

NOTICE OF ELECTRONIC REGULAR MEETING

LIBRARY BOARD MEETING PORTAGE DISTRICT LIBRARY Monday, July 26, 2021 at 6:00 p.m.

The Library Board of the Portage District Library will hold a regular meeting on Monday, July 26, 2021 at 6:00 p.m. This meeting will be held electronically pursuant to 2020 Public Act No. 228 and Senate Bill 1246 due to a local state of emergency as enacted by the Kalamazoo County Commissioners on December 15, 2020 and lasting through December 31, 2021 unless extended or repealed. The purpose of this meeting is for the discussion of library business including filtering the internet as required by E-rate. The Library gives notice of the following:

1. **Reason for Electronic Meeting.** The special meeting is being held electronically because of a local state of emergency. 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: Jul 26, 2021 06:00 PM Eastern Time (US and Canada)

Topic: Portage District Library Regular Board Meeting

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/87443889482>

Or One tap mobile :

US: +13126266799,,87443889482# or +16465588656,,87443889482#

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: 874 4388 9482

International numbers available: <https://us02web.zoom.us/j/kemUDEY414>

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

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

within a reasonable time in advance of the meeting.

Dated: July 22, 2021

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

The Portage District Library will conduct the regularly scheduled monthly meeting on Zoom on July 26, 2021 at 6:00 PM. Topics under consideration, amongst others, will be filtering the Internet, as required by E-rate. Please see meeting agenda.

PORTAGE DISTRICT LIBRARY BOARD MEETING

July 26, 2021

Virtual Regular Meeting Rooms at 6:00 pm

AGENDA

- I. Start of Meeting
- II. Roll Call
- III. Comments or Requests from the Public, Board Members, or Library Staff (10 minutes total)
- IV. Adoption of the Agenda for the Regular Meeting of July 26, 2021 (1 minute) (Vote)
- V. Consent Agenda (5 minutes) (Vote)
 - A. Minutes of the regular board meeting held on June 28, 2021. (Info) Pg.5-10
 - B. Narrative Report for June 2021. (Info) Pg.11-20
 - C. Financial Report for June 2021. (Info) Pg.21-23
 - D. Marketing Report for June 2021. (Info) Pg.24-26
 - E. Statistical Report for June 2021. (Info) Pg.27-28
 - F. Legislative Update for June 2021. (Info) Pg.29
 - G. Library Linkage for August 2021. (Info) Pg.30
 - H. Monitoring Report on the Executive Limitation Policy for Minutes and Records Retention (Info) Pg.31-32
- VI. FY2022 Budget
 - A. Final Review and approval of the proposed FY 2022 Budget and Millage Rate for Public Inspection prior to Public Hearing at the August 23, 2021 (Vote) Pg.33
- VII. Governance (45 minutes)
 - A. Budget Amendment to Transfer Building Improvement Reserve Funds to the Library Improvement Project line in the FY2021 Operating Budget and Approve Proceeds from the Bond Sale. (Vote) Pg.34
 - B. Logo Committee Presentation (Info) Pg.35
 - C. Discussion of Internet Filtering required for E-Rate funding. (Vote) Pg.36-43
- VIII. Ends Development (30 minutes)
 - A. Presentation of the library's 3-Year Technology Plan (2022-2024) (Info) Pg.44-57
 - B. Trustee Email Accounts (Info) Pg.58
 - C. 2nd Quarter Strategic Planning Statistics (Info) Pg.59-68
- IX. Monitoring to Assure Compliance with Executive Limitations (15 minutes)
 - A. 2nd Quarter Financial Report for FY 2021 Budget (Info) Pg.69-71
- X. Library Director's Reports (15 minutes)
 - A. Building Project Update Including Additional Award of Contract (Vote) Pg.72
 - B. Final remarks by Library Director for the July 26, 2021 Library Board Meeting
- XI. Process Evaluation (5 minutes)
 - A. Suggestions for Agenda Items to be included on the August 23, 2021 board meeting
 1. Minutes of the Regular Meeting held on July 26, 2021

2. Public Hearing on the Proposed FY 2022 Budget and Formal Resolution to Adopt the FY 2022 Budget and Set the Amount of Millage Rate to be Levied for the Library
3. Monitoring Report for Executive Limitation on Compensation and Benefits for Library Employees
4. Monitoring Report on Executive Limitation for Treatment of Staff

B. Assessment of this meeting

C. Miscellaneous Items

XI. Adjournment

PORTAGE DISTRICT LIBRARY BOARD MEETING

June 28, 2021

Virtual Meeting via Zoom at 6:00 PM

I. Start of Meeting

II. Roll Call

Board Members Present:

Michele Behr and I am participating virtually from Arlington, VA.

Tom Vance and I am participating virtually from my home in Portage, MI.

Donna VanderVries and I am participating virtually from my home in Portage, MI.

Linda Whitlock and I am participating virtually from my home in Portage, MI.

Ken Baker and I am participating virtually from my home in Portage, MI.

Board Members Absent: Carol Bale and Jeanne Friedman (excused)

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

Guests Present: Ed VanderVries

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

Board Chair Behr welcomed everyone and then opened the meeting for any comments from the public, board members, or library staff

- A. Comment from Trustee VanderVries – Trustee VanderVries asked if the Kalamazoo County emergency order was still in effect. Library Director Klien said that contact had been made with County Clerk Meredith Place to confirm that, as of right now, the order is still in effect through the end of the year. However, it can be repealed at any time, so Klien said we would be keeping a close eye on that. Klien said that she would like the Board to have a conversation about the possibility of having in-person meetings again. She would bring this topic up again during the Directors Reports.
- B. Comment from Library Director Klien – Klien said that she would like to request an addition to the agenda regarding the memo that was sent to trustees on the subject of checkout history. She requested that the board review the issue and vote. This item was added to the agenda under Governance Letter B.

IV. Adoption of the Agenda for the Regular Meeting of June 28, 2021

Library Board Chair Behr asked if there were any changes needed to the agenda in addition to Library Director Klien's request for the June 28, 2021 board meeting before its adoption. There were no additional changes requested by trustees. Behr asked for a motion to adopt the amended agenda.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Whitlock that the Library Board adopt the agenda for the regular meeting of June 28, 2021. Roll Call Vote: Baker – yes, Behr - yes, VanderVries - yes, Vance – yes, Whitlock – yes. 5-Yes, 0-No, 2-Absent (Bale, Friedman).
Motion carried.

V. Ends Development

A. Presentation of Preliminary FY 2022 Budget for Portage District Library.

(NOTE: The Preliminary FY 2022 Budget is separately numbered and included at the end of the packet.)

Library Director Klien asked Business Manager Foti to walk trustees through the budget process. Foti said that today, trustees will receive a presentation of the Preliminary FY 2022 Budget for Portage District Library and have the opportunity to ask questions. This preliminary budget is a combination of what staff have asked for, discussions, and financial information currently available.

At the July 26, 2021 board meeting, board members will be asked to make a final decision on the budget for Fiscal Year 2022 and the millage amount to be levied. After the July 26 meeting, the Proposed FY 2022 Budget will be available for the public to review.

A formal public hearing will be held on August 23, 2021, at which time the Portage District Library Board, as the library's authorized governing body, with all the powers granted to such a district library board (per District Library Establishment Act, 1989 PA 24 (MCL 397.171 et seq.), will determine the amount of money necessary for the operation of the library and officially set the millage levy amount on the taxable property in the Portage District Library service area, by passing a resolution to formally adopt the Fiscal Year 2022 Budget and set the millage.

