contracted labor hours: _____ hours</p> <p>2.c Total Fee for contracted labor (hourly wage x hours): \$ _____</p>
<p>C. Cost for Duplication and Publication.</p> <p>1. Determination of the Hourly wage:</p> <p>The hourly wage of the lowest paid public employee capable of searching for, locating and examining the public records in this particular instance regardless of who actually performs the labor. \$ _____</p> <p><input type="checkbox"/> This labor charge includes fringe benefit costs (up to 50% of the applicable labor charge but not more than the actual costs of fringe benefits) using the hourly wage identified above and a percentage multiplier of _____% (hourly wage x percentage multiplier = \$ _____)</p> <p><input type="checkbox"/> This hourly wage is an overtime rate that <u>was agreed to by the requestor</u> in the amount of \$ _____ per hour.</p> <p>2. Determination of total time using increments of one (1) minute with partial time rounded down. _____ hours.</p>	<p>Hourly wage: \$ _____</p> <p>Total time: _____ hours</p> <p>C. Total Fee (hourly wage x hours) \$ _____</p>

Other Actual Costs	
<p>D. Costs for Paper Copies. The actual total incremental cost of necessary duplication and publication using the most economical means available:</p> <p>1. Not to exceed \$.10 per sheet for 8 ½ by 11 or 8 ½ by 14 in paper: \$ _____ per sheet x _____ number of sheets = \$ _____.</p> <p>2. Other paper sizes: \$ _____ per sheet x _____ number of sheets = \$ _____.</p>	<p>D. Total Fee (add totals for all sizes of paper): \$ _____</p>
<p>E. Costs for Nonpaper Physical Media. The actual and most reasonably economical cost of the computer disc, flash drives, computer tape or other similar media: \$ _____ per item x _____ number of items .</p>	<p>E. Total Fee: \$ _____</p>
<p>F. Cost of Mailing:</p> <p>1. The actual cost of mailing: \$ _____</p> <p>2. Fee for the least expensive postal delivery confirmation: \$ _____</p> <p>3. Costs for the envelope or box for mailing \$ _____.</p> <p><input type="checkbox"/> The requestor has stipulated to expedited shipping and/or insurance and those costs are listed above as the actual costs of mailing.</p>	<p>F. Total Fee: (add all 3 costs): \$ _____</p>
Costs for Providing Documents Available on the Website	
<p>G. <input type="checkbox"/> The Library has notified the requestor in its written response that all or a portion of the requested information is available on its website. The following is a detailed itemization of cost of the information that is available on the website:</p> <p>1. <i>Labor Costs – Searching for, locating and examining:</i></p> <p>a. Determination of Hourly wage:</p> <p>The hourly wage of the lowest paid public employee capable of searching for, locating and examining the public records in this particular instance regardless of who actually performs the labor. \$ _____</p> <p><input type="checkbox"/> This labor charge includes fringe benefit costs (up to 50% of the applicable labor charge but not more than the actual costs of fringe benefits) using the hourly wage identified above and a multiplier of _____% (hourly wage x percentage multiplier = \$ _____)</p> <p><input type="checkbox"/> This fee is an overtime rate that <u>was agreed to by the requestor</u> in the amount of \$ _____ per hour.</p> <p>b. Determination of total time using increments of 15 minutes with partial time rounded down _____ hours.</p>	<p>1. Total fee (hourly wage x hours): \$ _____</p>

<p>2. <i>Labor Costs: Copying or Duplication:</i></p> <p>a. Determination of Hourly wage:</p> <p>The hourly wage of the lowest paid public employee capable of searching for, locating and examining the public records in this particular instance regardless of who actually performs the labor. \$ _____</p> <p><input type="checkbox"/> This labor charge includes fringe benefit costs (up to 50% of the applicable labor charge but not more than the actual costs of fringe benefits) using the hourly wage identified above and a multiplier of _____% (hourly wage x percentage multiplier = \$ _____)</p> <p><input type="checkbox"/> This hourly wage is an overtime rate that <u>was agreed to by the requestor</u> in the amount of \$ _____ per hour.</p> <p>b. Determination of total time using increments of ___ minutes with partial time rounded down. _____ hours.</p> <p>3. The actual total incremental cost of necessary duplication and publication:</p> <p>a. Not to exceed \$.10 per sheet for 8 ½ by 11 or 8 ½ by 14 in paper: \$ _____ per sheet x _____ number of sheets = \$ _____.</p> <p>b. Other paper sizes: \$ _____ per sheet x _____ number of sheets = _____.</p> <p>4. Costs for Nonpaper Physical Media \$ _____ per item x _____ number of items.</p> <p>5. Cost of Mailing:</p> <p>a. The actual cost of mailing in a reasonably commercial and justifiable manner: \$ _____</p> <p>b. The charge for the least expensive postal delivery confirmation: \$ _____</p> <p>c. Costs for the envelope or box for mailing. \$ _____</p> <p><input type="checkbox"/> The requestor has stipulated to expedited shipping and/or insurance and those costs are listed above as the actual costs of mailing.</p>	<p>2. Total fee (hourly wage x hours): \$ _____</p> <p>3. Total cost for paper copies: \$ _____</p> <p>4. Total cost for nonpaper physical media: \$ _____</p> <p>5. Total cost of Mailing: \$ _____</p> <p>G. Total Cost for Providing Documents: \$ _____</p>
<p>1. Subtotal Charges: Add Items A – F Above:</p> <p>2. Subtotal with Website Document Charges from G above if applicable</p>	<p>Total Fee: \$ _____</p> <p>Total Fee with website records included if applicable \$ _____.</p>

Waivers or Reductions		
<p>Public Interest Reduction or Waiver. The FOIA Coordinator may reduce or waive the imposition of fees if the FOIA Coordinator determines that a waiver or reduction of the fee is in the public interest because searching for or furnishing copies of the public record can be considered as primarily benefiting the general public. <input type="checkbox"/> Fee waiver granted or granted in part for a reduction of \$ _____</p>		Subtract \$ _____
<p>Waiver of Fees of First \$20.00. A public record search shall be made and a copy of a public record shall be furnished without charge for the first \$20.00 of the fee for each request by either of the following:</p> <p>1. <u>Indigency</u>: Certain individuals who submit an affidavit stating that the individual is indigent or receiving public assistance as stated more fully in the FOIA and the Library's Procedures and Guidelines. <input type="checkbox"/> FOIA Coordinator Approves the Waiver.</p> <p>2. <u>Certain Non-Profit Organizations</u>. A non-profit organization formally designated by the state to carry out activities under subtitle C of the developmental disabilities assistance and bill of rights act of 2000, and the protection and advocacy for individuals with mental illness act as stated more fully in FOIA and the Library's Procedures and Guidelines. <input type="checkbox"/> FOIA Coordinator Approves the Waiver.</p>		Subtract Waiver of Fee: \$ _____
<p>Reduction for Late Response: If the Library does not respond to a written request in a timely manner, the Library shall reduce the charges for labor costs by 5% for each day the Library exceeds the time permitted, with a maximum 50% reduction. However, this reduction only applies (1) if the late response was willful and intentional or (2) or the request contained the language required by the FOIA for such reduction (See Procedures and Guidelines). _____ number of days x 5% of labor costs = \$ _____</p>		Subtract \$ _____ of labor charges (up to 50% of labor costs).
Final Total After Any Applicable Reductions or Waivers:		\$ _____
<p>Deposit:</p> <p><input type="checkbox"/> The Library requires a deposit of \$ _____ (1/2 of the estimated fee) and this total estimated fee exceeds \$50.00.</p> <p><input type="checkbox"/> The Library requires a deposit of \$ _____ (100% of the estimated fee) because this request meets the statutory requirements for failing to pay for prior requests under Section 4(11) of the FOIA.</p> <p>The deposit must be received on or before _____. If the deposit is not received by this date, the request will be considered abandoned.</p>		Deposit Amount: \$ _____ <input type="checkbox"/> Deposit Paid on _____
<p>Total Fee \$ _____</p> <p>- Deposit Amount \$ _____</p> <p>= Remaining Fee Due of \$ _____</p> <p><input type="checkbox"/> Fee Paid on _____</p>		Total Fee Due: \$ _____

PORTAGE DISTRICT LIBRARY BOARD
Library Board Annual Calendar for 2021

MONTH	Board Governance Activities	Board Policy Review	Monitoring of Executive Limitations	Monitoring Reports on Ends Statements	DEADLINE Reminders
January	<ul style="list-style-type: none"> • (If election occurred in previous November, election of board officers will be in January not in December) • Appoint Board Personnel Committee; Friends Liaison & Board Secretary • <u>Conflict of Interest</u> Statements must be signed by trustees • Approve any necessary budget amendments for <u>previous</u> fiscal yr. • Approve any budget amendments needed for Ends in <u>new</u> fiscal year • Approve Library Director's interpretation of Ends Statements & projects for the new year • Approve Library Director's personal goals for the new year 	<ul style="list-style-type: none"> • Community Meeting Room Policy • Library Privacy & Search Warrant Policy 	<ul style="list-style-type: none"> • Global Executive Constraint • 4th Quarter Financial Report on previous fiscal year and report and comments on Year End Results. 		<ul style="list-style-type: none"> • Prepare and submit annual State Aid Report to Library of Michigan. • Propose budget amendments to adjust previous year's budget. • Do budget amendments as needed to fund Ends projects in new year. • Library Director's interpretation of Ends Statements for new year. • Library Director's Personal Goals for due to Library Board. • Review contracts with <u>all other</u> insurance providers. • 4th Qtr. Financial Report from previous Fiscal Year • 4th Quarter Strategic Plan Statistics from previous year
February	<ul style="list-style-type: none"> • Review of Library Board by-laws • Approve allocation of Gifts & Donations funds for the new year • Receive Marketing Plan for the year 		<ul style="list-style-type: none"> • Emergency Library Director Succession • Treatment of Consumers 		<ul style="list-style-type: none"> • Allocate gifts and donations funds. • Engage firm for financial audit of the library's previous fiscal year. • Marketing Plan for the year.
March	<ul style="list-style-type: none"> • Invite guest(s) to board meeting 		<ul style="list-style-type: none"> • Asset Protection • Financial Planning & Budgeting • Financial Condition and Activities 		<ul style="list-style-type: none"> • Review contract with liability insurance provider and make recommendation to Board. • Begin audit process at the library.
April	<ul style="list-style-type: none"> • Schedule mid-year review with the Library Director • Receive Audit Report for previous Fiscal Year 	<ul style="list-style-type: none"> • Art Exhibit Policy • Programming Policy 	<ul style="list-style-type: none"> • 1st Quarter Report for the current fiscal year. • Fundraising Executive Limitation 	1st Quarter Strategic Plan Statistics	<ul style="list-style-type: none"> • Spring Appeal Campaign • Continue audit process. • Audit Report to Library Board • Fundraising Plan presentation
May	<ul style="list-style-type: none"> • Planning and budgeting • Invite guest(s) to board meeting 	<ul style="list-style-type: none"> • Patron Behavior Policy • Reciprocal Borrowing Policy 			<ul style="list-style-type: none"> • Initiate new contracts or renew for outsourced services • Work on budget projections for next fiscal year

MONTH	Board Governance Activities	Board Policy Review	Monitoring of Executive Limitations	Monitoring Reports on Ends Statements	DEADLINE Reminders
June	<ul style="list-style-type: none"> • Receive first presentation of proposed FY Budget for next year • In election year, review timeline and candidate requirements for ballot. 	<ul style="list-style-type: none"> • Heritage Room Policy 			<ul style="list-style-type: none"> • First budget presentation to Board. • Conduct RFP for periodical (magazine) contract • Initiate election related activities: Notify media of board vacancies Put in e-newsletter & on website Distribute public flyers Prepare candidate info packets • In election year, inform board candidates seeking office to file Affidavit of Identify & Nominating Petition with Portage City Clerk to have names placed on ballot. • Obtain election timeline from Kal County Clerk for election.
July	<ul style="list-style-type: none"> • Approval of final budget and consideration of the millage rate • Start planning annual Board Retreat • Invite guest(s) to board meeting 		<ul style="list-style-type: none"> • Minutes/Records Retention Policy • 2nd Quarter Report for the current fiscal year. 	2nd Quarter Strategic Plan Statistics	<ul style="list-style-type: none"> • Remind board candidates of deadline for submission of their nominating petitions • Final look at budget for next fiscal year (prior to public hearing) • Plan for Library Board Annual Retreat in September or October • Give update on plans for current year Annual Campaign • Initiate plans for Staff Development Day in September
August	<ul style="list-style-type: none"> • Public Hearing on new FY Budget • Pass a formal resolution to adopt the new Library FY Budget and set the millage rate to be levied in December • Receive information on public library trends and comparisons. 		<ul style="list-style-type: none"> • Compensation and Benefits • Treatment of Staff 		<ul style="list-style-type: none"> • First-time board candidates must file Statement of Organization with Kalamazoo County Clerk • Public hearing on the proposed library budget for next fiscal year. • Post public notice in newspaper (10) days prior to Public Hearing on proposed new FY Budget • Present information to Board on public library trends/comparisons
September	<ul style="list-style-type: none"> • Annual Board Retreat is held in either September or October [<i>The board retreat provides an opportunity for board members to review, change or endorse the library's End Statements.</i>] • Board Personnel Committee initiates 	<ul style="list-style-type: none"> • Internet Policy • Materials Selection Policy 	<ul style="list-style-type: none"> • Capitalization 	NOTE: Consider new or revised Ends Statements for the next fiscal year to be developed at the Library Board's Annual Retreat.	<ul style="list-style-type: none"> • Post notice of board candidates or ballot issue for election • File budget documents with authorities for next fiscal year • Contact City of Portage to arrange for tax collection in December

	<p>Library Director’s evaluation process & distributes forms</p> <ul style="list-style-type: none"> • Invite guest(s) to board meeting 				<ul style="list-style-type: none"> • Staff Development Day • Participate in Library Board’s Annual Retreat
October	<ul style="list-style-type: none"> • Appoint Nominating Committee Chair to poll trustees about interest in Board officer positions <i>(In election year, postpone this action until December)</i> • Board Personnel Committee conducts Library Director’s annual evaluation & prepares recommendation for compensation in new year • Finalize Long-Range Strategic Goals for the Library • Follow-up discussion about Library Board Annual Retreat • Adopt schedule of board meetings for the new year • Adopt annual calendar of Library Board activities for new year • Approve holiday schedule for library hours of operation in new year • Set Non-Resident Fee amount for the new year 	<ul style="list-style-type: none"> • Donation Policy • Circulation Policy (formerly Fines and Fees/Usage Policy) • Investment Policy and list of investments • Resident/ Non-Resident Policy 	<ul style="list-style-type: none"> • Communication and support to the Library Board • Ends Focus of Grants/Contracts • 3rd Quarter Report for the current fiscal year. 	3rd Quarter Strategic Plan Statistics	<ul style="list-style-type: none"> • Library Director’s evaluation done • Identify “Areas of Focus”& work on interpretation of Ends • Develop Holiday Schedule for the Library’s Hours of Operation for the new year • Set Resident Non-Resident Fee • Schedule Board meeting in new year (and reserve rooms) • Work on Annual Campaign
November	NO BOARD MEETING in NOVEMBER <i>(Election in Even Numbered Years)</i>	None	None	None	<ul style="list-style-type: none"> • Conduct Annual Campaign
December	<ul style="list-style-type: none"> • (If election occurred in previous November, election of board officers will be in January not in December) • Board Personnel Committee conveys results of Library Director’s evaluation & recommends compensation for the following year and contract renewal • Approval of final schedule of Library Board meetings • Orientation of any new trustees • Recognition of any departing trustees 	<ul style="list-style-type: none"> • FOIA Policy 		<p>END of YEAR REPORT on ALL END STATEMENTS for current year</p> <p>4th Quarter Strategic Plan Statistics to be reported on January 2021</p>	<ul style="list-style-type: none"> • Prepare final progress report on all Ends Statements • Staff evaluations done • End-of-year closing of books • Prepare documents for December board meeting including projects to accomplish Ends in new year • Review content in Library Board’s Annual Calendar

Library Director's Narrative Report for December 14, 2020

(Activities at the end of October, November and first part of December 2020)

Administrative Activities:

During the months of October and November 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.
- Toured a potential offsite temporary library location with C2AE, Walbridge, and PDL staff building team on October 13, 2020.
- Participated in PDL Virtual Public Board Meeting on October 26, 2020.
- Attended the MLA Virtual Conference on October 27, October 28, and October 29.
- Met with C2AE architectural team to review the site plans on November 9.
- Participated in the PDL Special Public Board Meeting on November 17, 2020.
- Met with C2AE, Walbridge, and PDL Building Committee to discuss draft layout of temporary location on November 18.
- Met with C2AE and Walbridge to review the 50% CD Budget on November 20.
- Met with C2AE and Walbridge for bi-weekly status meetings in October, November and the first part of December.
- Participated in Library of Michigan Library Directors Virtual Bi-Weekly Meetings in October, November, and first part of December.
- Began the annual performance review process for staff during the month of October. Conducted one-on-one meetings with Administration team members during the month of November.
- Attended Catalyst University's virtual conference on December 2, December 3, and December 4.
- Met with the City, C2AE, and Walbridge to give an update on the library building project on December 7.
- Met with architectural group to discuss IT coordination on December 7.