Foti said that staff at the City of Portage have been great to work with regarding discussions about the DDA, as well as changes with Striker and Pfizer that may affect the library. They have conservatively projected a revenue increase of 2.4% in property taxes. Foti reminded trustees that last year, the library did not budget for State Aid as that funding was uncertain. The library has just received the first portion of this year's State Aid in the amount of \$22,000. Foti went through the budget section by section and trustees were given the opportunity to ask questions.

Trustee Baker asked about rental income. Foti said that there is a fee for meeting room use. We are not planning to rent the one meeting/programming room we have at the temporary location, however there is some rental income budgeted for when we are back at 300 Library Lane.

Trustee VanderVries asked if the library is qualified to receive any federal money. Foti responded that the library has not yet received any federal money. Foti said the library did receive a \$5,500 grant for wireless hotspots and cleaning supplies.

Foti directed trustees' attention to the Salaries and Wages line which has a 6.6% increase. He said that he and Klien have started discussing and working on job descriptions with the Adult Department. We have also put more money into this category for merit increases and to add or rearrange staff in several departments. Trustee asked if the library is going to struggle to fill these positions? Foti said that it's hard to say. In the past, there has been a lot of interest in library jobs. For example, a full-time posted position has received up to 50 applicants.

Foti said funding for eBooks and hoopla is up next year. The budget for these services continues to increase, especially after this past year when the building was closed. People are discovering they like the service and continue to use it even after the building has reopened. We have also budgeted for an increase in Preschool and Juvenile Books which receive a lot of wear and tear.

Foti said the biggest increase in Supplies is almost \$15,000 for Copying/Printing. He explained that when we return to the 300 Library Lane building we will want to send out a letter to the entire library district making that announcement. As you know, Marketing Manager Whitehurst is also working with a committee on a new logo and when that is confirmed, we will need new office supplies, letterhead, etc to go along with that.

Administrative services also is seeing a 7.5% increase. Foti said there is an election next year and while we haven't been charged for it the last couple of elections, we still budget money for that to be prepared. Systems Administrator Behrje requested for an increase for internet services as that cost continues to rise. We also put some money into investment services to meet the bond requirements and related fees.

Systems Administrator Behrje received a question from Trustee VanderVries regarding cyber security. Behrje said the library utilizes Umbrella for DNS filtering, Sophos, and Office365 Defender. He said no system is perfect, but we do our best to address cyber security with layers of defense.

Foti discussed the Utilities category. He said that Gas and Electric is the largest area of increase. The library currently has the Library Lane building which is not air conditioned, but has power and water services. There is a reduction in costs there, but the amount is not zero. We are also paying for utilities at the temporary location. Next year in FY2022, we will have to run heat to the Library Lane building in the colder months and then pay for utilities at both buildings during the transition.

Foti discussed the Capital Improvement Project Line. He said our good bond interest rate will mean that our yearly bond payment will be less than we originally expected. The increase in the Library Technology Project reflects that there will be new self-checkout machines, Creation Station and Maker Space supplies for their new rooms, and hardware for wireless access points for our renovated building.

Klien thanked Foti for reviewing the budget. Foti asked if there were any additional questions.

At 6:52PM, the library received a question via chat from a member of the public. "If the backups were being done to restore the network back to the status prior to any cyber attack, there would be no need to pay a ransom. What are the backup procedures in place for the Portage District Library now." –Ed VanderVries

Systems Administrator Behrje said that our backup procedures include a nightly snapshot of all our network resources which are stored both on site and offsite. We store a history of backups for a variety of applications on a schedule daily, weekly, and yearly depending on what it is. We have a server offsite that is replicated so that if we have power failures etc., we could run servers remotely. Nothing is perfect, but we are doing what we can. We also have a system that wipes public computers after every use and a firewall run by a professional organization. We use umbrella to watch our DNS queries. "Excellent. Sounds like we are protected. Well done!" –Ed VanderVries

Board Chair Behr thanked the staff for their work on the budget and acknowledged how much work it takes to put together. Foti reminded trustees that they can ask more next month or send him an email if they have additional questions or concerns.

DISPOSITION: The Library Board received the information about the Preliminary FY2022 Budget.

VI. Consent Agenda

- A. Minutes of the regular board meeting held on May 24, 2021.
- B. Minutes of the Special Board Meeting held on June 15, 2021.
- C. Review of Heritage Room Policy.
- D. Narrative Report for May 2021.
- E. Financial Report for May 2021.
- F. Budget Amendment Friends of the Library.
- G. Marketing Report for May 2021.

- H. Legislative Update for May 2021.
- I. Statistical Report for May 2021.
- J. Library Board Linkage for July 2021.

MOTION: It was moved by Trustee Vance and supported by Trustee VanderVries that the Library Board approve the consent agenda excluding Items H and J. Roll Call Vote: Baker – yes, Behr - yes, VanderVries - yes, Vance – yes, Whitlock – yes. 5-Yes, 0-No, 2-Absent (Bale, Friedman).
Motion carried.

Item H – Legislative Update for May 2021 – Trustee VanderVries said that the elections are something we need to watch. (She was referring to House Bill 4530 and Senate Bill 130 would amend different acts to remove the May regular election date and move the date of the primary election in Michigan from August to June, limiting a jurisdiction to holding only two elections in a year.) There is tax legislation pending that is property tax based, including a veteran exemption that they might reimburse to make up for the revenue loss. We should be paying attention to bills out there. VanderVries said she was concerned about the election bill, but noted that if it did pass, it is possible the governor could veto it.

Item J – Library Board Linkage for July 2021 – Trustee VanderVries clarified that there is a typo that should read “Job” not “Jon” in the Linkage memo.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Vance that the Library Board approve Items H and J. Roll Call Vote: Baker – yes, Behr - yes, VanderVries - yes, Vance – yes, Whitlock – yes. 5-Yes, 0-No, 2-Absent (Bale, Friedman).
Motion carried.

VII. Governance

A. Initial Discussion about Plans for the 2021 Library Board Retreat

Klien said the retreat is something the Board can opt to do every year. It is typically held in the fall and has included a fundraising speaker, strategic planning, and the architects plan in the past. There is a wide range of conversations we can have together. Klien asked if the Board had any ideas?

Other past retreats:

- Field trips – Kent District Library, Grand Valley remodeled building, Ann Arbor Libraries
- MLA conference when it was in Kalamazoo. Topics people are interested in?
- Fundraising consultant

Trustee VanderVries asked if MLA is virtual or in-person this year? Edwards was able to find the updated information on the website. MLA has been planned virtually for October 13-14. Edwards will send out information to trustees about speakers and programs.

Behr said she is interested in learning more about post-pandemic services? How things have changed after COVID?

Trustee Baker was interested in exploring the library’s connection with the schools – how can we support the schools and families? How can we help? Head of Youth Services Laura Wright said that this is one of their priorities and this work has already started. Youth Services staff have collaborated with media specialists at Meet-Ups at Milham Meadows, Colonial Acres, and Amberly. Schools are already on that track trying to reconnect. If you see things as a community member, please forward that to us. Youth Staff will continue to look for ways to connect out in the community.

DISPOSITION: The Library Board received the information about the Board Retreat and will continue the discussion at a later date.

B. BC Analytics and Checkout History

Klien said that this request is due to the fact that we now have the option to offer our patrons the ability to save their checkout history. We get frequent requests for this service as people want to remember a book that they read in the past.

System Administrator Behrje said that in 2018 when the library upgraded its reporting services with SirsiDynix Symphony to BlueCloud Analytics, the library again chose the cautious route by not including its patron's PII (personally- identifying information) in its new Analytics reporting tool. At the time, the library had limited experience with BlueCloud Analytics and could generate data it needed through Symphony reports, and it had an API subscription locally.

Today, the library is increasingly using BlueCloud Analytics to meet its growing reporting needs, is much more experienced as users, and no longer has an API subscription. The library is hampered and is running into obstacles without including some of the necessary patron data. The library would like to add this data into its analytics for reporting purposes. All data access is secured by username and password and requires HTTPS connections for access. The patron data currently filtered are names, phone numbers, emails, age, and addresses.

MOTION: It was moved by Trustee Baker and supported by Trustee Vance that the Library Board approve the recommended changes to allow the library to use PII in BlueCloud Analytics reporting and allow patrons to opt in to save their checkout history. Roll Call Vote: Baker – yes, Behr - yes, VanderVries - yes, Vance – yes, Whitlock – yes. 5-Yes, 0-No, 2-Absent (Bale, Friedman).
Motion carried.

IV. Library Director's Reports

A. Building Update

Library Director Klien said that on July 7th we are doing some opening of additional sealed bids for technology projects related to the building renovation.

Klien also had renderings of the building to share which were projected to the group.

B. Final remarks by Library Director for the June 28, 2021 Library Board Meeting.

We have a group that are working on the logo; Trustees Bale and Friedman are on that committee. We will bring what the group has been discussing with a designer in July. We are on our second round with the vendor and having good conversations about what kind of logo will be appropriate for the library. It will be a big change, but will be a great way to reflect the new building as a place for a modern library with modern services.

Email accounts – Systems Administrator Behrje said that that is coming next week. At the July meeting, you will get a tutorial on how to use the email along with the technology update.

Klien said that she would like the Board to have a discussion about going back to regular hours. We are currently at no capacity limits. Staff have noticed patrons coming before 10am and arriving after 6PM, so we would like to go back to the following hours: M-TH 9AM-9PM. Fri 9AM-6PM, and Sat 9AM-5PM. Klien said we want to be available for the community to use the services and would like to start these hours on Monday, July 5th.

MOTION: It was moved by Trustee VanderVries and supported by Trustee Whitlock that the Library Board approve the recommended changes to resume hours as recommended. Roll Call Vote: Baker – yes, Behr - yes, VanderVries - yes, Vance – yes, Whitlock – yes. 5-Yes, 0-No, 2-Absent (Bale, Friedman).
Motion carried.

Klien said that we have received comments from the community, and patrons will be pleased with the additional hours.

Klien asked trustees for their thoughts about going back to in-person Board Meetings. She noted that due to the Emergency Order for Kalamazoo County, we can continue to be virtual. Once that order expires or is rescinded, there are only three reasons people can participate virtually – 1. Local emergency 2. If a board member is in active military services 3. Health condition that precludes them from being in attendance. Klien said that the emergency order could also be rescinded at any time and she and Edwards would be keeping close tabs on any changes.

Trustees were hesitant to make changes for July until all trustees can share their opinion or vote. The trustees present agreed to meet virtually in July, and have another discussion it at that time.

V. Process Evaluation

A. Suggestions for Agenda Items to be included on the July 26, 2021 board meeting

1. Minutes of the Regular Meeting held on June 28, 2021.
2. Final Review and Approval of Proposed Fiscal Year 2022 Budget and Millage Rate for public inspection prior to Public Hearing at the August 23, 2021 board meeting
3. 2nd Quarter Report for Fiscal Year 2021
4. Presentation of the library's 3-Year Technology Plan (FY 2022-2024)
5. Monitoring Report on Executive Limitation for Minutes/Records Retention

B. Assessment of this meeting

C. Miscellaneous Items - Have a safe 4th of July!

XI. Adjournment

Library Board Chair Behr said if there was no further business to be considered, that she would adjourn the regular board meeting of June 28, 2021.

DISPOSITION: The regular board meeting of June 28, 2021 was adjourned at 7:45 PM.

Recorded and Transcribed by,



Quyen Edwards, Library Board Secretary

Library Director's Narrative Report for July 26, 2021
(Activities at the end of June and beginning of July 2021)

Administrative Activities:

During the months of June and July 2021, Library Director Christy Klien engaged in the following activities:

- ❖ Participated in weekly Administrative Team meetings.
- ❖ Participated in weekly staff meetings.
- ❖ Covered greeter desk as needed.
- ❖ Attended a Library of Michigan webinar, "Navigating the New Normal: Libraries and Loosening Restrictions" on June 21.
- ❖ Participated in PDL Virtual Public Board Meeting on June 28.
- ❖ Participated in Library of Michigan's Library Directors Virtual Meetings on June 25 and July 16.
- ❖ Participated in PDL, C2AE, and Walbridge weekly building project update meetings on July 12 and July 19.
- ❖ Held discussions on Adult Department staffing needs on June 23 and July 5.
- ❖ Signed bond documents on June 23.
- ❖ Met with Construction Manager to go over Open Log items on June 23.
- ❖ Participated in the Logo Committee meetings on June 24 and July 8.
- ❖ Hosted the public opening of the Low Voltage sealed bids on July 7.
- ❖ Held Mid-Year meetings with Administration Staff during the weeks of July 5, July 12, and July 19.
- ❖ Reviewed masonry mock-up and brick samples on July 13.

Maintenance and Building Services

- Participated in Owner/Architect/Contractor (OAC) meetings June 28 and July 12, and July 19 to discuss any project concerns, scheduling for both the existing library and temporary location and the progress on action items.
- Joint C2AE and Walbridge meeting on June 25 to determine youth TV monitor location, commercial water heater type, ensure restroom partition doors with hooks, restroom exhaust fan control design determined, exterior lighting wiring design, magnetic white boards for new moveable partitions and atrium lighting switch location.
- Programmed the current temp library lighting with Rolfe Behrje so the circuit breakers don't have to be manually turned ON and OFF each day on June 29. Two main level breakers were replaced on July 12 due to being faulty.
- Attended bi-monthly Contractor Coordination meeting July 7 and 19.
- Participated in the Low Voltage bid opening with Walbridge July 7.
- Responded to roof and window leaks identifying the locations for contractors to quote during rain events. Owner's roofing contractor cut the padlock on the roof hatch to enable roof access and inspection on July 8.
- Mite-E Exterminating treated the temporary location for the pest control applications on July 8.
- Participated in the mockup design review for the new library's exterior walls on July 9 and 14.

- Responded to restroom contractor submittals regarding quantities ordered for accessories.
- Investigating Consumer Energy requirements of the new HVAC equipment rebate program for Walbridge to submit prior to completing the CE application.
- Corresponded with the landscape committee regarding the replacement of the European Hornbeam tree with native trees, Eastern redbud, Kentucky Coffee and Red maple.
- Contracted electrician to move 2 youth lighting troffers, install ballast for recessed entry lighting and replace two circuit breakers for interior lighting on July 12.
- Participated in the Low Voltage bid interviews for two contractors on July 12.
- Native plant design options for landscaping areas were discussed on July 13.
- Completed the Mid-Year review with Director on July 14.
- Two glass contractors visited the current temp library to quote on a broken 2nd level window and a south window leak on July 12. E coating match investigation by one contractor on July 13 and by the glass supplier on July 15.
- Walbridge provided the exterior elevations of the new library to repair and recover the EIFS walls and quote covering the east limestone surface by the roofing for budgeting possibly this year.
- Parking lot lighting conversion to LED and one glass replacement quote was reviewed with the current temporary library building owner on July 16 for implementation acceptance.
- Daily review of the contractor's submittals with responses provided as necessary, such as, new water softener design and new elevator interior cab design.
- Continue with current temp library maintenance issues, such as, janitorial services, waste services, HVAC comfort adjustments, elevator operation, window shade operation and landscaping upkeep.