Maintenance and Building Services:

- Sprayed disinfectant throughout library and offices on 11 – 3, 11 – 16 and youth offices on 11-11.
- Mite-E Exterminating conducted the pest control applications on 10 – 29 and 11 - 23.
- Reviewed architectural design details on first level with C2AE on 10 – 19.
- Investigated acoustic concern for the City of Portage emergency siren pole's new location 10-23.
- Began to remove items from the preschool mechanical room to determine future use of it 10-27.
- Reviewed the door closure plan and library restroom accessories with C2AE on 10-27.
- Participated in the site plan review with either PDL team or C2AE on 10–28, 11-6, 11–9, 11-20.
- AGM conducted skylight maintenance over the preschool and teen areas 10–29.
- The three vertical EIFS walls' cracks were repaired and recoated on the atrium roofs 10–29.
- Discussed the C2AE library layout for the proposed temporary location 11 – 2 and 11 - 18.
- Participated in the C2AE/Walbridge project review meetings on Nov. 2, 16, 23 and 30th.
- Earthworks pulled the 25-yr old shrubs from the west side of the library by 11 – 4 to allow access to roof contractors on atrium roof and future snow drift removal from the skylights.
- The library's sewer cleanout was conducted on 11 – 5.
- A native plant landscape designer was shown the facilities grounds to seek a design proposal to be implemented in 2022 on 11 - 5.
- The C2AE landscape plan was provided to the PDL "landscape committee" for feedback 11 – 10.
- Participated in the Rose Street Advisors on HSA/open enrollment presentations 11-12 & 11-19.

- Pleune completed quarterly HVAC maintenance on 11 – 12, boiler tune-up maintenance 11-13.
- Completed a walkthrough of a potential Portage facility to determine operational viability, lease cost and budgetary buildout cost to move offsite during library’s renovation next year on 11 - 13th with C2AE, Walbridge Construction Services and staff members.
- Participated in virtual staff meeting Sunday evening to discuss the Public Health’s new COVID-19 guidelines on 11 – 15, and then the virtual special board meeting on 11 - 17.
- Continued to clean and disinfect high touch areas for the public’s safety since library reopening until Tuesday 11 – 17 when we operated only curbside services due to COVID-19 restrictions.
- Maintenance was performed on the partition walls for the lower level meeting rooms on 11 – 19.
- Reviewed Value Added/Value Engineering add-ins and alternates for project items previously removed due to budget constraints on 11 – 23.
- Completed personal review of my 2020 performance with Christy Klien on 11 – 24.
- Atrium roofing contractors began installing a new roofing due to its deterioration on 11 – 30.
- Pleune began to troubleshoot flame out problem with boiler 1 manufacturers’ technical service with initial finding of low gas pressure at ignition 12 – 3.
- Contracted low pressure cleaning wash on the west and northwest exterior walls 12 – 4.

Personnel Information:

The library undertook the following Human Resource activities since the October 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 Walbridge, and C2AE to discuss project budget and review possible changes to keep project within budget.
- Discussions with Walbridge regarding bidding process and timeline.
- Began process of creating and reviewing contracts with Attorney and Insurance Agent that will be included in the bid documents for subcontractors.
- Worked with Jeff Chrystal of Kalamazoo Commercial Real Estate to review Letter of Intent to lease commercial space for the library during construction.
- Worked with RJ Naughton of PFM to provide up-to-date schedule of events for construction project.
- Worked with John Schuemann and Debbie Graff of Rose Street Advisors to hold open enrollment meetings for part-time and full-time staff in November. Coordinated the update of employee enrollment in benefit plans and updates as needed to payroll records.

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

- Games That Will Make You Scream: Horror Video Games (GeekFest) - October 13th - 8 people attended. Just in time for Halloween, the top thirteen horror video games according to librarians Ruth Cowles and Christina Doane were presented. The list got bloodier and more violent as it progressed, and a lively discussion about whether Bioshock is a horror game or not went past the hour. The jury is still out.
- Supervillains Trivia - October 20th at 7:00 PM - 6 people attended. Much was learned about the villains from comics, TV, and films. We had three participants that had a perfect game until half way through. Everyone won something and all had a great time.
- Local Author Spotlight: Hedy Habra and *The Taste of the Earth* - November 4th - 15 people attended. Hedy Habra joined PDL for a presentation of her award-winning poetry collection, *The Taste of the Earth*. The author read some of her stirring poems via Zoom webinar and told her audience more about the history behind the collection. A previous PDL presenter, Hedy Habra was recently recognized amongst ten remarkable women in Arab-American prose.
- Swinging on a Star: Living on the International Space Station - November 9 - 12 people attended. Library staff were happy with the attendance and optimistic that with additional marketing we will have had more attendees at the two upcoming NASA programs in January and February. Lisa Wininger, NASA Ambassador, presented the program which lasted for approximately an hour. Patrons asked questions via chat during the presentation, and there was time for a question-and-answer session at the end. Wininger is very knowledgeable and an excellent presenter.
- Fan Tube: Find Your Next YouTube Channel - November 10th - 9 people attended. YouTube offers such a variety of interests it is hard to determine which channels are a waste of time and which ones are a must-see. Library staff covered an array of subjects hoping one would connect with everyone. Cooking, Special Effects/Makeup, Sports, Kids, Art, and Gaming are just a few subjects we introduced. The top three subscribed channels were listed, and then the librarians picked three of their favorites. One grandma who joined us was taking notes through the whole thing to better connect to her grandchildren.
- The Blade of the Pirate: Swords in the Caribbean Colonies – November 14th - 20 views. Historian Jerry Berg of the Swordsmanship Museum and Academy shared information about The Golden Age of Piracy and the variety of weapons they used: cutlasses, small swords, boarding axes, and more as Jerry uses historical replicas and antiques from the Museum's collection to help educate about the weapons of these terrifying adventurers! As an added bonus for the first weekend, the presenter was available for follow up questions.
- Intro to Mindfulness Workshop with Dr. Marti Peters-Sparling - November 17th - 11 people attended. A wonderful partnership with SWMI Health Matters brought about this excellent introductory course to the practice of Mindfulness. We received several positive comments from community members who attended about the quality of the instruction and the timely topic.
- Book Discussion of *The Women of Copper Country* with Author Mary Doria Russell - November 19th - 22 people attended. Michigan Notable Author Mary Doria Russell graciously joined us for a Q&A discussion of her popular Michigan-based novel *The Women of Copper Country*. Attendees got a chance

to ask the writer questions about her writing process and inspirations. According to the author, this was her second-to-last scheduled public appearance.

Youth Services Programming Highlights

- Youth Services created a month-long Nature Bingo game encouraging families to explore nature in our community.
- Agents of Kindness (6th-12th Grade): Teen participants made self-care bingo cards, which got them thinking about small, kind things they can do for themselves right now.
- Teen Costume Contest: On Friday October 30th, six teens participated in the Teen Costume Contest on Zoom. Costumes included a terrifying take on Coraline that included realistic button eyes and a Maleficent costume for which the teen's grandparents constructed a giant set of moving wings. A good time was had by all and everyone walked away a winner.
- Teen Take & Make Craft Kit: Paper Skeleton Hands: 26 teens collected a Paper Skeleton Hands craft kit from the library between October 23rd and the first week of November. November's Teen Take & Make was Chalk Marker Leaves.
- Teen LGBTQ+ Meet-Up: Six teens attended the Teen LGBTQ+ Meet-Up on Zoom on Tuesday, November 10th, where they bonded over an array of random topics (Ducks! Maple syrup! Whether Teen Services Librarian Olivia Pennebaker is a Canadian spy!) and listened to book talks.
- Youth Services Librarian Andrea Smalley coordinated a "Books and Treats" event as a way for young children and their families to enjoy trick-or-treating safely. Families could come pick up a bag containing a treat or small toy and a free book. Feedback received:
"Thank you so much for this event! We've read the book you gifted to us MANY times already this weekend! I could probably recite "If you give a dog a donut" by memory now. ;) Thanks for always thinking of our community's kiddos."
- Head of Youth Services Laura Wright created "voting booths" where children and their parents could vote for their favorite titles and receive an "I voted" sticker.
- Each weekly Take and Make Youth Services creates fills to capacity. We are experimenting with different ways to expand these activities and to provide instructions for those families that are unable to sign up for a kit. We have also raised registration for the kits and have added 2 additional activities for December in anticipation of winter break.

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

- We partially opened 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. We then closed it again in November along with our building closure.
- STEAM Librarian Jane Fleming has written and created kits for circulating Go Pros.

Create programming that promotes interactive learning

- Youth Services Librarian Andrea Smalley held a meeting of the Read Woke Book Club, a book club for upper elementary students who read and discuss books with a social justice theme.
- Youth Services staff created a video, related storytime, and Take and Make activity celebrating Dinovember, based on the children's book, What the Dinosaurs Did Last Night, by Refe and Susan Tuma.
- Youth Assistant Nick Meyle created a Virtual LEGO Club, encouraging children to build projects based on a weekly theme.

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

There were 16 videos created in October and 17 videos created in November. Please see the Marketing Report for video titles and views.

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

- Adult Services Library Associate Christina Doane attended an advanced class of ESL of SWMI via Zoom on Nov 19th to inform them about what was going on with the library, how we can still assist them and to answer questions. Eight people attended. The library has continued to keep a line on communication open with ESL of SWMI tutors so they are aware of our status and areas of mutual support.

Build programming and services that will reach groups at diverse levels

- For the month of November, Youth Services aired an all-ages video created by the Kalamazoo Jazz & Creative Institute for the Portage District Library to introduce patrons to Jazz Music, and a Q and A session with co-founder, Benje Daneman.
- Attendance continues to grow in our weekly Just Move Storytimes, where preschool and kindergarten students and their families read, sing, dance and move with Heather Christy from Just Move Fitness.

Ends Statement #2

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

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

Project Updates:

Improve the accessibility and visibility of existing physical and electronic collections

- Adult Services Librarian Ruth Cowles has been continuing to pick up and drop off books from Brookdale.
- Youth Librarian Andrea Smalley created a Facebook post highlighting Native American/Indigenous books in our Juvenile Fiction collection for Native American Heritage Month.
- Youth Librarian Kristy Zeluff made a video showcasing new materials in the Easy and Easy Non-Fiction collections.
- Head of Youth Services Laura Wright created a video highlighting books for children on voting and the political process.

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

- Geekfest was moved online for 2020, and ran from Oct. 5 to Oct 31st. A celebration of the creativity of our local fan communities, Geekfest covered Gaming in various forms, Cosplay, Science, Writing, Art,

Comics, and Trivia. Adult Services Associate Christina Doane coordinated with four other libraries to promote individual events under the Geekfest banner. Christina also personally led five PDL events that month online that included three types of gaming, distribution of 40 “Swag Bags” with donated gifts, and an online Cosplay Contest. In a first ever for PDL, Christina coordinated with a presenter for a live stream using twitch and Jackbox Games with 16 people. She also coordinated with another presenter for an online board game session with 11 people and an interactive Halloween role playing/story based game with 5 players. Other PDL events under the Geekfest Banner in October were: Super Villain Trivia (6 people), The Institute Book Talk (0 persons), the Best Horror Video Games (8 people).

Total PDL Geekfest Event Attendance for PDL events: 110. Most outside presenters were local or regional known game creators, Cosplayers, or fan related businesspersons.

Geekfest Stats from the Geekfest Event Page on Facebook:

Oct 8, 2020 - Nov 5, 2020

428 page views.

Our posts reached 7,667 people.

1,064 engagements with our posts including views, likes, shares etc.

22 views on videos that were on the Facebook Group Page and 27 views for Cosplay Contest related videos posted on Youtube for Geekfest.

We gave away 40 swag bags.

- STEAM Librarian Jane Fleming is spearheading a Seed Library for patrons to use in the spring. She continued requesting seeds for the seed library and continued getting seeds in. Ms. Fleming attended the Seed Library Virtual summit on Sunday, October 18.

The second batch of companies she has requested seeds from include: Charles Hart Seed Company (approved and have already arrived), Seeds of Change, Victory Seeds, Tomatofest Seeds, Sow True Seed, and Jung Seed.

- Using funding provided by a CARES grant written by Facilities Manager Doran LeFaive, Youth Services began a Student Hotspot lending program to provide wireless hotspots to PPS students in need of wireless support to access classes and schoolwork.

- Worked with School Media Specialists and with students directly to troubleshoot student Library PASS questions such as setting up Hoopla and Overdrive accounts, fixing account issues, and printing physical cards for those requesting them.

- Youth Librarian Andrea Smalley partnered with Kristy Zeluff to provide two “Book Tasting” demonstrations through the Kalamazoo Literacy Center (one of their online parenting classes), offering suggestions and advice on selecting books for children re: dealing with emotions, anxiety and stress.

Update the Library Website

- Marketing Manager Colin Whitehurst finalized most of the website changes with the web development company and has started to insert our content into the new page.

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:

“Future History Project: South Westnedge Avenue Documentation”

- During the month of October select areas on Westnedge were documented reflecting the following:
Demolition and remodeling of certain structures.

Portage Public Schools Project

- Scanning Continued through October and November.

WWI Project

- Local Historian Steve Rossio has spent the month of October figuring out ways to both commemorate Veterans Day (November 11th) and continue the Portage District Library’s November Veterans Exhibit. This has proven to be a unique challenge due the current pandemic. Several possibilities have been considered.

- Due to COVID restrictions, Local Historian Steve Rossio decided to hold a virtual exhibit rather than cancel the annual tradition. The exhibit featured four videos (a fifth will be added in December) highlighting unique military items loaned by area veterans and their families. The videos not only needed time for shooting but each artifact required in-depth research. Many of the items were historically unique and included a badge from the Filipino-American War, a cap belonging to the former Adjutant General of Michigan during World War II, a German flare pistol from World War I and even a United States Militia Sword and Book from the 1830’s. This change has opened new possibilities for future Veteran’s Exhibits where Mr. Rossio can offer both an in-house display for less rare items and an on-line exhibit for those items to fragile or rare to put on display.