Personnel Information:

The library undertook the following Human Resource and Financial activities since the June 28, 2021 Board meeting:

- Meet weekly with Walbridge, and C2AE to review project progress, review submittals, review and update budget to actual financial data and discuss change orders as needed.
- Worked with PFM (Bond Advisors) and Scott Hogan (Bond Attorney) to complete all necessary paperwork and complete the sale of Library Bonds.
- Worked with John Aymond of Multi-Bank Solution to reinvest Library funds as investments mature.
- Met with Department Heads to discuss areas of work that may require assistance in their area and Library wide. Information will be used to evaluate the best use of staff to complete necessary workloads.
- Met with the Head of Adult Services and Adult Department Librarians to discuss staffing needs and the optimal way to staff those needs. A determination was made that the department needed more hours allocated to the Reference Desk. Through discussions, a decision was made to have all department staff serve on the public service desk. This will result in flexibility within the department and allow them to reach their goals and expand their services to the community.

Staff Anniversaries:

Abby Pylar, Head of Technical Services – August 2, 6 years
Pam Triplett, Circulation Assistant – August 6, 25 years
Olivia Pennebaker, Teen Librarian – August 6, 8 years
Sophia Cunningham, Circulation Assistant – August 19, 2 years
Nancy Muffley, Youth Services Associate – August 18, 22 years

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

Trapped in a Fairy Tale Escape Room – The Months of June and July - 38 finished in June.

Adult Services Librarian Jane Fleming created a follow up to her previous popular online escape room, using Google docs connected with hyperlinks, available to all of our patrons from home. This time the theme was fairy tales, and Jane brainstormed 34 pages of clues and puzzles to reach out to our patrons and give them some summer fun outside of our building.

Let's Get Growing: Seed Starting with Linda Whitlock - June 2nd - 8 attendees.

This in-person, hands-on workshop showed patrons how to successfully start seeds using seeds the patron provided or seeds from the library's seed collection.

“This is awesome! “Can you please have her come again?”

Ladies of the Lights: A History of Women and Lighthouses—June 10th—15 people attended Author Dianna Stampfler of Promote Michigan joined us virtually for an informative and enthusiastic presentation about the women who took care of Michigan lighthouses. They were women before their time, taking on the romantic, yet dangerous and physically demanding job of tending to the beacons that protected the shoreline. In all, some 40 women have been identified who excelled in this profession over the years — dating back as early as the 1840s and as recent as the present day. Nearly 70 images of keepers, their families, and their lights made up the presentation that also included readings from newspapers and autobiographies. Attendees received handouts including a map of Michigan lighthouses, a list of featured ladies, and additional reading references. This presentation is now on the library's YouTube channel for all to enjoy.

Reptile Round Up – June 12th at 12pm-4pm - 175 interacted with library staff. This was an outdoor event hosted by Portage Parks and Recreation that included The Michigan Society of Herpetologists and Critchlow Alligator Sanctuary to give the Portage community up close looks at different types of reptiles. Portage District Library had a booth hosted by Christina Doane (Adult) and Andrea Smalley (Youth) with free library swag, youth and adult reptile related

library items (that could be checked out if they had had a card using our remote check out system), and even a book mark craft. Most common comments were about the move, summer reading, and how much they loved their library.

Virtual Juneteenth Celebration Concert with Minor Element—June 19th—9 people attended through PDL’s Facebook page, in addition to many people virtually from around West Michigan. It was a delight to bring a community-wide virtual concert celebrating Juneteenth to Portage through a partnership with The Gilmore and other area organizations! Juneteenth is the oldest nationally celebrated commemoration of the ending of slavery in the United States. Attendees were able to tune in to a virtual concert by the band Minor Element from anywhere with an internet connection. Minor Element is an all-instrumental jazz fusion band from Battle Creek, Michigan. Originally a jazz trio, the group evolved over time to the diverse group of musicians it is today. Many people found their groove while enjoying this unique concert opportunity.

Cookbook Club Challenge: Pioneer Woman—June 1st through June 30th—7 new members. June's cooking challenge was all about the Pioneer Woman! Members re-created classic PW recipes and shared some rather scrumptious-looking photos of the results in the Facebook group! The winning challenge submission was Fish Tacos with Slaw and Mango Sauce and, thanks to a donation from the Friends of the Library, the winner will receive a cookbook and a \$30.00 gift card to Pantry on Tap, a local Portage business.

Take-Home Craft for Adults: Burlap Napkin Rings—Pick-up Beginning June 18th—25 people

June’s take-home craft for adults was Burlap Napkin Rings. Participants could pick up the instructions and all of the supplies to create napkin rings out of cardboard tubes and burlap as well as embellishments to decorate the rings. This fun project is something that could easily be recreated with craft supplies from around the house once participants know how to do it. A useful yet fun craft for everyone!

Family Fishing Fair—June 19th—143 people interacted with library staff

Youth Services Programming Highlights

- With the start of our Summer Reading Programs, Youth staff added several weekly activities and events. Each week, families could enjoy a different theme, along with new Take and Make activities, scavenger hunts inside the library and out in the community, drop in crafts and hands-on activities in the Youth Area, and interactive displays. This allows our visitors to familiarize themselves with our temporary space and enjoy summer fun as it fits in their own schedules, on their own terms. We have observed that scheduled virtual events have not been popular, but these types of activities are well-received and heavily used.

Build a creation station to allow patrons to use software for creation of art and technical design
- Anticipating the removal of Covid restrictions, Adult Services Librarian Jane Fleming is preparing the creation station to open in late July or early August.

Create programming that promotes interactive learning

Week of June 14th - Story of My Summer: Over 100 young participants signed up to receive a summer journal and weekly activity prompts. Many have participated by creating book covers, giving book reviews to librarians at the desk, and playing bingo.

Week of June 21st – Craft It: Families could create “stained glass” window art, add wishes to the Wishing Wall, complete parts of a sticker mosaic, add to a community art piece similar to Kadinsky’s Concentric Circles, and add faces to the doodle art. All of these activities were designed to create a feeling of community and cooperation. A virtual class was provided by the Book Arts Center, “Build Your Village, An Accordion Book”. Although the class registration was full and many picked up their supplies, attendance for the class was low. Book Arts staff sent out a recording of the class, which was a popular alternative.

Week of June 28th – Magical Creatures: Young participants could construct magical magnetic creatures, play with light and Magformers, find the magical creatures hidden throughout the youth area, and sign up to receive a kit to build a fairy house.

June 1st - Teen Services Librarian Olivia Pennebaker hosted Agents of Kindness 6th-12th Grade. The group brainstormed a list of good deeds to perform during the summer months and also decided that each Agent of Kindness would read a book recommended to them by another member of the group.

Build programming and services that will reach groups at diverse levels

- Each week’s activities are built with several ages in mind, so that everyone can find something to do. In addition, activities are specifically designed to encourage group and family participation.

- June 8th - Teen Services Librarian Olivia Pennebaker hosted Teen LGBTQ+ Meet-Up. The group exchanged book, television, and anime recommendations and talked about author Alex Gino’s virtual visit to the Kalamazoo Public Library.

Ends Statement #2

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

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

Project Updates:

Improve the accessibility and visibility of existing physical and electronic collections

- Youth Displays: Teen LGBTQ+ Pride Month. The pride buttons proved to be an especially popular feature. In the Youth Area, book displays that coincide with the week’s theme have provided another point of interest.

- A Facebook post was written to highlight the addition of magazines to our Overdrive collection in May.

Ends Statement #3

Be a leader in strengthening our community.