Heritage Room Additional Information - October

- Local Historian, Steve Rossio, is currently in the process cataloging the Heritage Room’s extensive postcard collection. Each postcard is being numbered and entered onto an Excel Spreadsheet to allow for easy searching of the collection. As of this report, two-hundred cards have been processed.

Heritage Room Additional Information - November

- Mr. Rossio was able to receive conformation from the Portage City Clerk as to what City Documents need to be retained by the historian and what documents can be destroyed as duplicate copies are available at City Hall. Mr. Rossio has spent the month of November discarding the duplicate documents and cataloging those that will remain within the Heritage Room’s collection.

- It should be noted that the City Clerk has several rare items that they wish to transfer to the Heritage Room. An arrangement has been made that the transfer will be deferred until the “remodeled” Heritage Room opens so as to not risk possible damage during the move to our temporary location and then to our remodeled home.

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 in the final stages to submit our plans to the City of Portage for approval and permits. The library met with City of Portage, C2AE, and Walbridge representatives on December 7 to share the timeline and our general plans of our project. The timeline is included in the building update portion of the board packet.
- We are working with our leasing agent, attorney, and insurance agent to craft an agreement with PlazaCorp for a temporary library site. We are also working with our attorney and insurance agent to draft a contract for contractors and subcontractors for both projects.
- We are reviewing furniture needs and layouts in both the remodeled library and temporary location.

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

- During the fourth quarter Portage District Library conducted our annual performance reviews with each staff members. Department supervisors evaluated the performance of each of their staff. At the same time each staff member completed a self-assessment. The supervisor met with each of their staff individually to discuss the evaluation and self-assessment. During the discussion goals for the next year were identified.
- This year the library offered three medical insurance plans for full time staff. One of the plans was an Health Savings Account (HSA) plan. On November 12, Rose Street Advisors held an educational training session for our full time staff to explain how an HSA works and is different than the traditional plans being offered.
- Five staff members attended Catalyst University on December 2, 3, and 4.

Maintain Symphony database of item and user records

- Following the October 2020 Library Board meeting, we began the process of connecting with SirsiDynix to work on getting scheduled for removal of existing fines, and set up with SMS of notifications, and auto-renewals of material. Although we have maintained contact with SirsiDynix, we still have not been scheduled for the fine removal process or installation of additional functionality. Consequently, this will delay the implementation of our new fine free policy.

Sponsor annual community support initiatives

- The Library initially signed up to participate as a Salvation Army Angel Tree donation site. However, our closure to the public coincided with the beginning of this program. Given the circumstances, we have opted to withdraw from participation as a donation site. We have continued to direct interested community members to other donation locations and to the online shopping-based participation that is still possible through Walmart.

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 – Continue to test Umbrella remote profiles for iPads.
- 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. The library is currently waiting

to schedule a consultant for implementing fine free configuration services with SirsiDynix. The consultation is a free service where we can implement and transition to fine free operations.

- 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 has released its new mobile due an odd circumstance. It is functioning properly and is a huge improvement over our prior app. The library is currently evaluating our mobile products curbside service app within the new mobile app.

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

- The library is pivoting its strategy of configuring laptops for staff in favor of distributing ipads. Ipads have been distributed to most staff
 - Laptops are being reconfigured for patrons. The library is planning to circulate laptops for public use from their cars in our parking lot. The library is reconfiguring its wireless coverage to extend further and be more reliable into the parking lot.
 - Laptops for librarians continues and remote support, offer library technology to library staff to facilitate their remote work efforts to supporting the library.
 - 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.

The Portage District Library will provide the necessary technology and Internet bandwidth to enable library patrons and staff to conduct daily business and functions, to make its web services available to the

larger Internet community, and to allow for remote support services that will be necessary for smooth, continuous operations RB

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

The library reconfigured its systems to handle the library's closure and IT staff have performed or are currently working on the following tasks:

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.
- Rollout is continuing.
- Researching iPad mounts for Library Book Carts.

RingCentral VOIP for Curbside Service

- We are actively using RingCentral communications for curbside service communications.
- We are currently using it for softphones (PC, tablet, phone) and SMS services
- We are using this test for potential larger usage for mobile and outreach services.
- We added an iPad and iPod touch for mobile services
- We added a WebCamera to monitor the curbside parking spaces.

Portage District Library PDL2GO

- The Portage District Library's old mobile app has been decommissioned and replaced by its new mobile app. The new has been positioned so that it is an automatic upgrade for people using the old app. Although the library did not plan to deploy the mobile app in this manner, a truly serendipitous circumstance occurred where our new developed purchased our old developer and ended up accelerating our replacement plans. The new mobile app is far more responsive, compatible and feature rich.
- It has been tested against iOS 10.x – 13.x and current releases of Android. PDL2GO has been replaced by PDL Mobile and decommissioned.
- All features have been tested and are currently operating as planned. PDL2GO has been replaced by PDL Mobile and decommissioned.

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

- We have configured the basics for the CMS behind PDL Mobile.
- We have configured PDL Mobile in BlueCloud Central.
- We continue to develop search facets and filters for searching in PDL Mobile
- We have attended the courses for BlueCloud Mobile.
- We have rolled out our mobile app and are testing its curbside functionality. The curbside function in our offers patrons a different style (from our current curbside model) that will help patrons with non-appointment use of curbside services.

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 scans.
- 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.
- Technical Services is working on receiving and processing all materials that have arrived.
- Head of Technical Services Abby Pylar and Youth Services are working on integrating the current Holiday Collections into the main collections. We will be changing home locations and inputting full author last name.

Adult Services Professional Development

Staff attended numerous virtual sessions during MLA 2020:

- Between the Lines: Using Local Authors to Engage Patrons in Local History and Culture
- Exo Lab: Two Beans, Three Libraries, and the ISS
- HarperCollins Winter/Spring 2021 Adult Book Buzz
- Implementing an Adult Special Needs Book Club
- Instructional Design in Niche Academy: On-demand Microlearning for Libraries
- Libraries and Inclusivity
- Library @ the Theater
- Library Law and Virtual Services
- Makerspaces in the Time of COVID
- MeL's New Programming & Promo Kits: Ideas to Expand Programming & Outreach
- Powered Productivity: Super Tech Tools to Get Stuff Done with Your Nerdy Best Friend Beth Zesenis
- Programming and Funding Opportunities
- Why Podcast: Creating Compelling Content for your Library
- Why Your Library Need Media Literacy and How to Provide It

- Your Library Partner for a Healthy Community

- Adult Services Librarian Ruth Cowles completed MLA's Leadership Academy in October. The entire academy was very educational. She feels she learned many things that she hope to bring to the library to enhance the Adult Department and the library as a whole.

- Photoshop Webinars—Adobe Creative Cloud

- Guide on the Side: STEAM Learning in Public Libraries by Starnet Professional Development

IT Training and Professional Development (Mark Johnson and Rolfe Behrje)

Office 365

- Azure Identity Protection.
- Azure MFA
- Configuring ATP Plan 2 (Advanced Threat Protection)
- Configuring and Testing Attack Simulation.
- Configuring Self-Service Portal for Password Reset and MFA (Multi-Factor Authentication)

Lynda.com - Office 365: System Administration

SirsiDynix Mentor - BlueCloud Analytics Reporting with External Data.

Webinars - RingCentral Reports and Dashboard and Using RingCentral Admin Portal.

Cisco Umbrella - Best Practices for Umbrella in Libraries (Vendor Led: Port53)

To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 9, 2020
Subject: Budget Amendments to adjust the FY 2020 Budget for a \$500 donation to fund the 2020 Summer Reading Program philanthropic prize option and \$1500 donation to fund area teacher and student recognition packages.

BACKGROUND

It is my pleasure to announce that we have received two generous donations to provide Youth Services programming funding. The first donation is to fund the library’s Summer Reading Program 2020 philanthropic prize option in the amount of \$500.00. As you may remember, children and teen participants could win prizes or “donate” their progress to the Portage Community Center. We are incredibly grateful for this donation, which will be sent to the Portage Community Center and the ability this grant gives us to allow the youth in our community to participate in philanthropy.

The second donation is to fund a special school-related programming initiative during the pandemic in the amount of \$1500. The program has the community nominate students and teachers doing a phenomenal job during these challenging times. The students and teachers receive a small care package as a thank you and recognition of their efforts.

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2020 Budget to increase the Programming-Child Restricted expenditure lines by \$2000. This will enable the funds to be used as intended by the anonymous donor.

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
October 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	\$ 5,862,160
Expenditures	\$ 3,567,526

Fund	9/30/2020	Changes	10/31/2020
General Reserve (13%)	\$ 698,660	-	\$ 698,660
Building Reserve	50,000	-	50,000
Benefits Reserve	29,742	-	29,742
Technology Reserve	111,305	-	111,305
Patio Feasibility Reserve	4,700	-	4,700
Bldg. Improvement Reserve	2,022,500	-	2,022,500
Personal Property Tax Reserve	805,946	-	805,946
Library Endowments	67,889	-	67,889
Unassigned Fund Balance	3,691,535	-	3,691,535

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

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

POLICY: 3. Use any long-term reserves.

Director's Response: No reserves have been used.

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

Library Director's Report on Financial Condition for October 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 October 2020

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

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

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

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

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

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

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

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

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

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

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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	\$ 5,876,615
Expenditures	\$ 3,775,249

Fund	10/31/2020	Changes	11/30/2020
General Reserve (13%)	\$ 698,660	-	\$ 698,660
Building Reserve	50,000	-	50,000
Benefits Reserve	29,742	-	29,742
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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.

October 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.
- Assisted the launch of the Creation Station by creating graphics and posted articles on social media and in our e-newsletter.
- Created new graphics for new hot spots that we acquired through a grant.
- Updated building signage to reflect new standards after changes to orders surrounding COVID-19.
- Designed materials for creating a welcome pack for new card members.
- Created a communication strategy and intital content for our Fine-Free initiative.
- Assisted with updating the website with board documents and corrections.

October Social Media Highlights:

Facebook

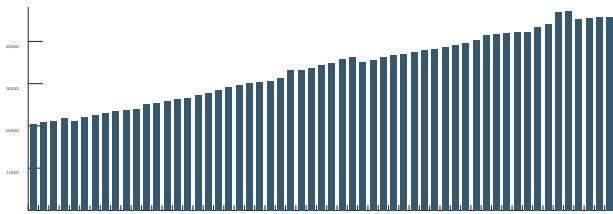
48 New Page Likes | 120 Post Shares | 1,250 Post Likes | 357 Comments | 255,142 Total Reach

Twitter

3041 Tweet Impressions | 16 Likes | 1 Re-tweets | 17 Profile Visits | 2 Mentions | 2 New Followers

Facebook Stats 2016 - October 2020

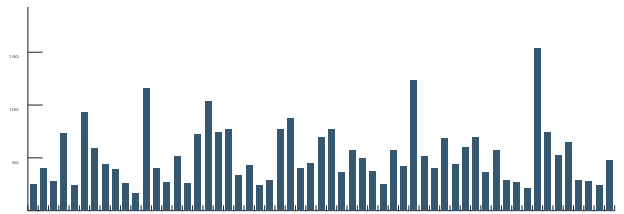
Total Followers:



February 2016
2,052

October 2020
4,583

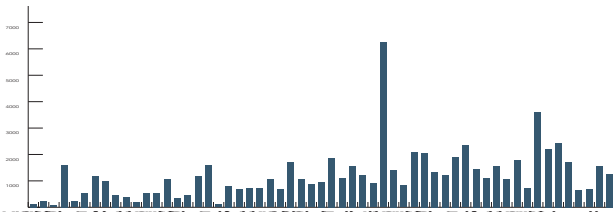
New Followers:



February 2016
25

October 2020
48

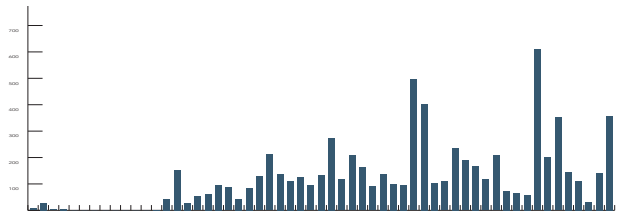
Likes:



February 2016
124

October 2020
1,250

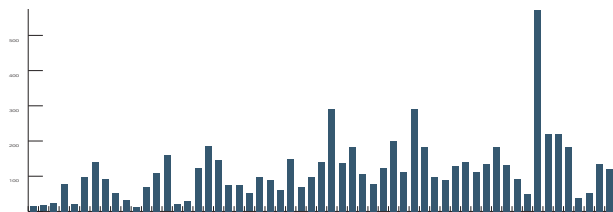
Comments:



February 2016
7

October 2020
357

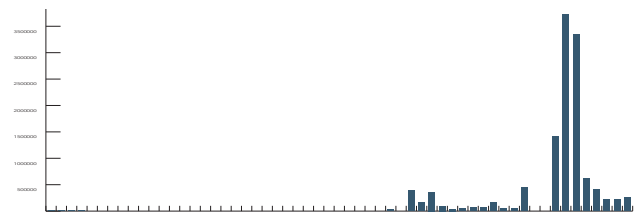
Shares:



February 2016
0

October 2020
120

Engagement:



February 2016
5,305

October 2020
255,142

Videos Created in October 2020

Video Title	Department	Facebook Views	YouTube Views	Total Views
1 New Books in Juvenile Fiction	Youth	220	16	236
2 Family Storytime with Ms. Kristy // My Papi has a motorcycle	Youth	290	26	316
3 Michigan Notable Author Spotlight: Sport--Ship Dog of the Great Lakes with Pamela Cameron	Adult	n/a	36	36
4 Bedtime Storytime with Ms. Kristy // Kitchen Dance	Youth	181	4	185
5 Accessing Ancestry from Home with PDL	Adult	195	50	245
6 New books about Elections and Voting	Youth	390	7	397
7 Family Storytime with Mr. Steve // The Grumpy Monkey	Youth	196	15	211
8 Bedtime Storytime with Ms. Kristy // Owl Babies	Youth	199	30	229
9 Curbside Pickup	n/a	302	88	390
10 New Books from our Picture Book and Easy Non-Fiction Collections	Youth	114	6	120
11 Family Storytime with Ms. Kristy // Leaves	Youth	293	35	328
12 Bedtime Storytime with Ms. Kristy // Bats at the Library	Youth	207	18	225
13 Family Storytime with Ms. Kristy // Creepy Pair of Underwear	Youth	230	60	290
14 All that Jazz with the Jazz and Creative Institute	Youth	n/a	76	76
15 From the Couch: Jane Austen	Adult	196	8	204
16 Bedtime Storytime with Mr. Steve // Bunny Cakes	Youth	225	10	235
			Grand Total	3,723

Marketing Update

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- 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.

November 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.
- Assisted with updating our current website with board documents and corrections.
- Began to create new web content and finalized development changes need for the new website.
- Participated in meetings to discuss implementation of our fine-free initiatives and created web content, FAQ’s, and a press release in preparation to inform the community about changes to our borrowing policies.
- Prepared PDL’s 2020 Holiday Card and scheduled announcements for Holiday Closing.

November Social Media Highlights:

Facebook

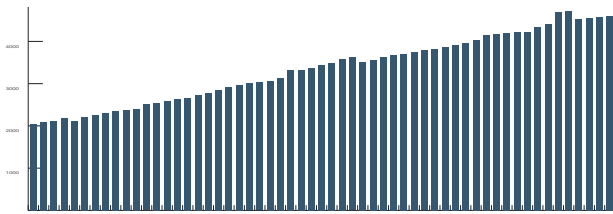
33 New Page Likes | 99 Post Shares | 976 Post Likes | 140 Comments | 130,516 Total Reach

Twitter

2,890 Tweet Impressions | 5 Likes | 1 Re-tweets | 29 Profile Visits | 0 Mentions | 1 New Followers

Facebook Stats 2016 - November 2020

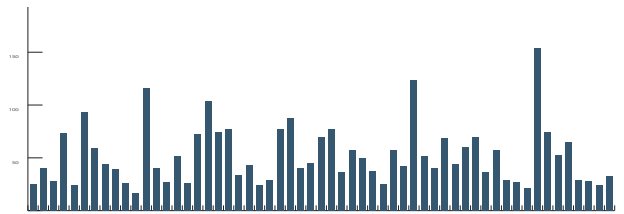
Total Followers:



February 2016
2,052

November 2020
4,606

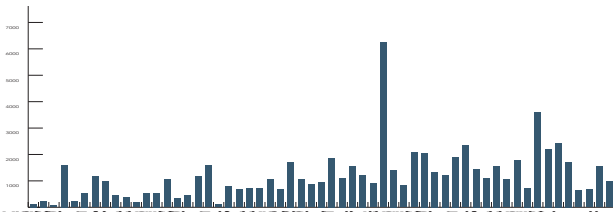
New Followers:



February 2016
25

November 2020
33

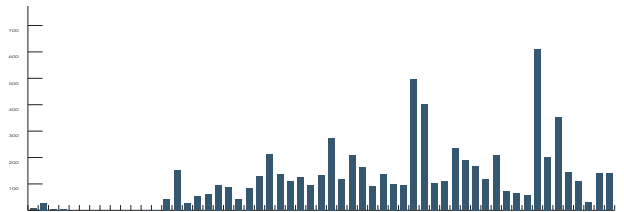
Likes:



February 2016
124

November 2020
976

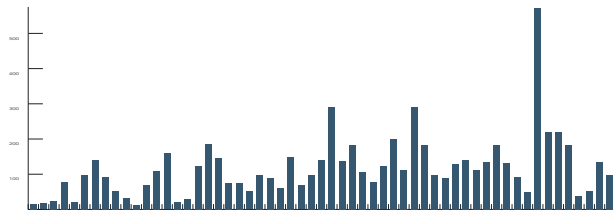
Comments:



February 2016
7

November 2020
140

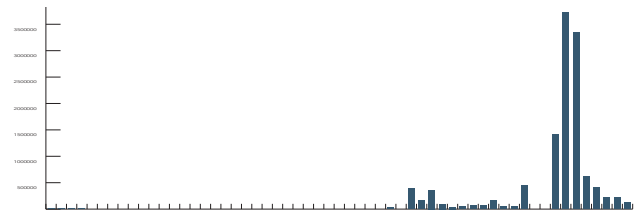
Shares:



February 2016
0

November 2020
99

Engagement:



February 2016
5,305

November 2020
130,516

Videos Created in November 2020

Video Title	Department	Facebook Views	YouTube Views	Total Views
1 Family Storytime with Ms. Kristy // What the Dinosaurs did last night	Youth	282	29	311
2 Dinovember Family Fun	Youth	837	73	910
3 Bedtime Storytime with Ms. Kristy// How Dinosaurs say Goodnight	Youth	341	27	368
4 Veterans Exhibit 2020	Heritage Room	301	32	333
5 Family Storytime with Mr. Steve // Ragweed's Farm Dog handbook	Youth	190	8	198
6 Local Author Spotlight: "The Taste of the Earth"	Adult	n/a	129	129
7 Bedtime Storytime with Ms. Kristy // Goodnight Everyone	Youth	210		210
8 Veterans Exhibit 2020 Part 2	Heritage Room	244	4	248
9 The Blade of the Pirate	Adult	267	7	274
10 Family Storytime with Ms. Kristy // The Little Red Fort	Youth	289	10	299
11 Bedtime Storytime with Ms. Kristy // Pooh, Tiger, and Piglet	Youth	204	13	217
12 Veterans Exhibit 2020 Part 3	Heritage Room	154	1	155
13 Family Storytime with Ms. Kristy // Give Thanks ...	Youth	245	28	273
14 From the Couch: What to Binge with Your Library	Adult	12	6	18
15 Bedtime Storytime with Ms. Kristy // Bedtime	Youth	228	6	234
16 Veterans Exhibit 202 Part 4	Heritage Room	141	n/a	141
17 Family Storytime with Ms. Kristy // This Is a Dog	Youth	578	13	591
			Grand Total	4,909

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: December 7, 2020
SUBJECT: Library Statistical Report - October 2020

	Month Statistics			YTD Statistics		
	Oct-20	Oct-19	CHANGE	2020	2019	CHANGE
Circulation/Collections						
Total Library Circulation	56,365	66,696	-15.49%	464,831	691,609	-32.79%
Adult - Books	12,181	16,112	-24.40%	97,830	173,691	-43.68%
Adult - A/V	3,104	5,484	-43.40%	26,852	56,786	-52.71%
Youth - Books	19,819	22,228	-10.84%	138,106	253,225	-45.46%
Youth - A/V	1,886	3,378	-44.17%	14,899	35,108	-57.56%
Hot Picks	1,321	3,117	-57.62%	15,460	32,590	-52.56%
E-Material	16,055	13,277	20.92%	160,288	116,555	37.52%
ILL - PDL Requests	957	1,614	-40.71%	5,397	12,348	-56.29%
ILL - Other Lib. Requests	1,042	1,486	-29.88%	5,999	11,306	-46.94%
Self-Checkout Percentage	56.17%	58.23%		56.78%	60.23%	
Total Library Collection	188,750	189,658	-0.48%			
Adult - Books	86,849	87,777	-1.06%			
Adult - A/V	17,395	17,199	1.14%			
Youth - Books	71,096	71,132	-0.05%			
Youth - A/V	9,273	9,706	-4.46%			
Hot Picks	4,137	3,844	7.62%			
Net Acquisitions	252	84	200.00%	480	(9,232)	105.20%
Purchased - Books	1,333	1,301	2.46%	11,230	16,004	-29.83%
Purchased - A/V	291	244	19.26%	2,501	2,729	-8.35%
Donated - Books	0	2	-100.00%	13	28	-53.57%
Donated - A/V	0	1	-100.00%	7	27	-74.07%
Material Discarded	(1,372)	(1,464)	6.28%	(13,271)	(28,020)	52.64%
Total In-House Usage*	n/a	n/a	n/a	384	3,335	n/a
In-House Periodical Usage	n/a	n/a	n/a	42	455	n/a
In-House Book Usage	n/a	n/a	n/a	342	2,880	n/a
Patrons						
Total Patrons	50,323	40,174	25.26%			
Adult	27,356	26,384	3.68%			
Youth	6,320	6,355	-0.55%			
Non-Resident	376	408	-7.84%			
Reciprocal	6,377	6,225	2.44%			
Internet User	841	741	13.50%			
PASS Users	8,989	0	100.00%			
Professional	64	61	4.92%			
Net Patrons	1,116	181	516.57%	10,048	837	1100.48%
Adult	62	140	-55.71%	852	1,538	-44.60%
Youth	2	140	-98.57%	217	457	-52.52%
Non-Resident	0	1	-100.00%	8	24	-66.67%
Reciprocal	18	41	-56.10%	193	384	-49.74%
Internet User	18	72	-75.00%	215	582	-63.06%
PASS Users	1,016	0	100.00%	8,968	0	#DIV/0!
Professional	0	0	0.00%	0	0	#DIV/0!
Patrons Removed	0	(213)	100.00%	(405)	(2,148)	81.15%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: December 7, 2020
SUBJECT: Library Statistical Report - October 2020

	Month Statistics			YTD Statistics		
	Oct-20	Oct-19	CHANGE	2020	2019	CHANGE
Library Building Usage						
Total Meeting Room Usage	0	179	-100.00%	430	1,881	-77.14%
Internal/Collaboration	0	91	-100.00%	217	966	-77.54%
External/Outside Usage	0	88	-100.00%	213	915	-76.72%
Total Program Audience	0	3,859	-100.00%	5,280	28,487	-81.47%
Adult	TBD	1,292	-100.00%	467	3,108	-84.97%
Youth		2,344	-100.00%	4,617	23,384	-80.26%
Heritage Room		223	-100.00%	196	1,995	-90.18%
Total Number of Programs	0	158	-100.00%	155	530	-70.75%
Adult	TBD	12	-100.00%	30	131	-77.10%
Youth		49	-100.00%	121	364	-66.76%
Heritage Room		6	-100.00%	4	35	-88.57%
Total Volunteer Hours	64	462	-86.15%	1,068	5,192	-79.43%
Adult	0	135	-100.00%	274	1,289	-78.74%
Youth	0	107	-100.00%	191	1,612	-88.15%
Technical	32	57	-43.86%	187	712	-73.74%
Circulation	0	126	-100.00%	284	1,148	-75.26%
Administration	32	37	-13.51%	89	267	-66.67%
Community Service	0	0	#DIV/0!	43	164	-73.78%
Total Front Door Traffic	11,466	49,501	-76.84%	183,311	577,356	-68.25%
Total Youth Services Traffic	8,976	38,003	-76.38%	123,835	428,606	-71.11%
Total Business Center Traffic	0	2,913	-100.00%	6,335	26,893	-76.44%
Information Access/Reference/Research						
Total Reference Transactions	7,783	8,238	-5.52%	61,823	83,684	-26.12%
Adult Phone	451	401	12.47%	3,377	3,562	-5.19%
Adult Ready Reference	1,726	2,832	-39.05%	16,563	24,795	-33.20%
Adult Reference	147	250	-41.20%	1,356	2,987	-54.60%
Youth Phone	91	130	-30.00%	759	1,130	-32.83%
Youth Ready Reference	3,052	2,580	18.29%	19,184	28,985	-33.81%
Youth Reference	321	347	-7.49%	3,252	5,436	-40.18%
HR Phone	6	26	-76.92%	64	132	-51.52%
HR Ready Reference	105	429	-75.52%	1,517	4,280	-64.56%
HR Reference	15	17	-11.76%	90	262	-65.65%
Circ Phone	425	608	-30.10%	4,688	5,467	-14.25%
Circ Ready Reference	1,182	394	200.00%	9,426	4,062	132.05%
Circ Reference	262	224	16.96%	1,547	2,586	-40.18%
Total Edutainment LAN Use	0	431	-100.00%	966	4,844	-80.06%
Total Internet Computer Use	853	2,524	-66.20%	9,778	24,746	-60.49%
Youth Computers	23	432	-94.68%	615	3,087	-80.08%
Adult Computers	830	1,980	-58.08%	9,069	20,725	-56.24%
Laptop Computer Circulated	0	112	-100.00%	94	934	-89.94%
Total Electronic Transactions	48,567	48,904	-0.69%	460,640	498,691	-7.63%
WebSite Pageviews	36,355	34,709	4.74%	336,622	358,438	-6.09%
WebCatalog Sessions	11,008	10,741	2.49%	96,062	105,602	-9.03%
Licensed Database Hits	1,204	3,454	-65.14%	27,956	34,651	-19.32%

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

Christy Klien, Library Director

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: December 7, 2020
SUBJECT: Library Statistical Report - November 2020

	Month Statistics			YTD Statistics		
	Nov-20	Nov-19	CHANGE	2020	2019	CHANGE
Circulation/Collections						
Total Library Circulation	48,142	63,694	-24.42%	512,973	755,303	-32.08%
Adult - Books	10,537	15,389	-31.53%	108,367	189,080	-42.69%
Adult - A/V	2,445	5,376	-54.52%	29,297	62,162	-52.87%
Youth - Books	16,298	21,613	-24.59%	154,404	274,838	-43.82%
Youth - A/V	1,255	3,281	-61.75%	16,154	38,389	-57.92%
Hot Picks	1,029	3,175	-67.59%	16,489	35,765	-53.90%
E-Material	14,643	12,058	21.44%	174,931	128,613	36.01%
ILL - PDL Requests	1,027	1,371	-25.09%	6,424	13,719	-53.17%
ILL - Other Lib. Requests	908	1,431	-36.55%	6,907	12,737	-45.77%
Self-Checkout Percentage	39.38%	59.34%		55.09%	60.16%	
Total Library Collection	187,524	189,881	-1.24%			
Adult - Books	86,311	88,021	-1.94%			
Adult - A/V	17,352	17,146	1.20%			
Youth - Books	70,474	71,501	-1.44%			
Youth - A/V	9,291	9,389	-1.04%			
Hot Picks	4,096	3,824	7.11%			
Net Acquisitions	(1,775)	180	-1086.11%	(1,295)	(9,052)	85.69%
Purchased - Books	1,037	2,339	-55.66%	12,267	18,343	-33.12%
Purchased - A/V	130	358	-63.69%	2,631	3,087	-14.77%
Donated - Books	0	6	-100.00%	13	34	-61.76%
Donated - A/V	0	3	-100.00%	7	30	-76.67%
Material Discarded	(2,942)	(2,526)	-16.47%	(16,213)	(30,546)	46.92%
Total In-House Usage*	n/a	n/a	n/a	384	3,335	n/a
In-House Periodical Usage	n/a	n/a	n/a	42	455	n/a
In-House Book Usage	n/a	n/a	n/a	342	2,880	n/a
Patrons						
Total Patrons	50,382	40,620	24.03%			
Adult	27,419	26,543	3.30%			
Youth	6,292	6,565	-4.16%			
Non-Resident	376	408	-7.84%			
Reciprocal	6,390	6,271	1.90%			
Internet User	851	770	10.52%			
PASS Users	8,990	0	100.00%			
Professional	64	63	1.59%			
Net Patrons	62	203	-69.46%	10,110	1,040	872.12%
Adult	37	116	-68.10%	889	1,654	-46.25%
Youth	4	250	-98.40%	221	707	-68.74%
Non-Resident	1	2	-50.00%	9	26	-65.38%
Reciprocal	11	46	-76.09%	204	430	-52.56%
Internet User	8	36	-77.78%	223	618	-63.92%
PASS Users	1	0	100.00%	8,969	0	100.00%
Professional	0	0	0.00%	0	0	100.00%
Patrons Removed	0	(247)	100.00%	(405)	(2,395)	83.09%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: December 7, 2020
SUBJECT: Library Statistical Report - November 2020