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

Project Updates:

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

- Outreach Librarian Andrea Smalley collaborated with Portage Public Schools' Reading Specialists to host a meet-up with students at Milham Meadows. PPS teachers distributed free books and popsicles, while PDL Youth Staff distributed information about Summer Reading Programs and our new location, and provided give-away bookmarks.
- Outreach Librarian Andrea Smalley hosted a booth with Adult Staff at Portage's Repticon event. They provided books on reptiles and library information.
- Youth Assistant Nick Meyle attended this year's Fishing Fair with Adult staff. They promoted books from our collection and provided information about our new location.
- Outreach has been important to remind the public that while we are renovating our building, we are still accessible to our patrons.

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

- With the addition of Magazines to our OverDrive collection in May, we have circulated 349 titles in May and 322 in June, about a dollar per circ, much lower than a similar calculation with our previous online periodicals service.

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

In June, 107 new PASS memberships were added from Portage Public Schools increasing our PASS membership total to 9,073. Since the addition of these memberships, 695 students have accessed services. Of those students, 278 were from elementary schools and 417 were from middle or high schools.

Update the Library Website

- We are waiting on a new vendor to host our new website in addition to a few other online services. Once a vendor has been selected, we will be ready to transition to our new website.

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)

Heritage Room updates:

- The month of July saw the Local Historian, Steve Rossio involved in processing the library's Postcard Collection. Time was also spent looking into programming possibilities for the fall as things continue to open back up.

Operational

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

Project Updates:

Facilities Master Plan

- The library continues to meet weekly with C2AE and Walbridge representatives for project status reports. Contractors have begun work at 300 Library Lane and are in the process of ordering material for our project.

Systems Administrator Update:

Hybrid Cloud Network – Microsoft 365/Private Cloud/SaaS Services

- MFA and Self Service Password Reset is now working in a test environment. Setting up Conditional access policies for MFA. User risk policies are being tested for automatic remediation.
- The library is reviewing best practice documents for Microsoft 365 hybrid environments.
- The library is currently working on creating O365 accounts for the library board.

DNS and Filtering: OpenDNS Umbrella –Reviewing Umbrella Configuration for JAMF MDM

Integrated Library System: SirsiDynix Symphony

- Continue to evaluate Symphony new features and bug fixes in the 3.70 upgrade.
- Planning Automatic Renewal, Material Overdue/Lost Process and Unique Management Integration.
- Implemented fine free configuration services with SirsiDynix on March 12th.
- Implementing fine-free for public on August 2021.
- SMS Messaging is enabled for our SirsiDynix system and we are testing notices and messaging.
- Enabled checkout history with strictly as an opt-in model. Need to setup Circulation rules to begin collecting checkout history.
- Added of Patron Information in our BlueCloud Analytics solution.

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.
- Evaluating and reviewing the feature set for an upgrade to Enterprise 5.1.0.

Integrated Library System: SirsiDynix BlueCloud Mobile

- BlueCloud Mobile is currently available for patrons to use.
- Updated barcode symbology for scanning library cards
- Updated Linked accounts for multiple membership households
- Integrated digital collection from overdrive. Next version will support Libby integration.
- Reviewed Curbside option but not implemented due to necessary changes to the process.
- Reviewing LinkedIn Learning and Kanopy options.

Temporary Location Move JUNE ACTIVITIES

- Finished Cleanup of technology at 300 Library Lane
- Continued to recycle old technology through Green Earth.
- Continued to troubleshoot SIP phone connection issues.
- Installed temperature monitoring sensor in server room at 5528 Portage Rd.
- Added PAC Computers to lower level due to restriction easing.
- Added Creation Station Computer
- Raised the level of the print release and Library Document Station for patron comfort.
- Upgraded AD Connect for more consistent Azure AD.
- Upgraded Teams client to allow for webinar capability.

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

Portage District Library ** PDL Mobile Updates**

- BlueCloud Mobile updated to 2021.2 release.
- Latest Statistics show PDL installed on 720 devices
- Latest Statistics show PDL its heaviest usage is Search followed by User Account followed by Curbside Services link.
- We continue to develop search facets and filters for searching in PDL Mobile

Other Efforts

- The library is pivoting its strategy of configuring laptops for staff in favor of distributing ipads. Ipads have been distributed to most staff.
 - Laptops have been reconfigured for patrons again. This configuration gives the library the most flexibility. In 2022 after construction is complete, the library is planning to extend its wireless signal to cover all of the library grounds.

- 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 Desk
- Staffed the Building Cleaning rotation as a backup
- Met with C2AE to discuss technology and infrastructure.

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

- Head of Technical Services Abby Pylar will continue to monitor the reports on Collection HQ to see their completion by collection managers.
- Head of Technical Services Abby Pylar will continue to work on the organization and uniformity of items in the catalog throughout the year.
- Technical Services is working on getting the complete names of authors into the call number for all of the fiction materials, as well as getting the series information into the record. This will help the volunteers search for items more efficiently when they are using the scanners or helping the librarians with weeding projects.
- Head of Technical Services Abby Pylar is taking webinars for better cataloging practices.
- 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 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.
- Technical Services is looking into ways to reduce space needed for audiobooks by investigating different casing options.
- Technical Services is helping the various departments with anything that needs to be completed.

Adult Services Professional Development Highlights

- Re-Weaving the Culture through Inclusive Norms in the Public Library—June 4th
- Webinar- The Latest Trends in Physical Media - Jun 8th
- Webinar- Introduction to Community Resiliency Model - June 15th
- Building Business Know-How through Data Literacy—June 17th
- New Mosio Dashboard and Navigation Features Webinar - June 18th
References for the Reference Staff through Library of Michigan—June 18th
- Webinar- Navigating the New Normal: Libraries and Loosening Restrictions - June 21st
- Beautiful Symmetry STEM Workshop – PLIX (Public Library Innovation Exchange)
- STEM Quick Wins by the STEM Connection
- STEM De-Mystified – Florida Library Webinars

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
June 2021

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	\$ 7,645,601
Expenditures	\$ 3,366,831

Fund	5/31/2021	Changes	6/30/2021
General Reserve (13%)	\$ 704,878	-	\$ 704,878
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	(1,000,000)	1,022,500
Personal Property Tax Reserve	805,946	-	805,946
Library Endowments	73,418	-	73,418
Unassigned Fund Balance	3,708,079	-	3,708,079

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

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

POLICY: 3. Use any long-term reserves.

Director's Response: No reserves have been used.

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

Library Director's Report on Financial Condition for June 2021

Director's Response: No Inter-category shifting has taken place.

POLICY: 5. Fail to settle payroll and debts in a timely manner.

Director's Response: Payroll is processed by Paylocity. (Payroll service) bi-weekly. Payables are also Processed monthly or "as needed".

POLICY: 6. Allow tax payments or other government-ordered payments for filings to be overdue or inaccurately filed.

Director's Response: All reports and tax payments are filed according to policy.

POLICY: 7. Make a single purchase or commitment of greater than \$10,000 not already found in the budget. Splitting orders to avoid this limit is not acceptable.

Director's Response: No unbudgeted purchase that exceeds \$10,000 has been made.

POLICY: 8. Acquire, encumber or dispose of real property.

Director's Response: No real property has been acquired, encumbered, or disposed.

POLICY: 9. Fail to aggressively pursue receivables after a reasonable grace period.

Director's Response: All receivables are being pursued according to policy.

POLICY: 10. Fail to provide the Library Board with a one page monthly financial indicator monitoring report and a quarterly background financial monitoring report.

Director's Response: A financial indicator monitoring report is provided each month and a quarterly background financial monitoring report is provided each quarter.

POLICY: 11. Fail to arrange for an external financial audit of the library services.

Director's Response: An external audit of the library is conducted each year and results presented to the library board.

Library Director's Report on Financial Condition for June 2021

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

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

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

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

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

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

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

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

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

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

Marketing Update

Recurring Monthly Projects:

- A weekly e-Newsletter was sent out to over 12,000 library patrons.
- The Portager contained information about services patrons could access during our 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.