	Month Statistics			YTD Statistics		
	Nov-20	Nov-19	CHANGE	2020	2019	CHANGE
Library Building Usage						
Total Meeting Room Usage	0	186	-100.00%	430	2,067	-79.20%
Internal/Collaboration	0	99	-100.00%	217	1,065	-79.62%
External/Outside Usage	0	87	-100.00%	213	1,002	-78.74%
Total Program Audience	0	2,494	-100.00%	5,280	30,981	-82.96%
Adult	TBD	259	-100.00%	467	3,367	-86.13%
Youth	TBD	1,835	-100.00%	4,617	25,219	-81.69%
Heritage Room	TBD	400	-100.00%	196	2,395	-91.82%
Total Number of Programs	0	77	-100.00%	155	607	-74.46%
Adult	TBD	17	-100.00%	30	148	-79.73%
Youth	TBD	49	-100.00%	121	413	-70.70%
Heritage Room	TBD	11	-100.00%	4	46	-91.30%
Total Volunteer Hours	0	437	-100.00%	1,068	5,629	-81.03%
Adult	0	127	-100.00%	274	1,416	-80.65%
Youth	0	103	-100.00%	191	1,715	-88.86%
Technical	0	96	-100.00%	187	808	-76.86%
Circulation	0	93	-100.00%	284	1,241	-77.12%
Administration	0	18	100.00%	89	285	-68.77%
Community Service	0	0	0.00%	43	164	-73.78%
Total Front Door Traffic	5,460	50,234	-89.13%	188,771	627,590	-69.92%
Total Youth Services Traffic	3,451	33,565	-89.72%	127,286	462,171	-72.46%
Total Business Center Traffic	0	2,904	-100.00%	6,335	29,797	-78.74%
Information Access/Reference/Research						
Total Reference Transactions	9,892	7,899	25.23%	71,715	91,583	-21.69%
Adult Phone	497	346	43.64%	3,874	3,908	-0.87%
Adult Ready Reference	1,888	2,352	-19.73%	18,451	27,147	-32.03%
Adult Reference	194	228	-14.91%	1,550	3,215	-51.79%
Youth Phone	131	103	27.18%	890	1,233	-27.82%
Youth Ready Reference	3,658	2,644	38.35%	22,842	31,629	-27.78%
Youth Reference	257	411	-37.47%	3,509	5,847	-39.99%
HR Phone	11	15	-26.67%	75	147	-48.98%
HR Ready Reference	87	504	-82.74%	1,604	4,784	-66.47%
HR Reference	8	31	-74.19%	98	293	-66.55%
Circ Phone	1,305	600	117.50%	5,993	6,067	-1.22%
Circ Ready Reference	1,673	392	326.79%	11,099	4,454	149.19%
Circ Reference	183	273	-32.97%	1,730	2,859	-39.49%
Total Edutainment LAN Use	0	487	-100.00%	966	5,331	-81.88%
Total Internet Computer Use	441	1,997	-77.92%	10,219	26,743	-61.79%
Youth Computers	13	283	-95.41%	628	3,370	-81.36%
Adult Computers	428	1,672	-74.40%	9,497	22,397	-57.60%
Laptop Computer Circulated	0	42	-100.00%	94	976	-90.37%
Total Electronic Transactions	57,613	46,724	23.30%	518,253	545,415	-4.98%
WebSite Hits	42,840	32,822	30.52%	379,462	391,260	-3.02%
WebCatalog Sessions	11,118	10,151	9.53%	107,180	115,753	-7.41%
Licensed Database Hits	3,655	3,751	-2.56%	31,611	38,402	-17.68%

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

Christy Klien, Library Director



MLA Advocacy News August 2020

MLA Prepares to Testify on SB611

November 19, 2020

MLA continues to be hopeful that by December 31, 2020, SB611 – amendments to the Michigan Privacy Act – will be signed into law. The global pandemic has caused delays in the committee process, so we have a few more steps to go before that can happen.

Back in March 2020, MLA was one of the last to testify at the Senate Judiciary and Safety Committee meetings as we introduced SB611. We waited all summer before we were able to get back onto the agenda of the Senate to pass it – and they passed it unanimously on Tuesday, September 22, 2020. It was immediately sent on to the House. On November 12, we were again prepared to testify in front of the House Judiciary Committee but this committee meeting was cancelled due to an outbreak of COVID-19 among members. We are now back on the committee agenda to deliver testimony on December 1. And, we are totally prepared. [Read our transcript here](#) and if anyone would like to provide support to the House Judiciary Committee, please send the following email to Committee Clerk Melissa Sweet at msweet@house.mi.gov.

Melissa,

My name is _____ and I work for _____. I am not able to be at the Judiciary Committee on Tuesday, December 1 but I wanted to formally register my support for SB 611. Can you please add a card of support on my behalf?

Thank you,

Michigan Library Association Testimony in Support of SB611

Deborah E. Mikula, Executive Director
December 1, 2020

Thank you, Chairman Filler and to the rest of the House Judiciary Committee for allowing us to provide this testimony to you today in support of SB611 as introduced by Senator MacGregor and unanimously approved by the Michigan Senate.

My name is Debbie Mikula and I am the Executive Director of the Michigan Library Association. The Michigan Library Association is a professional organization of close to 1900 libraries and library professionals and our mission is to lead the advancement of all Michigan libraries through advocacy, education and engagement.

Last October, Senator MacGregor introduced SB611 to amend the Michigan Library Privacy Act, 1982 PA 455. The intention of his bill is to enable libraries to work with law enforcement when the library is a victim of a crime.

The Michigan Library Association took time to do our due diligence to review the changes, since this revision affected all libraries -- school, academic and public -- throughout the state. With input from the library community, we asked for updates to clarify key concerns which were incorporated. The Michigan Library Association board of directors voted unanimously to support the substitution bill.

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

- The bill defines crime, defines law enforcement officer and who is considered an agent
- The bill clarifies that a library record does not include video surveillance and that video surveillance can be turned over to law enforcement without a court order if it shows no identifying library records or library activities. It also clarifies that without going into a library record, that personal knowledge, like a name or where someone lives, may be shared with a law enforcement officer.
- The bill redefines who is liable, and allows the courts to grant equitable relief, if warranted.

Since 1982, there have been many unclarified points within the Privacy Act – librarians, library board members, attorneys and others disagree with its interpretation and we believe that the current bill clarifies those misconceptions that are prevalent in communities across the state and sometimes even in libraries five miles down the road from each other. I think we can all appreciate just how much our world has changed since 1982 (before video, before cell phones, before email, before wifi) when this law was enacted.

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 Michigan Library Association will be vigilant in educating our statewide libraries of the changes if enacted into law.

Again, thank you for the opportunity to provide this testimony to the House Judiciary committee. The Michigan Library Association appreciates your time and support of Michigan libraries.

New State Laws Provide COVID-19 Liability Protection for Employers

October 23, 2020

On October 22, 2020, Governor Whitmer signed three bills into law that create relief from liability for alleged COVID-19 exposure. They are now listed as:

Act No. 236, Public Acts of 2020 – enrolled House Bill 6030: establishes standards for immunity from liability for certain tort claims alleging COVID-19 exposure. Under the act, a person is immune from

liability for a COVID-19 claim if the person operates in compliance with all federal, state, and local statutes, rules, regulations, executive orders, and agency orders related to COVID-19 that had not been denied legal effect at the time of the conduct or risk that allegedly caused harm. The act applies retroactively to a claim or cause of action that accrues after March 1, 2020.

Act No. 238, Public Acts of 2020 – enrolled House Bill 6032: creates a new act to prohibit an employee from reporting to work under certain circumstances related to COVID-19, to prohibit certain employer actions against certain employees, and to provide remedies. The act is effective retroactive to March 1, 2020.

The act prohibits an employee who tests positive for COVID-19 or who displays the principal symptoms of COVID-19 from reporting to work until all of the following conditions are met:

If the employee has a fever,

1. 24 hours have passed since the fever has stopped without the use of fever-reducing medications.
2. Ten days have passed since the later of the following:
 - o The date the employee’s symptoms first appeared.
 - o The date the employee received the test that yielded a positive result for COVID-19.
3. The employee’s principal symptoms of COVID-19 have improved.

The act also prohibits an employee who has close contact ((within 6 feet for 15 minutes or longer)with an individual who tests positive for COVID-19 or displays the principal symptoms of COVID-19 from reporting to work until one of the following conditions is met:

- Fourteen days have passed since the employee last had close contact with the individual.
- The individual the employee had close contact with receives a medical determination that he or she did not have COVID-19 at the time of that contact.

The act prohibits an employer from discharging, disciplining, or otherwise retaliating against an employee who does any of the following:

- Complies with the prohibitions described above, including when an employee who displays the principal symptoms of COVID-19 does not report to work and later tests negative for the disease.
- Opposes a violation of the act.
- Reports health violations related to COVID-19

Act No. 237 and 239, Public Acts of 2020 - enrolled House Bill 6031 and 6101: The bills together add two new sections to the Michigan Occupational Safety and Health Act (MIOSHA) to establish conditions for immunity from civil liability for an employer whose employee is exposed to COVID-19. Under the bills, notwithstanding any other provision of MIOSHA, an employer is not liable for damages under the act for an employee’s exposure to COVID-19 if the employer was operating in compliance with all federal, state, and local statutes, rules, and regulations, executive orders, and agency orders related to COVID-19 that had not been denied legal effect at the time of the exposure.

View PA-0237: <http://www.legislature.mi.gov/documents/2019-2020/publicact/pdf/2020-PA-0237.pdf>

View PA-0239: <http://www.legislature.mi.gov/documents/2019-2020/publicact/pdf/2020-PA-0239.pdf>

PORTAGE DISTRICT LIBRARY**COMMUNICATION**

To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 7, 2020
Subject: Upcoming Library Board linkage opportunities in Dec 2020/Jan 2021 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.

Date	Time	Activity or Program Description
12/15	9:00-11:00 AM	Storytime Phone Call (Reg. Req.)
12/15	7:00 PM	Holiday Movie Trivia Challenge
12/16	6:00 PM	Bedtime Online Storytime
12/16	7:00 PM	Book Buzz: "House of Earth and Blood"
12/17	9:00 AM	Just Move Storytime
12/17	All Day	Youth Services Candy Cottage Kits (Reg. Full)
12/24 & 12/25	All Day	Holiday Closing
Wednesdays starting 12/30	All Day	Youth Take and Makes
12/31	5:00 PM	Holiday Closing
1/1	All Day	Holiday Closing
Mondays starting 1/4	All Day	Elementary Science Fun
1/5	3:30 PM	Agents of Kindness 6th-12th Grade: Online Meeting
1/7 and 1/21	9:00 AM	Muffins and the Market
1/12	3:30 PM	Teen LGBTQ+ Online Meet-Up
1/14	7:00 PM	International Mystery Book Discussion of "The Tenant"

PORTAGE DISTRICT LIBRARY

Schedule for Library Board Meetings in Fiscal Year 2021

January - December 2021

Following is a schedule of Portage District Library Board meetings from January through December 2021. Please note that the regular day and time for all library board meetings will be the 4th Monday* of each month at 6:00 p.m. (with dinner at 5:30 p.m. for in person meetings). Additional meetings may be called or changes in meeting dates may be made by the Library Board Chair if needed. The location and/or attendance instructions for library board meetings are indicated on the meeting notice which is posted three days prior to a regular meeting. Rescheduled regular meetings or special meeting notices are posted a minimum of 18 hours prior to their start.

January 25, 2021	Monday	Regular Meeting	6:00 p.m.
February 22, 2021	Monday	Regular Meeting	6:00 p.m.
March 22, 2021	Monday	Regular Meeting	6:00 p.m.
April 26, 2021	Monday	Regular Meeting	6:00 p.m.
May 24, 2021	Monday	Regular Meeting	6:00 p.m.
June 28, 2021	Monday	Regular Meeting	6:00 p.m.
July 26, 2021	Monday	Regular Meeting	6:00 p.m.
August 23, 2021	Monday	Regular Meeting & Public Budget Hearing	6:00 p.m.
September 27, 2021	Monday	Regular Meeting	6:00 p.m.
October 2021	To be determined	Library Board Retreat	To be determined
October 25, 2021	Monday	Regular Meeting	6:00 p.m.
November 2021	<i>No Library Board Meeting Planned for November</i>		
December 13, 2021	Monday	Regular Meeting	6:00 p.m.

* NOTES:

The December board meeting in 2021 will be held two weeks earlier due to the Christmas holiday.

To: Portage District Library Board
From: Tom Welsh, Library Board Chair
Date: December 7, 2020
Subject: Election of Library Board Officers for 2021

BACKGROUND:

The Library Board bylaws that were last reviewed and approved on February 24, 2020, include a provision for election of officers as follows:

Article III Officers

Officers of the Portage District Library Board shall be a Chairperson, and a Vice-Chairperson, who shall be elected at the January meeting, for a term of one year, commencing at the first board meeting in January.

For this reason, the “*Library Board Officers for 2021*” has been placed as an item under Governance on the agenda for discussion at the December 14, 2020 board meeting prior to the election of officers at the January 25, 2020 meeting. At that time, Board Chair Welsh will appoint a Nominating Committee Chair to survey trustees’ interest in serving as a Board Officer in 2021.

PORTAGE DISTRICT LIBRARY
End Statement #1 for 2020
Interpretation & List of Activities & Projects

Optimize access to resources for information, education, and entertainment

Library Director’s Interpretation:

Due to the COVID-19 Pandemic which affected the world in 2020, the Portage District Library had to make many adjustments to its services, processes and procedures to keep staff and patrons safe. Innovation and flexibility became key components of service and programs provided to the community. Through the uncertainty, staff rose to the occasion and created interactive and diverse virtual programming. The library continues to optimize access to its resources by keeping technology for staff and patrons up to date. In the original planning, 2020 was the final year for this Strategic Planning period, but due to a number of circumstances, we will not see the completion of many projects until 2021 as we move into a building renovation, move off-site and wrap up these initiatives before embarking on a new plan.

Key Terms:

Not Started – No steps have been taken towards accomplishing this project during the first year of the Strategic Plan period.

In Progress – Steps have been taken towards accomplishing this goal, the targets for the year may have been met, but it is an ongoing project that will continue throughout the Strategic Plan period.

Complete – This project is completed in full. No further reporting on this project will be done throughout the Strategic Plan period.

Description of Activities & Projects to Accomplish End Statement #1

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

- STEAM Librarian Jane Fleming (hired in October 2019) took the lead on Creation Station planning. She created procedure manuals, training, and tutorials. Furniture for the Creation Station was ordered at the beginning of the year and received in July.
 - Though building closures and social distancing prohibited the Creation Station from being launched as originally planned, the service has been available to patrons on a reserve basis starting in October while the building was open to the public.
- SUMMARY: With staff and tools in place, the creation station was launched to the public in the Fall of 2020. STATUS: COMPLETE

2. Develop more instructional programming for adult patrons

Examples of Adult Instructional programming in 2020 include:

- Balanced Nutrition On a Balanced Budget: Presented by a Registered Dietitian Nutritionist from KVCC
- Traveling While Black: A VR Experience
- 6-week series on Raising an Anti-Racist Generation
- Reading Together Book Discussion “We are the Weather” and Author Visit at Chenery Auditorium (one of the last large gatherings in the community before the COVID-19 Pandemic began shutdowns and closures)
- Stay Home & Write a Poem Poetry Contest

- Virtual Garden Program series
- Book Buzz: PDL Monthly Online Book Discussion
- Online Trivia Contests on a variety of topics from Harry Potter to Holiday Movies
- Introduction to Drawing series
- Spotlight on Local Authors
- Drive-In Programs
- Moving our very popular Muffins in the Market program online for Fall 2020

SUMMARY: This goal will continually be in progress and we have met the benchmarks associated with it. We are very pleased with the success we have found with this kind of creative, socially distanced Adult programming through 2020. STATUS: IN PROGRESS

3. Create programming that promotes interactive learning in youth programs

- Teen Art Space, a monthly program which started off in person-and moved to virtual
- A variety of youth book clubs such as Reading Reynolds and Read Woke
- Just Move Fitness programs for kids and teens
- Beginning in March, Youth Librarian Kristy Zeluff created 3 video storytimes for each week (one Baby/Toddler, one Bedtime, one Family). She responds to any comments from her attending families.
- Throughout the month of April, Youth Services Staff Andrea Smalley created and coordinated with other Youth Staff to create content for an online program called At-Home Adventure designed to keep families engaged with the library, provide curated activity suggestions to keep kids active and reading at home, and support local businesses.
- Teen Librarian Olivia Pennebaker hosted the LGBTQ+ Meetup and Agents of Kindness, a group via Zoom.
- Bedtime Story Phone Calls
- Youth Staff Nancy Muffley created Scavenger Hunts in local parks in collaboration with City of Portage Parks and Recreation.
- Youth Staff created family challenges and weekly take and makes

SUMMARY: In 2020, youth programming got really creative implementing ways to engage our younger patrons.
STATUS: IN PROGRESS

4. Actively highlight the library's online resources and services on social media and other media outlets

- During the first building closure in March, more staff were able to be included in creating content for social media. This outlet became a key way for us to interact with our patrons this year.
- Staff shared curated reading lists, new materials, Tuesday Tips, Staff Picks, online resources, and eMaterials.
- Highlighted resources in our community, recognized teachers, shared community artwork, documented changes and shared information about the Library's Monarch Waystation, and so much more.
- The Library used Facebook and YouTube to share Programming videos.