June Marketing Highlights:

- Coordinated and met with our Logo Committee to facilitate a re-brand for the library.
- Created a temporary outreach flyer that reflects the services offered at our current location.
- Working with architecture team to acquire renderings of the new building.
- Designed graphics to go on cases for GoPro cameras that we will begin lending out shortly as part of our Creation Station.
- Participated in budgeting for 2022.
- Recreated and updated graphics for our extended hours in print, signage, and Online.

June Social Media Highlights:

Facebook

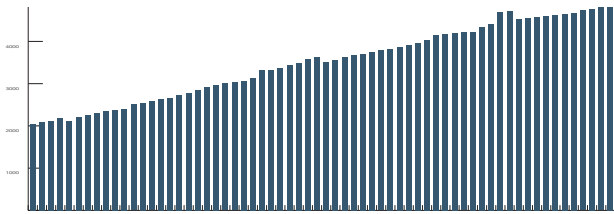
37 New Page Likes | 129 Post Shares | 1,140 Post Likes | 80 Comments | 445,151 Total Reach

Twitter

1,492 Tweet Impressions | 8 Likes | 0 Re-tweets | 378 Profile Visits | 2 Mentions | 0 New Followers

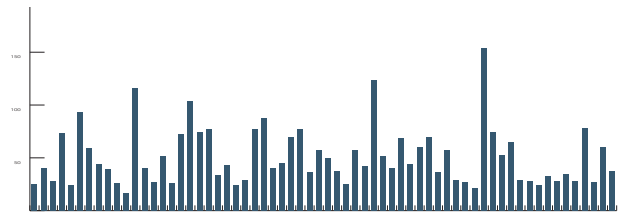
Facebook Stats 2016 - June 2021

Total Followers:



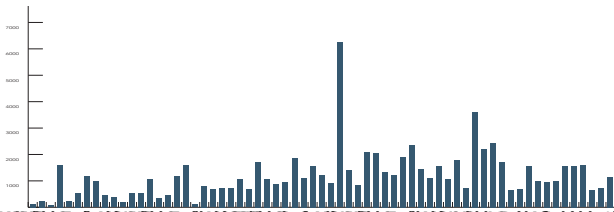
February 2016 2,052 June 2021 4,826

New Followers:



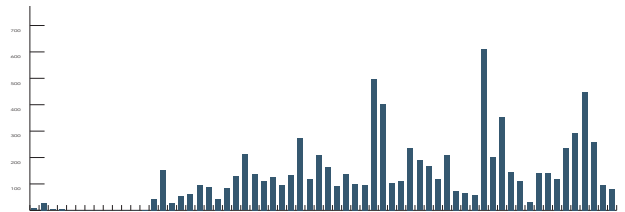
February 2016 25 June 2021 37

Likes:



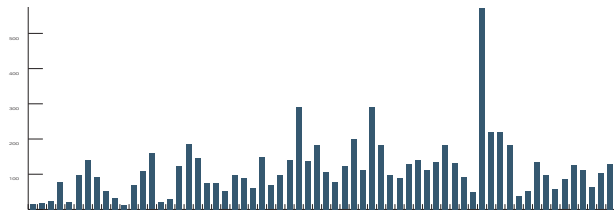
February 2016 124 June 2021 1,140

Comments:



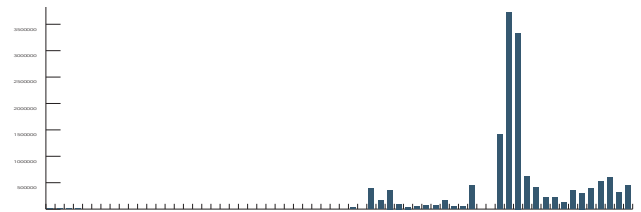
February 2016 7 June 2021 80

Shares:



February 2016 0 June 2021 129

Engagement:



February 2016 5,305 June 2021 445,151

Videos Created in June 2021

	Video Title	Department	Facebook Views	YouTube Views	Total Views
1	Virtual Book Launch of The Secret Life of Miss Mary Bennet with Author Katherine Cowley	Adult	N/A	10	10
2	Family Storytime with Ms. Kristy // A Mom for Umande	Youth	558	34	592
3	Bedtime Storytime with Kida // I Am a Story	Youth	217	38	255
4	Family Storytime with Ms. Kristy // Everywhere, Wonder	Youth	192	35	227
5	Bedtime Storytime with Kida // Tomorrow Most Likely	Youth	809	43	852
6	Bedtime Storytime with Kida // Families, Families, Families!	Youth	267	21	288
7	Family Storytime with Ms. Kristy // Maybe Something Beautiful	Youth	361	13	374
8	Ladies of the Lights: A History of Women and Lighthouses	Adult	N/A	11	11
9	Bedtime Storytime with Kida // Once Upon a Unicorn's Horn	Youth	212	5	217
10	Family Storytime with Ms. Kristy // Mr. Tiger Goes Wild	Youth	666	42	708
11	Bedtime Storytime with Kida // Time for Bed, Fred!	Youth	177	30	207
				TOTAL	3741

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: July 1, 2021
SUBJECT: Library Statistical Report - June 2021

	Month Statistics			YTD Statistics		
	Jun-21	Jun-20	CHANGE	2021	2020	CHANGE
Circulation/Collections						
Total Library Circulation	53,440	31,894	67.56%	260,444	247,524	5.22%
Adult - Books	10,778	5,877	83.39%	56,734	47,086	20.49%
Adult - A/V	2,439	1,094	122.94%	11,650	15,119	-22.94%
Youth - Books	20,521	7,807	162.85%	82,695	64,592	28.03%
Youth - A/V	1,688	634	166.25%	7,619	7,419	2.70%
Hot Picks	1,467	641	128.86%	4,956	9,000	-44.93%
E-Material	15,024	15,841	-5.16%	89,888	96,708	-7.05%
ILL - PDL Requests	664	0	100.00%	3,486	3,638	-4.18%
ILL - Other Lib. Requests	859	0	100.00%	3,416	3,962	-13.78%
Self-Checkout Percentage	58.95%	33.97%		48.59%	58.03%	
Total Library Collection	176,712	190,454	-7.22%			
Adult - Books	74,021	87,666	-15.56%			
Adult - A/V	16,028	17,484	-8.33%			
Youth - Books	73,904	71,681	3.10%			
Youth - A/V	8,856	9,399	-5.78%			
Hot Picks	3,903	4,224	-7.60%			
Net Acquisitions	(691)	1,054	-165.56%	(5,606)	834	-772.18%
Purchased - Books	938	1,850	-49.30%	5,790	5,461	6.02%
Purchased - A/V	352	335	5.07%	1,114	1,252	-11.02%
Donated - Books	0	0	0.00%	0	11	-100.00%
Donated - A/V	0	0	0.00%	0	6	-100.00%
Material Discarded	(1,981)	(1,131)	-75.15%	(12,510)	(5,896)	-112.18%
Total In-House Usage*	n/a	n/a	n/a	0	384	n/a
In-House Periodical Usage	n/a	n/a	n/a	0	42	n/a
In-House Book Usage	n/a	n/a	n/a	0	342	n/a
Patrons						
Total Patrons	50,928	40,896	24.53%			
Adult	28,018	26,926	4.06%			
Youth	6,037	6,451	-6.42%			
Non-Resident	367	375	-2.13%			
Reciprocal	6,434	6,314	1.90%			
Internet User	914	766	19.32%			
PASS Users	9,098		100.00%			
Professional	60	64	-6.25%			
Net Patrons	277	51	443.14%	616	590	4.41%
Adult	101	34	197.06%	318	555	-42.70%
Youth	34	5	580.00%	57	175	-67.43%
Non-Resident	1	0	100.00%	5	7	-28.57%
Reciprocal	15	9	66.67%	54	125	-56.80%
Internet User	19	3	533.33%	75	133	-43.61%
PASS Users	107		100.00%	107	0	100.00%
Professional	0	0	0.00%	0	0	0.00%
<i>Patrons Removed</i>	0	0	0.00%	0	(405)	100.00%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: July 1, 2021
SUBJECT: Library Statistical Report - June 2021