SUMMARY: Staff will continue to highlight online resources and use social media to inform patrons about what the library has to offer.
STATUS: IN PROGRESS

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

- When this goal was created in 2017, we could not have had any idea of how large a role videos would play in 2020. Marketing Manager Colin Whitehurst and the library staff have created over 150 videos this year of storytimes, youth craft programs, science, gardening, art, local history, tutorials on how to use online services, book talks, cosplay, how to use curbside services, Veterans Day and more.
SUMMARY: While we anticipate the need to use videos as a way to communicate with, inform and entertain our patrons for the foreseeable future, we can confidently say that for 2020 this goal has been met. STATUS: COMPLETE

6. Provide peripheral technologies (devices that extend computer, tablet and phone functionality) to extend services to patrons in new dynamic formats

- Laptop/Tablets have been distributed to all staff to be able to work from home on library owned and managed technology.
- Managing Jabber which allows staff to answer public services lines remotely to provide consistent customer service to patrons even during building closures.
- Working to deploy the Portage District Library's next generation mobile app, PDL Mobile.
- Installing a new server for the Library PASS Project with Portage Public Schools.
- Managing RingCentral as a key component to the success of PDL's Curbside Service.
- Working on reconfiguring laptops for checkout through Curbside Service and extending wireless internet capabilities farther into the library's parking lot.
SUMMARY: The Portage District Library IT Department faced significant challenges this year due to the extra pressures placed on adapting technology for our building closures and curbside services.
STATUS: IN PROGRESS

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

- We moved our Ready Reads collection to a new 'ESL Hub' near new World Languages location.
- Due to building closures, staff had to cancel ESL visits and have not been able to reschedule them at this time.
- Adult Services Library Associate Christina Doane attended an advanced class of ESL of SWMI via Zoom on Nov 19th to inform them about what was going on with the library, how we can still assist them and to answer questions.
SUMMARY: The library has continued to keep a line on communication open with ESL of SWMI tutors so they are aware of our status and areas of mutual support. When gatherings are permitted again, we look forward to welcoming them back to the library for tours. STATUS: IN PROGRESS

8. Create methods to expand the reach of our Digital Literacy (computer education) programs

- Adult Services has been unable to run its one on one computer appointments.
- Staff spent time highlighting available online training resources such as Lynda.com.
SUMMARY: Digital literacy training continues to be a steady need for our Adult patrons, though challenging due to building closures and the need for social distancing. STATUS: IN PROGRESS

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2020

9. Build programming and services that will reach groups at diverse levels

- Award-winning local opera soprano Sarah Emerson provided two “Opera for Babies” performances for our youngest patrons.
 - Youth Services hosted four sessions of the parenting class "Raising an Anti-racist Generation."
 - The Reading Reynolds Book Club for 4th-6th graders met to discuss "Track" by Jason Reynolds.
 - Youth Librarian Andrea Smalley hosted a virtual class session with the Kalamazoo Literacy Council's Parent Literacy class to talk about library services and provide a virtual library tour.
 - By far our most popular activities in the summer were our “Take and Make” events. Kits and instructions were provided for pickup, either through curbside or at the Youth Information Desk. These kits provided a creative, hands-on experience, and could be adjusted for ability level. Many encouraged parent and child cooperation, and required very few supplies.
 - For the month of November, Youth Services aired an all-ages video created by the Kalamazoo Jazz & Creative Institute for the Portage District Library to introduce patrons to Jazz Music, and a Q and A session with co-founder, Benje Daneman.
 - Attendance grew throughout the fall in our weekly Just Move Storytimes, where preschool and kindergarten students and their families read, sing, dance and move with Heather Christy from Just Move Fitness.
- SUMMARY: Focusing on providing programming for children of different ages and with different abilities was useful. It facilitated creative collaborations with outside groups to keep our young patrons engaged with a different style of programming. STATUS: IN PROGRESS

Assessment of End Statement #1 Accomplishments

- A Final Report will be given to the Library Board in December 2020 with a summarization of all that was accomplished in 2020 to fulfill End Statement #1.

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2020

PORTAGE DISTRICT LIBRARY
End Statement #2 for 2020
Interpretation & List of Activities & Projects

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

Library Director's Interpretation:

In 2020, being a safe, welcoming and inclusive destination for families and individuals was in the forefront in our minds for a different reason. With the Library Board's support, we have had to make difficult decisions about building closures. Staff continue to make it a priority to connect with patrons in whatever ways possible. We continue to reevaluate the accessibility of our collections and measure the needs of our patrons through use statistics and feedback so that we can allocate our resources to the best advantage of the community.

Description of Activities & Projects to Accomplish End Statement #2

- 1. Evaluate reference and periodical collections, in print and electronic formats, in order to find ways to increase use and lower cost of these services**
 - After taking on responsibility for the reference collections in January 2019, Lawrence Kapture, Head of Adult Services has been evaluating the reference collection during 2020, specifically keeping track of recurring print reference expenses.
 - A collection of database statistics was completed early in the year and used to make decisions about continuing to purchase material.
 - Following the library's reopening in the summer and as a way to discourage lingering, patrons were able to check out all available periodicals including the most recent, for the first time. This will provide staff with circulation statistics for periodical use.
 - Lawrence Kapture sent out an update on available periodicals to staff at the end of July. Periodical publication is on the decline both in terms of the number of issues published years and the number of titles available. Staff were also surveyed for opinions on future purchases.
SUMMARY: Due to the changing nature of the use of reference and periodical collections, continued monitoring is necessary to ensure the library is budgeting an appropriate amount for their purchase in relation to their use. STATUS: IN PROGRESS

- 2. Offer, programming, services, and collections that will better meet the needs of our immigrant population**
 - Youth Librarian Andrea Smalley hosted "Culture Cafe: Mexico" a program designed to bring community members together to celebrate and learn about other cultures over dinner. (February 2020)
 - Youth Librarian Andrea Smalley ordered books in Hindi, Punjabi, and Telugu, the top three languages of India spoken in Portage, for the World Languages collection.
 - Any other plans for collaboration with ESL staff and students were postponed due to gathering limitations caused by the pandemic.
SUMMARY: Youth Staff will continue to work with area groups and individuals to support those new to this country. STATUS: IN PROGRESS

3. Improve the accessibility and visibility of existing physical and electronic collections

- Tuesday tips were created for our Facebook page, to highlight various electronic resources such as Lynda.com, Rosetta Stone, and access to Ancestry.com.
 - To ease access difficulties during our closure, temporary changes were made to allow residents access to our digital library resources even if a membership account had expired or was blocked for high fines.
 - In 2020, Adult Staff rearranged the mysteries, westerns, science fiction, and graphic novel collections. The new arrangement provides a cleaner look for that section of the library and better merchandising for Westerns, Graphic Novels, and Science Fiction. However, the shelving units are taller and some patrons may need to ask for assistance a little more frequently.
 - The Youth Department has begun the process of changing the leveling system used with our Easy Reader collection. This is in response to recent industry information about the need to use labeling and leveling systems with caution.
 - We have added a “Hot Picks” like section to our OverDrive Library, and integrated library programing with the OverDrive collection by adding “Pay Per Circ” copies of titles we are using in events.
 - Youth and Adult Staff collaborated to create a Bookfinder page on the website. This page provides patrons with guidance to put books on hold, search online for titles that might interest them, and encourages them to fill out a form so that Library Staff can provide suggestions based on their preferences.
 - 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 continued to pick up and drop off books from Brookdale Senior Assisted Living all year.
 - Youth Librarian Andrea Smalley created a Facebook post highlighting Native American/Indigenous books in our Juvenile Fiction collection for Native American Heritage Month.
 - Youth Librarian Kristy Zeluff made a video showcasing new materials in the Easy and Easy Non-Fiction collections.
 - Head of Youth Services Laura Wright created a video highlighting books for children on voting and the political process.
- SUMMARY: In addition to making cataloging in certain subject areas more intuitive and labeling books with the full author’s name, we are looking at other ways we can make the collection more browsable and items easier to locate. In our second year of using the CollectionHQ tool, staff are continuing to hone collections to better meet the needs of the community. Improving visibility of collections has been a challenge during building closures, but staff have found creative ways to highlight collections. STATUS: IN PROGRESS

4. Create tools to measure the needs of the community

- With the help of the Social Media Team and input from Adult and Youth Services staff, an electronic survey was created in April to measure the needs and wants from our patrons regarding ways the library can support them during the current crisis.
- SUMMARY: We will continue to actively survey patrons to have the best information possible for decision making. STATUS: IN PROGRESS

Assessment of End Statement #2 Accomplishments

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2020

- A Final Report will be given to the Library Board in December 2020 with a summarization of all that was accomplished in 2020 to fulfill End Statement #2.

PORTAGE DISTRICT LIBRARY
End Statement #3 for 2020
Interpretation & List of Activities & Projects

Be a leader in strengthening our community.

Library Director's Interpretation:

In an effort to be a leader in strengthening our community, the library continues to pursue opportunities to partner with other organizations and prioritize outreach. Our collaborations with Portage Public Schools have had a positive effect on the youth in our area and we are so pleased that our work and planning have come together for the Library PASS program. We have listened to our patrons as they seek 24/7 access to the library's e-Materials and will work throughout the Strategic Plan period to create an updated library website that will help guide our patrons to the resources they want.

Description of Activities & Projects to Accomplish End Statement #3

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

- 77 teens attended Teen Exam Late Night, an event that was held on January 19th, the eve of exams, and featured free pizza, space to study, and a special guest appearance by a couple of therapy dogs.
- On January 30th, the Teen Services Librarian visited Community High School, where she interacted with 20 teens and gave a presentation to Friends Group about library services and programming.
- Youth Services Staff Laura Wright, Andrea Smalley, and Olivia Pennebaker hosted the Portage Public Schools Media Specialist Departmental Meeting. Along with Lawrence Kapture and Christy Klien, staff discussed programming and outreach opportunities for PPS students, Summer Reading programming, electronic book and database access, and progress on providing library cards for all PPS students.
- Youth Librarian Andrea Smalley visited four classrooms at Gilden Woods Early Care & Preschool for a special song and storytime to celebrate Reading Month.
- Youth Services Librarian Andrea Smalley is working with Taylor Sayers from the Kalamazoo Literacy Council on a six-week parent literacy course that will culminate in a virtual library field trip and booktalks.
- The library is moving all programs for Summer 2020 to an online platform to help limit group meetings and keep people safe during this COVID-19 outbreak.

- During the Stay-At-Home order in Summer 2020, Outreach Librarian Andrea Smalley contacted the following organizations to collaborate or assist: City of Portage Parks and Rec, City of Portage Farmer's Market, Kalamazoo Literacy Council, ESL of SWMI Work Group and Justice for our Neighbors, Portage Community Center, PPS Media Specialists, Kalamazoo Chinese Academy, Senior Services, WWMT, and Kalamazoo County HCS.
 - Both Youth and Teen Staff created videos and documents for local schools to use to promote the library's Summer Reading Programs. Media Specialists distributed the information to their schools prior to the end of the school year.
 - 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.
 - Geekfest was moved online for 2020, and ran from Oct. 5 to Oct 31st.
- SUMMARY: Outreach will continue to be a priority. STATUS: IN PROGRESS

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

- During our first building closing, we monitored the OverDrive collection to determine if it was seeing more use, and purchased early in March to offset increases in OverDrive holds.
 - The library has earmarked monies from print and non-print resources to boost our ebook collection, and have repurposed an extra two months worth of funds that is being spent through June. We have also changed our strategy, buying more copies of short-term licenses. Overall wait times are decreasing.
- SUMMARY: We will continue to use OverDrive statistics to determine whether we have appropriately allocated funds for eMaterials.
STATUS: IN PROGRESS

3. Improve service access to Portage Public School students through a collaborative student registration process.

- Work has continued toward the creation of an automatic registration process with the Portage Public Schools for students to get library services. As part of our regular registration process with 6th grade students, we were able to register 134 new members. (February-March)
- Administrative staff met to revisit the previous discussions and move forward with a student membership collaboration with Portage Public Schools. (April-May)
- Portage District Library staff met with the Technology Director and media specialists from Portage Public Schools to discuss some final aspects of moving toward an agreement to have an auto-enrollment process for all Portage Public School students to have access to Portage District Library services and collections. We have begun testing the technology protocols and processes to safely handle the transfer and upload of the necessary student information required to establish a membership in our Symphony database. Some adjustments to our policies will be recommended at the July 2020 Board meeting to be sure all Portage Public School students can participate. (June July)
- The agreement was signed by both the Portage District Library and the Portage Public Schools. We are currently testing and finalizing our process. We hope to launch the project officially by October 2020. (August)
- Through the focused efforts of Head of Youth Services Laura Wright, Youth Services Librarian Andrea Smalley, and Systems Administrator Rolfe Behrje along with support from other staff, much progress has been made on this collaborative initiative. It has been named the Library PASS (Portage Access for Student Success) Card with a launch date of October 1, 2020. (September)

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2020

- 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. (October)

SUMMARY: We are very pleased with the launch of the Library PASS Card in October 2020. STATUS: COMPLETE

4. Update the Library Website.

- A design company was hired to create our new website “look”. Marketing Manager Colin Whitehurst oversaw the selection of key illustrations, internal page designs from a third party vendor, and some coding.
- Library Staff are working on their assigned website content during the months of February and March. Marketing Manager Colin Whitehurst will be loading content onto the new site in April.
- Staff has been submitting content for the new website to Marketing Manager Colin Whitehurst.
- Marketing Manager Colin Whitehurst finalized most of the website changes with the web development company and has started to insert our content into the new page. (October)

SUMMARY: Due to shifting priorities, the implementation of the Library’s new website will be delayed until 2021. STATUS: IN PROGRESS

Assessment of End Statement #3 Accomplishments

- A Final Report will be given to the Library Board in December 2020 with a summarization of all that was accomplished in 2020 to fulfill End Statement #3.

PORTAGE DISTRICT LIBRARY
End Statement #4 for 2020
Interpretation & List of Activities & Projects

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

Library Director’s Interpretation:

The library is at the center of the Portage community because of its location, but has also established its identity as the “community center” in various ways in the past by providing services such as: providing gallery space to showcase local talent; bringing in displays from area organizations; offering space for meeting, or providing tours of the library to various local organizations. For the majority of the year, these

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2020

services have been put on hold. We look forward to the future when we can meet in the building again to continue our mission in person. The library has also embarked on some unique projects through its Local History Room that have continued to make progress in 2020.