	Month Statistics			YTD Statistics		
	Jun-21	Jun-20	CHANGE	2021	2020	CHANGE
Library Building Usage						
Total Meeting Room Usage	TBD	0	#DIV/0!	0	430	-100.00%
Internal/Collaboration	TBD	0	#DIV/0!	0	217	-100.00%
External/Outside Usage	TBD	0	#DIV/0!	0	213	-100.00%
Total Program Audience	TBD	0	#DIV/0!	0	5,280	-100.00%
Adult	TBD		#DIV/0!	0	467	-100.00%
Youth	TBD		#DIV/0!	0	4,617	-100.00%
Heritage Room	TBD		#DIV/0!	0	196	-100.00%
Total Number of Programs	TBD	0	#DIV/0!	0	155	-100.00%
Adult	TBD		#DIV/0!	0	30	-100.00%
Youth	TBD		#DIV/0!	0	121	-100.00%
Heritage Room	TBD		#DIV/0!	0	4	-100.00%
Total Volunteer Hours	0	0	#DIV/0!	184	1,004	-81.67%
Adult	0	0	#DIV/0!	0	274	-100.00%
Youth	0	0	#DIV/0!	0	191	-100.00%
Technical	0	0	#DIV/0!	32	155	-79.35%
Circulation	0	0	#DIV/0!	0	284	-100.00%
Administration	0	0	#DIV/0!	152	57	166.67%
Community Service	0	0	#DIV/0!	0	43	-100.00%
Total Front Door Traffic	6,721	7,875	-14.65%	28,886	127,923	-77.42%
Total Youth Services Traffic	4,764	4,345	9.64%	19,929	85,309	-76.64%
Total Business Center Traffic	0	0	0.00%	34	6,244	-99.46%
Information Access/Reference/Research						
Total Reference Transactions	5,394	5,997	-10.06%	43,865	29,122	50.62%
Adult Phone	184	607	-69.69%	1,381	1,541	-10.38%
Adult Ready Reference	762	461	65.29%	5,806	7,346	-20.96%
Adult Reference	131	35	274.29%	455	733	-37.93%
Youth Phone	86	93	-7.53%	525	398	31.91%
Youth Ready Reference	2,423	87	2685.06%	16,753	8,483	97.49%
Youth Reference	485	5	9600.00%	1,098	1,856	-40.84%
HR Phone	11	12	-8.33%	70	36	94.44%
HR Ready Reference	226	84	169.05%	648	892	-27.35%
HR Reference	22	12	83.33%	57	60	-5.00%
Circ Phone	370	776	-52.32%	6,122	2,290	167.34%
Circ Ready Reference	485	3,661	-86.75%	6,233	4,688	32.96%
Circ Reference	209	164	27.44%	4,717	799	490.36%
Total Edutainment LAN Use	0	0	#DIV/0!	0	966	-100.00%
Total Internet Computer Use	586	575	1.91%	2,275	6,392	-64.41%
Youth Computers	0	121	-100.00%	70	529	-86.77%
Adult Computers	586	454	29.07%	2,205	5,769	-61.78%
Laptop Computer Circulated	0	0	0.00%	0	94	-100.00%
Total Electronic Transactions	40,407	71,182	-43.23%	248,348	267,045	-7.00%
WebSite Hits	30,870	56,418	-45.28%	182,447	196,468	-7.14%
WebCatalog Sessions	7,905	11,110	-28.85%	51,195	50,922	0.54%
Licensed Database Hits	1,632	3,654	-55.34%	14,706	19,655	-25.18%

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

Christy Klien, Library Director

2021-2022 Advocacy and Legislative Priorities Survey Results

June 23, 2021

Thank you to those that provided their input to MLA's Advocacy and Legislative Priorities Survey for 2021-2022. The Michigan Library Association has made advocacy one of its highest priorities. It has never been more important for librarians, staff members, trustees, and others with a vested interest in their libraries, to convey and address their challenges and successes. Meeting the challenges in 2021-2022 and, more importantly, making real progress for Michigan's libraries in the long term requires fresh approaches and a proactive agenda.

We thought you'd like to look in at the raw findings of the Advocacy and Legislative Priorities Survey for 2021-2022 and read through the comments that will help to shape MLA's goals for next year and beyond. The survey results linked here represent over 175 opinions from library personnel throughout Michigan and will be used by the MLA Advocacy and Legislative Committee to prioritize our agenda and address what you want us to work on in the coming year.

[Advocacy/Legislative Priorities Survey 2021-2022 \(pdf\)](#)

29 pages, link below

<https://www.milibraries.org/assets/docs/MLA%202021-2022%20Advocacy-Legislative%20Survey%20Summary%20Document.pdf>

PORTAGE DISTRICT LIBRARY**COMMUNICATION**

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 19, 2021
Subject: Upcoming Library Board linkage opportunities in August 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 programs (both virtual and in-person) 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
8/3	3:30 PM	Agents of Kindness: 6 th -12 th Grade Online Meeting
8/4	6:00 PM	Summer Book Club 4 th -6 th Grade Online Meeting
8/6, 8/13, 8/20, 8/27	9:00 AM	Family Online Storytime
8/4, 8/11, 8/18, 8/25	7:00 PM	Bedtime Online Storytime with Kida (and Ms. Kristy)
8/7	3:00 PM	Kanola Band's Summer Portage Party
8/14	2:00 PM	Hiking in Michigan
8/18	6:30 PM	Documentary and Donuts: "Sustainable"
8/24	7:00 PM	Explore the Tragedies of Battle Creek's Kellogg Family with Author Jean Carpenter

PORTAGE DISTRICT LIBRARY

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

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

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

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

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 22, 2021
Subject: FY 2022 Budget for Portage District Library

The Portage District Library budget procedure is as follows:

At the June 28, 2021 board meeting, trustees received a presentation of the Preliminary FY 2022 Budget for Portage District Library and had the opportunity to ask questions.

At the July 26, 2021 board meeting, board members will be asked to make a final decision on the budget for Fiscal Year 2022 and the millage amount to be levied. This Proposed FY 2022 Budget will be available for the public to review at all public service desks following the board meeting.

A formal public hearing will be held on August 23, 2021, at which time the Portage District Library Board, as the library's authorized governing body, with all the powers granted to such a district library board (per District Library Establishment Act, 1989 PA 24 (MCL 397.171 et seq.), will determine the amount of money necessary for the operation of the library and officially set the millage levy amount on the taxable property in the *Portage District Library* service area, by passing a resolution to formally adopt the Fiscal Year 2022 Budget and set the millage.

A Preliminary Budget Packet for FY 2022 will be printed and numbered separately from the rest of the board meeting agenda packet.

Thank you!

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 26, 2021
Subject: Budget Amendment to Transfer Building Improvement Reserve Funds to the Library Improvement Project line in the FY2021 Operating Budget and Approve Proceeds from the Bond Sale.