Description of Activities & Projects to Accomplish End Statement #4

1. Displays and use of space to showcase local arts and organizations.

- Gallery displays in early 2020 included work by the students of Portage Public Schools, Kalamazoo artist Carrie Penny, a Kwanzaa display by a local resident, a 19th Amendment Centennial display by The League of Women Voters, the young artists of CHUM preschool, spectacular art of our local branch of the Michigan Art Education Association, a triptych painting by local artist Anna Barnhart, beautiful paintings of the Kalamazoo Chinese Painting Club, an Irish History and Heritage Display, and Remembering 50 Years of Service, Valor, and Sacrifice: A Vietnam War Veterans Day Display.
- For the month of April, Adult Services Librarian Katharyn Jones teamed with Assistant to the Director Quyen Edwards on the social media committee to bring art to patrons virtually via Facebook on Saturdays. Galleries of local art submissions and pictures of the art hanging in the library were featured.

SUMMARY: This initiative is ongoing and will continue in full when the building can safely be reopened. STATUS: IN PROGRESS

2. Provide information and services for users new to the area or new to the U.S.

- After hosting field-trips and tours of the library in 2019, no additional progress was made on this project in 2020 due to the limitations of building closures and the need for social distancing.

SUMMARY: Youth Staff will continue to look for ways to connect with these patrons and provide services to them in the future.

STATUS: IN PROGRESS

3. The Heritage Room will initiate a long-term CONTENT-dm Scanning Project

- The Heritage Room received a new scanner and computer which will be used for this project.
- After the building closure in March, scanning of the John Todd Collection was a top priority as it could be conducted from home.
- Local Historian Steve Rossio took on-line courses regarding the use of Adobe Photoshop and used what he learned to work through scanned images color correcting them and fixing scratches, etc.
- Local Historian Steve Rossio scanned and repaired items in the John Todd Photographic Collection on schedule and the goal for the year was completed.
- 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.

SUMMARY: The goal for 2020 has been completed and the project is on target. STATUS: IN PROGRESS

4. Heritage Room Book Expansion Project

- Local Historian Steve Rossio has spent time looking for various material to add to the Heritage Room collection. Unfortunately, the pandemic has greatly limited the Heritage Room's buying opportunities.
SUMMARY: The Local Historian will continue to search for rare and unique items to add to the Heritage Room Collection in the future.
STATUS: IN PROGRESS

5. Future History Project: South Westnedge Avenue Documentation

- Data collected will include:
 - a) Photographs of existing businesses (both interior and exterior)
 - b) Any ephemera available from the business at the time of documentation such as business cards, advertisements, etc.
- Local Historian Steve Rossio has taken the opportunity afforded by COVID-19 to continue to document South Westnedge Avenue. Due to closures, he has been able to document building facades without the hindrance of automobiles or customers getting in the way of the shot.
- The project then shifted into documenting Westnedge as businesses began to reopen during late May and the month of June.
- 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.
SUMMARY: While this project will never be complete due to the ever-changing nature of the Westnedge business corridor, the goal for 2020 has been met. STATUS: IN PROGRESS

6. Portage Schools Collection

- Local Historian Steve Rossio met with the Portage School's 100th Anniversary Committee to discuss how the collection can be utilized during the celebrations.
- Worked on organizing the collection and scanning items throughout 2020.
SUMMARY: This Heritage Room project was revised from the Cemetery Documentation Project to one that meets a current need for the Portage Public Schools as they prepare for their 100-year anniversary. Work on this project will continue into 2021. STATUS: IN PROGRESS

7. World War I 100th Anniversary Commemorative Walking Trail 2018

- Due to COVID-19, the John Todd project for the Walking Trail signs in 2020 has been cancelled and the focus is now on the Portage Public School's anniversary in 2021.
SUMMARY: The WWI Trail Walk was a complete success and received numerous rave reviews. STATUS: COMPLETE in 2018

8. Harwood Community Conversations

SUMMARY: The library will not be conducting any additional community conversations, and will focus on actions we can take to help address feedback from the previously held conversations. STATUS: COMPLETE in 2018

Assessment of End Statement #4 Accomplishments

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2020

- A Final Report will be given to the Library Board in December 2020 with a summarization of all that was accomplished in 2020 to fulfill End Statement #4.

PORTAGE DISTRICT LIBRARY
Operational Objectives for 2020
Interpretation & List of Activities & Projects

Library Director's Interpretation:

Creating efficiencies in the library's operational objectives was a focus throughout the Strategic Plan period. While some projects have not moved as quickly as we hoped, the library's cautious and thoughtful approach will ensure that the best decisions for the long-term benefit of the library will be made. Professional development for staff ensures a strong front line for patron interactions and is a benefit to the organization. The library has made a lot of progress in its SaaS transitions which will only improve user transactions, create secure online experiences, and prevent interruptions of service. The Technical Services Department has been working to streamline materials processing procedures and use the CollectionHQ product to make materials that patrons want available as quickly as possible. As with all other projects in 2020, adjustments had to be made, but overall work has progressed in many areas.

Description of Operational Activities & Projects in 2020

1. Facilities Master Plan

- The Facilities Master Plan Committee met with the architects on January 21, 2020 to discuss the results of the facility's needs assessment and next steps. An internal staff committee meeting was held on February 11, 2020 to continue discussions about concept drawings and set priorities. A conference call was conducted with the architect to discuss their recommendation to proceed with a single project versus a multiple phased project model on February 18, 2020.
- The Facilities Master Plan Committee has met multiple times during the months of February, March and April to review and discuss concept drawings. A schematic drawing has been drafted and will be presented to the board at the April 27, 2020 board meeting.
- Working with our architects from C2AE, an RFP for a Construction Manager was sent out to established local firms. We reviewed five proposals on April 13, 2020 and selected three firms to interview on April 21, 2020. A recommendation will be brought to the board at the April 27, 2020 board meeting.
- The Facilities Master Plan Committee has met multiple times during the months of April and May to review schematic drawings and draft parking lot layouts. We are establishing an Interiors Committee that will begin meeting with C2AE's PDL Project Manager and Interior Designers on May 11. We will be investigating the potential of moving off site during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction.

- The Interiors Committee began meeting with C2AE’s PDL Project Manager and Interior Designers on May 11, May 27, and during the week of June 15. We began investigating the potential of moving offsite during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction. We met with a leasing agent on June 5 and will begin looking at spaces on June 17.
 - The Interiors Committee met with the C2AE Interior Designers on July 8 to review color scheme and theme of the interior space. We continue to investigate the potential of moving off site during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction. We are in the process of getting cost estimates for prepping three potential sites to be able to provide library service from each location. The cost estimates will help narrow down our options.
 - The Executive Building Committee met with C2AE and Walbridge representatives to review the 50% design development budget on August 7 and August 12. Department representatives met with the C2AE Interior Designers on August 4 and 5 to begin discussions of furniture needs within their areas, both public and staff areas. More meetings will be scheduled throughout the month of August. We continue to investigate the potential of moving off site during construction to limit the inconvenience to patrons and staff and to reduce the length of time the library is under construction. We are in the process of narrowing down our choices and will need to make a decision by the end of September.
 - 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 decision about moving offsite needs to be made by the end of September.
 - We continue to meet with the interior designers to discuss the aesthetics and future furniture needs of the library.
 - We are in the final stages to submit our plans to the City of Portage for approval and permits. The library met with City of Portage, C2AE, and Walbridge representatives on December 7 to share the timeline and our general plans of our project. The timeline is included in the building update portion of the board packet.
 - We are working with our leasing agent, attorney, and insurance agent to craft an agreement with PlazaCorp for a temporary library site. We are also working with our attorney and insurance agent to draft a contract for contractors and subcontractors for both projects.
 - We are reviewing furniture needs and layouts in both the remodeled library and temporary location.
- SUMMARY: The library is looking forward to the next steps for our building project in 2021. STATUS: IN PROGRESS

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

- The PDL Professional Development Committee identified six areas of training that should be covered annually with staff. The committee was drafting a calendar and plan to how that training could be conducted when the COVID-19 Pandemic began.
- The PDL Professional Development Committee met virtually to discuss training opportunities for staff during our Work from Home status. All library staff reviewed Code 1 of a training response manual to help staff respond to patron interactions and complaints in a positive, compassionate, and empathetic manner. Staff also reviewed library policies, completed online trainings, and reviewed library resources during this time.
- Staff trained on all of the required COVID-19 requirements such as cleaning protocols, health screenings, and proper use of PPE. Staff were also trained on our remote phone systems, curbside service, front door greeter station, and summer reading program.
- Ten staff members attended the 2020 Michigan Library Association’s Annual Conference that was held virtually at the end of October.

- During the fourth quarter Portage District Library conducted our annual performance reviews with each staff members. Department supervisors evaluated the performance of each of their staff. At the same time each staff member completed a self-assessment. The supervisor met with each of their staff individually to discuss the evaluation and self-assessment. During the discussion goals for the next year were identified.
- This year the library offered three medical insurance plans for full time staff. One of the plans was an Health Savings Account (HSA) plan. On November 12, Rose Street Advisors held an educational training session for our full time staff to explain how an HSA works and is different than the traditional plans being offered.
- Five staff members attended Catalyst University in the beginning of December.

SUMMARY: 2020 has been an unusual year in many ways. During the building closures, staff have taken the opportunity to take a variety of trainings. Other professional development continued online as hosts found ways to continue previously scheduled conferences.

STATUS: IN PROGRESS

3. Create a library of informational how-to videos and learning aids for staff use in areas of technology, office machines, and processes

- During the year the Library purchased a Library Management System through Paylocity to allow for the distribution of training videos and tracking of progress. Beginning in early 2021, the Library will begin assigning training for staff to complete. We will begin with Sexual Harassment and Active Shooter training. These will be reviews of prior trainings that have been assigned in years past. We currently have other trainings (i.e. Clorox 360) trainings to upload for staff to review. Additional training will be added as prepared.

SUMMARY: Written training procedures have been created for several processes in the Business Services department. Additional progress on this project will continue in 2021 with the implementation of the new Paylocity tool.

STATUS: IN PROGRESS

4. Develop a paperless purchasing workflow that will increase efficiency of staff ordering and provide the necessary documentation of approvals for auditing purposes

- To date, we are still waiting for our transition to the hosted solution of Blackbaud and the updated product. During this year, the Business Services Dept. worked to create a new way of receiving and inputting invoices into Blackbaud for our largest vendor, Baker & Taylor. We now download invoices in excel and manipulate them into a format that allows us to receive the goods in a more efficient way. We estimate that we have saved at least 10 hours per week compared to the old method.

SUMMARY: The Library is still planning on converting to a hosted solution for its financial software system in the future.

STATUS: IN PROGRESS

5. Convert paper employee files to paperless and develop a schedule for new/updated documents and workflow for obtaining in electronic formats

- During the year, the Library purchased a new orientation module through Paylocity. Once the Library begins hiring again, all new paperwork related to new hires will be distributed to new hires and filled out in this module. This will provide an automatic feed directly into their payroll file for set-up. We have also talked to Paylocity about how to store existing documents in the employees HR file. This will be happening with all existing paperwork in the coming year. It is a departmental goal to conduct an employee file audit and in the process convert employee files to electronic documents and saved to the employees file in Paylocity. We will continue to use Maxwell Health for a paperless solution for benefits.

SUMMARY: The Library has started the transition to a seamless, paperless workflow of documents for all new staff. By using the same vendor for creation and storage of paperless documents, all changes to an employee's payroll profile can occur in real time. Once up and running, the Library will continue to add existing paperless documents to employee profiles in Paylocity. STATUS: IN PROGRESS

6. Develop a paperless workflow for applicants to apply for positions, staff to monitor candidates throughout the process

- The Library purchased a new recruiting module through Paylocity. This module will allow the Library to handle all aspects of the recruitment process in a paperless manner, as candidates will complete application on line into the module. Once completed, staff can review and comment in the module, with all thank you letters being sent by the module. This system will be implemented with the next hiring opportunity the Library undertakes.

SUMMARY: This solution will serve as a hub to coordinate all aspects of recruiting when the library begins hiring again.
STATUS: IN PROGRESS

7. Maintain Symphony database of item and user records

- Adjustments were made to our Symphony database to accommodate the extended closure for COVID-19. This included extending due dates and hold pickup dates for already on the hold shelf, adjusting membership expiration dates, and stopping automated notices.
- 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.
- Following the October 2020 Library Board meeting, we began the process of connecting with SirsiDynix to work on getting scheduled for removal of existing fines, and set up with SMS of notifications, and auto-renewals of material. Although we have maintained contact with SirsiDynix, we still have not been scheduled for the fine removal process or installation of additional functionality. Consequently, this will delay the implementation of our new fine free policy.

SUMMARY: Building closures have caused a lot of unprecedented activity in our Symphony database. STATUS: IN PROGRESS

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

- The library upgraded its 5 Self Checkout machines from Windows 7 to Windows 10 to comply with Microsoft's end-of-life of Windows 7.
- With the addition of Curbside Service, total self-checkout usage is 3% lower than last year's overall percentage.

SUMMARY: Self-checkout use is down this year due to building closures, but staff and patrons have adjusted to curbside services which have been well used. STATUS: IN PROGRESS

9. Sponsor annual community support initiatives

- The Annual Personal Care Item Drive took place in February 2020 and almost 200 items were delivered to the Portage Community Center.
- The Library initially signed up to participate as a Salvation Army Angel Tree donation site. However, our second closure to the public coincided with the beginning of this program. Given the circumstances, we have opted to withdraw from participation as a donation site. We have continued to direct interested community members to other donation locations and to the online shopping-based participation that is still possible through Walmart.

SUMMARY: We will be investigating other opportunities for the library to provide support to the community through other initiatives.
STATUS: IN PROGRESS

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

- Library staff are in the process of RFID tagging our magazine collection to make it easier for members to check those items out themselves.
- In conjunction with the CollectionHQ software, library collection managers use RFID tags to search for items that need to be weeded as well as Lost, Missing, Claims Returned, Dead, and Grubby.

SUMMARY: We will continue to actively monitor new technology advances in the library sector. STATUS: IN PROGRESS

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

- The Portage District Library is continuing its movement to Software as a Service model. Moving to Software as a Service model will help maintain public service continuity and expand public services beyond the walls of the library. Monthly updates were provided throughout 2020 on the status of SaaS migrations.
- The Portage District Library has migrated the following systems to SaaS: Symphony (ILS), Symphony Web Services, Symphony SIP services, Symphony Enterprise, BlueCloud Analytics, Email Services (Office 365), File/Print Services (Hosted Aanalytics), Active Directory (Hybrid – Aanalytics/Office 365), DNS/URL Filtering Services (Cisco Umbrella), Endpoint Security (Sophos Central), Firewall Services (Aanalytics Managed Service), Third Party software patching service (Ninite), PC Reservation – Computer Time Management (Hosted by Aanalytics), LPTOne – Computer Print Management (Hosted by Aanalytics), DeepFreeze – PC security and imaging (Hosted by Aanalytics) and Envisionware. The library is continuing to work on migrating Blackbaud – Financial Accounting, PaperSave – Document Management..

SUMMARY: The migration of services to SaaS will make the library more resilient, agile and reliable in the future. Portage District Library patrons expect their library to be available 24X7 digitally and expect network services to be available throughout the building during all of its open hours. While no one is perfectly resilient and redundant, by moving to SaaS, the library network and digital services will be more available and less affected by power outages and machine failures. With the reliance our patrons have had on our electronic services in 2020, highlights the importance of their reliability. STATUS: IN PROGRESS

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

- The Portage District Library purchased and configured a power and network stacked Cisco 9300 switch for its core switching at the library. This pair of switches will provide the necessary redundancy for the library to begin moving its telephone services and other core services to the Software as a Service model and add a redundant EVC/internet link
- All Staff workstations and public access desktop computers were deployed in 2020.

- Staff iPads are currently being configured. The library intends to use Meraki's Mobile Device Management (MDM) and Apple's Device Enrollment Program (DEP) to configure these devices.
- The library has been using RingCentral VOIP for Curbside Service.
- The Portage District Library app PDL2GO was upgraded.
- Staff have been using Microsoft Teams, Outlook and Cisco VPN to meet virtually, communicate, and work from home with access to library servers and files.

SUMMARY: This goal is an ongoing library goal and is meant to address ever-changing landscape of communication tools. The library has upgraded to Office 365, which includes new tools: a hosted integrated email system and new collaboration tools (Teams) which has become an important tool when staff are working from home. The library also added 2-way radios for public service staff communications. STATUS: IN PROGRESS

13. The Portage District Library will provide the necessary technology and Internet bandwidth to enable library patrons and staff to conduct daily business and functions, to make its web services available to the larger Internet community, and to allow for remote support services that will be necessary for smooth, continuous operations

SUMMARY: The Portage District Library budgeted for an additional 500Mb EVC internet connection for 2020. Each EVC connection is upgradeable to full 1Gb speed and are configured to handle internet traffic from multiple connection, the necessary routing protocols, and bandwidth for the next 5 years of operations. The library will target FY2025 for the transition to 10/100 Gb switching and internet connections.

STATUS: IN PROGRESS

14. 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

- Technical Services has continually worked on getting items out to the public in an efficient and timely manner. With this in mind, they are always looking into ways to expedite the process.
- Head of Technical Services Abby Pylar monitored the reports on Collection HQ to see their completion by collection managers.
- Head of Technical Services Abby Pylar continued 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 took webinars and read articles on the best practices for handling materials during the times of COVID-19.
- Head of Technical Services Abby Pylar is taking webinars for better cataloging practices.
- Technical Services had the challenge of working through backlogs of items throughout the stay-at-home order.
- Technical Services staff assisted with Curbside Services and Greeter Station coverage.
- 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.
SUMMARY: Increasing efficiency and accuracy is an ongoing goal for the Tech Services department. The inter-departmental meetings, adjustments to vendor processing profiles and internal processing have helped technical services produce more shelf-ready material faster, more standard-based consistent labeling and reduced returned materials for reprocessing. Ongoing library material scans have allowed the library to expedite the collection development procedure for collection managers. STATUS: IN PROGRESS

15. Create a sustainable Maker area for Youth

- Due to building closures, Youth Staff shifted Maker Area activities to “Take and Makes” that young patrons could do at home. These have been very popular throughout summer programming and into the fall.
SUMMARY: This year, Youth Staff experimented with new ways to facilitate interactive learning within the current limitations. STATUS: IN PROGRESS

PORTAGE DISTRICT LIBRARY COMMUNICATION

To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 10, 2020
Subject: Discussion Regarding Re-Opening the Library Building (1) and Sunday Hours (2)

(1) Prior to a discussion regarding re-opening the library building to the public, please read the information on the extension of the Michigan Department of Health and Human Services epidemic order.
<https://www.michigan.gov/coronavirus/0,9753,7-406-98163-546811--,00.html>

MDHHS extends epidemic order 12 days to ensure COVID-19 surge is stabilizing

Indoor and outdoor gatherings to remain limited, department to closely monitor hospital beds with COVID patients, rate of case growth, positivity rate prior to re-engagement

FOR IMMEDIATE RELEASE
December 7, 2020
Contact: Lynn Sutfin, 517-241-2112

LANSING, Mich. The Michigan Department of Health and Human Services (MDHHS) has extended by 12 days [the epidemic order](#) that restricts indoor social gatherings and other group activities. The additional 12 days will allow the department to determine the full impact of the Thanksgiving holiday on the spread of COVID-19 across Michigan.

Under today's order, MDHHS continues to urge families to avoid indoor gatherings, and only two households may gather inside, [with strict protocols recommended](#). Individuals should wear masks consistently whenever they are inside with individuals not in their household, and are recommended to [pick only a small group to see regularly](#). Bars and restaurants must remain closed for dine-in service, but can remain open for outdoor dining, carry-out and delivery. Gyms are open for individual exercise with mandatory masking and additional strict safety measures. Casinos, movie theaters and group exercise classes remain closed. Professional and college sports meeting extraordinary standards for risk mitigation may continue without spectators. Colleges, universities and high schools will continue with remote learning, with no in-person classes.

"Hope is on the horizon, but we need an additional 12 days to determine the full impact of the Thanksgiving holiday on our efforts to mitigate the spread of the virus," said Gov. Gretchen Whitmer. "This is all about protecting our families and frontline workers until we eradicate this virus once and for all. With recent daily case counts averaging well above 6,000, the daily death toll at alarming levels and the risk of hospitals becoming overwhelmed, we must work together as Michiganders and listen to our health experts. This may be the most difficult time yet in our struggle with COVID-19, but there is light at the end of the tunnel."

The order will keep existing measures in place through Dec. 20 and does not include a blanket stay-home action. Employees who work in jobs that cannot be performed from home can continue to go to work, including those in manufacturing, construction and health occupations. Outdoor gatherings, outdoor dining and parks remain open. Individualized activities with distancing and face masks are still allowed: retail shopping; public transit; restaurant takeout; personal-care services such as haircuts, by appointment; and individualized exercise at a gym, with extra spacing between machines.

“We each have a personal responsibility to wear a mask consistently and minimize indoor gatherings, so we can protect our frontline heroes and loved ones,” said MDHHS Director Robert Gordon. “If we don’t, the disease will continue to spread and people will continue to get sick and die.”

“While we have seen early signs of progress in our case rates and hospitalizations, unfortunately our rates are still alarmingly high and we need more time to understand the impact that Thanksgiving travel may have had on the spread of COVID-19 in Michigan,” said Dr. Joneigh Khaldun, chief medical executive and chief deputy for health at MDHHS. “I am hopeful because vaccines will be available soon, potentially later this month. However, it will take time for the vaccine to be widely available to the general public, and it is important that we continue to do what we can to contain this virus.”

MDHHS also identified three key metrics that will be utilized in determining whether to slowly reopen at the end of the 12 days. Specifically, the department will be looking closely at the percentage of hospital beds with COVID patients, the number of COVID-19 cases and the positivity rate. With improvements in those numbers in context, MDHHS will carefully reopen, with in-person learning at high schools first. Next in line will be entertainment venues where people can maintain consistent masking, such as casinos, theaters and bowling, with concessions closed.

“The last few weeks have been critical to slowing the spread, particularly across the Upper Peninsula given the geography between hospitals and the available resources,” said Karen Cheeseman, President and CEO of Mackinac Straits Health System in St. Ignace. “We won’t see continued improvement without your help. We are asking you to heed the advice of public health experts by washing your hands, wearing your mask, and avoiding crowds.”

Just before Thanksgiving, Gov. Whitmer sent a letter to the Michigan Legislature seeking their support and asking them to pass a COVID relief package to help families and businesses across the state, which included a permanent extension of unemployment benefits. She has also called for the Legislature to pass bills to require masks in public, which has received bipartisan support, and would serve to greatly improve compliance, assist law enforcement and help slow the spread of COVID-19.

Just last week, the State Budget Office sent the Appropriations Chairs in the Legislature an additional request to provide supplemental funding in the current budget for additional COVID response needs for testing, contact tracing, PPE, hospital staffing, support for nursing homes and veterans homes and funding to quickly begin distributing vaccines to our highest risk residents as soon as the vaccine becomes available.

Information around this outbreak is changing rapidly. The latest information is available at Michigan.gov/Coronavirus and CDC.gov/Coronavirus. The COVID-19 vaccine is coming soon, learn more at Michigan.gov/COVIDVaccine.

(2) At the July 27, 2020 Board Meeting, it was moved by Trustee VanderVries and seconded by Trustee Friedman, to discontinue Sunday hours through the end of 2020 and revisit the issue at the December Board Meeting. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

Sunday hours will also be a topic of discussion at this time.

December 3, 2020

Christy Klien, Director
Portage District Library
300 Library Lane
Portage, MI 49002

Re: Amendment #2 – A/E Design Services for Construction Document Changes

Dear Ms. Klien,

We are very excited about the recent good news that the 50% CD Phase Estimate is under budget! This affords PDL the ability to add back some of the items that were removed from the project when the DD Phase Estimate was significantly over budget. We are pleased to make these changes to the project on behalf of PDL.

PROJECT UNDERSTANDING

The Portage District Library (PDL) would like to make modifications to the scope of the project as a result of the 50% CD Estimate being under budget. Specifically, PDL is requesting C2AE add back some scope items that were taken out of the project at the end of the Design Development Phase (when the estimate showed the project was significantly over budget), add a few new scope items, and develop some Add Alternates for bidding.

SCOPE

The following scope items, totaling about \$171,000, will be added to the project:

- Add back folding walls/partitions between Rooms #103/#106, Rooms #105/#106, and at Café
- Add back new finishes in Rooms #101, #102, #103, #104
- Add back drop-in sinks in solid surface vanity tops in Toilet Rooms (in lieu of wall-hung sinks)
- Add occupancy lights at two (2) Staff Toilet Rooms
- Add back drive-up window
- Add back new east entry drive off Currier (and remove existing east entry drive)
- Add back north/south sidewalk along staff parking lot on east side of building
- Relocate light poles in west parking lot
- Add drinking fountain at bike path
- Expand concrete dumpster pad and wood enclosure
- Add concrete pad outside of NW stairwell and outside SE entry
- Add power for hand dryers

- Add sink in utility room
- Significant re-work of parking lot

The following items, totaling about \$115,000 will be bid as Add Alternates:

- Add bollards, half of them to be lighted, along curb at Main Entry and Handicapped Parking
- Add main equipment components for the snow melt system
- Add window treatments

ASSUMPTIONS

There are no assumptions; C2AE has all the information needed to modify the drawings.

DELIVERABLES

C2AE will incorporate the changes and the Add Alternates into the Bidding & Construction Documents.

SCHEDULE

C2AE will incorporate the changes and Add Alternates without modifying the project schedule.

FEE

The fee for modifying the Bidding & Construction Documents to incorporate the scope changes and the Add Alternates will be a lump sum of \$14,550. There will be no reimbursable expenses associated with this work.

CONTRACT PROVISIONS

These additional services are subject to the terms of the original Owner – Architect Agreement, dated October 6, 2017.

Sincerely,
C2AE



Dennis B. Jensen, AIA, ALA, MLA
Architect



Kaveh Ipakchian, PE
Project Manager

Accepted by:

Portage District Library

Date

KI/bad/20-0025

November 4, 2020

Ms. Christy Klien, Director
Portage District Library
300 Library Lane
Portage, MI 49002

Re: Portage District Library, Amendment 1, Temporary Lease Space A/E Design Services

Dear Ms. Klien,

We are very excited that the project is getting closer to design completion and that construction is planned to start this spring! We are pleased to assist you with architectural and engineering services to design and develop improvements to the former Stein Mart store as the temporary home for the Portage District Library during construction.

PROJECT UNDERSTANDING

The Portage District Library (PDL) has determined that it will be beneficial to vacate the existing facility during construction and relocate to temporary lease space. This will significantly reduce the construction schedule and make it easier for the contractors to do their work and therefore save money for PDL. PDL is negotiating to lease the former Stein Mart store located at 581 Romence Road Portage, MI 49002.

C2AE will design and develop Bidding & Construction Documents for the needed improvements for use as the temporary home for PDL during remodeling of the existing PDL.

SCOPE

We have developed a 2-phase approach for our services.

Phase 1 – Conceptual Layout and Field Investigation

- Develop a Conceptual Plan for the layout of PDL in the Stein Mart space; working to minimize the needed modifications to the space; review with PDL (completed)
- Meet with PDL representatives to review potential changes to the Conceptual Plan Layout and create a Final Layout Plan approved by PDL
- Take measurements and record other field conditions of the existing space to develop the base Revit Model for use in the Bidding and Construction drawings

Phase 2 – Construction Documents & Construction

- Develop drawings for Bidding, Construction and Agency Review; Specifications will be included directly on the drawings
- Review the Construction drawings with PDL at approximately 80% complete and make any needed adjustments
- Assist Walbridge with Bidding and evaluation of the bidders

- Submit the Drawings for Agency Review and Approval (Agency Review Fees are the responsibility of PDL)
- Respond to RFI’s and review any needed submittals during construction
- Visit the project two (2) times during construction to review the construction progress and conformance to the construction contract – approximately at 50% completion and at Substantial Completion

ASSUMPTIONS

1. C2AE services are for the Stein Mart property only; design of modifications to other properties are not included but can be provided as an additional service.
2. Printing of Bidding and Construction Documents will be handled by Walbridge; if C2AE is requested to provide this service it will be a Reimbursable Expense at cost plus 10%.
3. Agency Review Fees are the responsibility of PDL and are not included in our fees.

DELIVERABLES

C2AE will provide:

- Conceptual Layout Plan
- Drawings for Bidding, Agency Review, and Construction

SCHEDULE

C2AE understands that PDL desires to relocate to the lease space in early March 2021. C2AE has developed the following preliminary schedule to achieve this goal. The schedule may need to be adjusted based on requirements from PDL, Walbridge, and City of Portage.

Phase 1

Conceptual Layout & Field Investigation Nov 9 – Nov 20, 2020

Phase 2

Construction Documents Nov 18 – Dec 18, 2020
Bidding & Award Dec 18 – Jan 15, 2021
Agency Review Dec 18 – Jan 15, 2021
Construction Jan 18 – Feb 26, 2021

FEE

The fees for the lease space architectural and engineering services will be a lump sum as follows:

Phase 1 – Conceptual Layout and Field Investigation	\$6,500
<u>Phase 2 – Construction Document, Bidding and Construction</u>	<u>\$18,500</u>
Total Lump Sum Fee	\$25,000


Reimbursable expenses for travel costs will be invoiced at direct cost.

CONTRACT PROVISIONS

These additional services are subject to the terms of the original Owner – Architect Agreement, dated October 6, 2017.

If the terms and conditions of this amendment are acceptable, please countersign and return to our office. Please do not hesitate to contact us if you have any questions or concerns, or if you need additional information.

Sincerely,
C2AE



Dennis B. Jensen, AIA, ALA, MLA
Architect



Kaveh Ipakchian, PE
Project Manager

Accepted by:

Portage District Library

Date



Portage District Library Additions/Renovations Project Timeline

December 7, 2020

12/10/20	C2AE submits construction documents to City of Portage for plan review
12/21/20	C2AE provides bid documents to Portage District Library
12/21/20	Public notice of project bidding (if required)
12/21/20 -12/30/20	Walbridge finalizes Bid Packages
1/4/21 – 1/28/21	Bidding period
1/11/21	Pre-bid meeting/site walkthrough (<i>Tentative</i>)
1/28/21	Bids due
2/1/21 – 2/10/21	Post bid reviews
2/17/21	Walbridge issues contract award recommendations
2/22/21	Contract awards at regular Portage District Library Board Meeting
2/23/21 – 2/25/21	Contracts issued
2/28/21 – 3/31/21	Initial critical submittals/material procurement
3/1/21 – 3/31/21	Portage District Library moves to temporary location
4/1/21 – 2/28/22	Construction Duration
2/1/22 – 2/28/22	Portage District Library moves back to permanent location

Temporary Location Timeline

12/21/20	C2AE issues drawings to City of Portage for plan review
12/21/20 – 1/8/21	Bid/award contract for improvements to temporary location
1/8/21 – 3/1/21	Complete improvements to temporary location