BACKGROUND:

As part of the Library's financing plan for the Library Improvement Project, funds from the Library's Operating Budget, Building Improvement Reserve and 2021 Bond Sale would be used to finance the \$10,577,927 project. The project is now well underway with demolition almost complete and new construction ongoing. The 2021 Bond Sale was completed in early June and the Library was very successful in obtaining a very favorable interest rate. The sale generated \$7,409,703.32 (net of costs) that the Library can use towards the Library Improvement Project. The Library budgeted funds in the FY2020 and 2021 budgets for this project. Those amounts were \$955,347 in FY2020 and \$921,796 in FY2021. Additionally, the Library Board approved the transfer of \$1,000,000 from the Building Improvement Reserve in May of 2021. The Library has an additional \$1,000,000 set aside in the Building Improvement Reserve for use for this project. Due to the success of the slightly lower overall cost of the project, and success of the bond sale, and the Library will only require \$291,080.68 from the Library Improvement Reserve to complete the project on budget.

The Library would like to transfer funds from the Building Improvement Reserve Fund to the Library Improvement Project line in the FY2021 Operating Budget and also increase the line for the use of bond proceeds for the project. This request is mandated by Library policy because it requires funds to be moved from a reserve account.

RECOMMENDATION:

I recommend that the Library Board approve an amendment to the Fiscal Year 2021 Budget to increase the Library Improvement Project line by 7,775,186.20 for the transfer of \$291,080.68 from the Building Improvement Reserve and \$7,484,105.51 of bond proceeds.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: June 8, 2021
Subject: Logo Committee Presentation

Marketing Manager, Colin Whitehurst, will share a presentation on behalf of the Logo Committee regarding the conclusion of their work.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 26, 2021
Subject: Internet Filtering Discussion

BACKGROUND:

The Portage District Library is required to discuss internet filtering annually at a public board meeting in accordance with Children's Internet Protection Act (CIPA) in order to apply for USF E-Rate funding.

The FCC statement is as follows:

“Schools and libraries subject to CIPA may not receive the discounts offered by the E-rate program unless they certify that they have an Internet safety policy that includes technology protection measures. The protection measures must block or filter Internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors (for computers that are accessed by minors). Before adopting this Internet safety policy, schools and libraries must provide reasonable notice and hold at least one public hearing or meeting to address the proposal.”

The library currently has an Internet Policy that addresses the above requirement. In Section III of the Library’s Internet Policy we state that all library workstations and all library wireless connections are filtered to comply with Children's Internet Protection Act ("CIPA") and Michigan's Public Act 212 of 2000 ("PA 212").

The library uses the following technology and services to comply with its policy. Cisco Umbrella has been configured to filter DNS requests from all wired and wireless devices at the Portage District Library in accordance with CIPA. The filtering profile has been extended to remote proxy and anonymizers categories to prevent a means to bypass its filtering. The library utilizes MobileBeacon and Sprint (now T-Mobile) to apply CIPA filtering on all of its circulating hotspots.

RECOMMENDATION:

I recommend that the Library Board vote to continue to maintain its CIPA compliant Internet Policy and allow the library to pursue USF E-Rate funding for all eligible technology and services.

Portage District Library
COMPUTER AND INTERNET USE POLICY

I. General Statements Regarding Internet.

- A. Internet Access. The Portage District Library provides access to a broad range of information resources, including those available through the Internet. Access to the Internet enables the Library to expand its information services significantly. This Policy applies to both the Library owned computers and wireless access available at the Library.
- B. Validity of Information. The Internet offers access to a wealth of information and Internet sites including useful ideas, information and opinions from around the world. However, not all sources on the Internet provide information that is accurate, complete or legal. Internet Users will need to evaluate for themselves the validity of the information found.
- C. Library Does Not Endorse Information on Internet. Because the Internet is a vast and unregulated information network, it also enables access to information, ideas and commentary beyond the confines of the Library's mission, selection criteria, and collection development policies. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary that may be found on the Internet.
- D. View Internet at Own Risk. The Internet may contain information that is controversial, sexually explicit or offensive. Users are cautioned that ideas, points of view and images can be found on the Internet that are controversial, divergent and/or inflammatory. Because of this and the fact that access points on the Internet can and do change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive, disturbing or inaccurate. Library patrons use the Internet at their own risk. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.
- E. No Liability. The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. Patrons shall use Library computer hardware and software at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to the User's disks, data, or electronic transactions of any type. The Library is not responsible for the loss of any portable media.

II. Nature of the Public Library Setting.

- A. Respect Others. Because Library Users of all ages, backgrounds and sensibilities are using the computers, Library patrons are asked to be sensitive to other's values and beliefs when accessing potentially controversial information and images.

- B. Use with Caution of Risks. Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorized access and use.

III. Internet Filtering; Children Under 18

A. Internet Filtering – General.

1. *Filtered Access.* In order to comply with the requirements of the Children's Internet Protection Act ("CIPA") and Michigan's Public Act 212 of 2000 ("PA 212"), all computer terminals are filtered. Further, the Library's wireless access is also filtered. Filtered access means the computer or wireless system has a program installed that is designed to restrict minors¹ from receiving obscene material or sexually explicit material that is harmful to minors as defined by PA 212 and visual depictions that are obscene, child pornography or harmful to minors as defined by CIPA. This filtering method is designed to prevent access by minors to inappropriate matter on the Internet. Children under the age of 18 shall only use the Library computers designated and posted for use by minors.
2. *Safety of Minors Regarding E-Mail.* The Library does not filter e-mail or other direct electronic communications. It is the responsibility of the parent or guardian to educate the minor on safety and security and monitor the use of these communications.
3. *Internet Access.* Patrons wishing to access the Library's workstations must possess a valid library card or internet user card. If a patron doesn't have either then he/she must register for a card at the Checkout desk. Then, the patron must read and accept the Library's Internet Use Policy. All patrons should be able to show proof of identification if requested by a staff member.

B. Internet Filtering – Patrons 18 Years of Age or Older.

1. *Disable Filters.* Patrons 18 years of age or older may request to have the filters disabled for bona fide research or other lawful purposes. The Library's wireless access cannot be disabled, so any patron who desires to have the filters disabled must use the Library's computers.
2. *Unblock Sites.* Individuals 18 years of age or older who believe an Internet site has been improperly blocked can request that the site be "unblocked." A decision on the site's status will be made by the Director

¹ Under Michigan Law, "adults" are 18 years of age or older. CIPA defines an adult as 17 years of age or older. As required by CIPA, 17 year olds may have the filter disabled, but only as specifically described in Section C.3 below.

or his or her designee, who will prepare a written reply to the individual submitting the form.

C. Internet Filtering – Patrons Under 18 years of Age.

1. Responsibility of Parents and Legal Guardians. As with other materials in the Library's collection, it is the Library's Policy that parents or legal guardians are responsible for deciding which library resources are appropriate for their children. The Library urges parents and guardians to discuss Internet use with their children and to monitor their use of this educational tool. Parents and youth patrons are encouraged to talk to the Librarian regarding both the benefits and pitfalls inherent in its use.
2. Un-filtering Terminals. Minors who are 17 years old may only have the filters (filters used to filter visual depictions of obscenity, child pornography and material that is deemed harmful to minors as prohibited by CIPA) disabled on a computer used by that patron for (1) bona fide research or other lawful purposes and (2) only if a parent or legal guardian has accompanied them to the Library and is sitting at the computer station or terminal at all times. Patrons under the age of 17 may not ask for the workstation to be unfiltered pursuant to the requirements of CIPA.
3. Unblocking Websites. Patrons under the age of 18 may request in writing that a particular site be unblocked, but only if the site does not include obscene or sexually explicit material deemed harmful to minors or other material prohibited by law. The Library Director shall make that determination.

IV. Procedure for Use.

A. Reservation/Time Limits.

1. If a User wishes to use the Internet station, the User may use a computer if he/she has a valid library card or internet user card. Internet computers are available on a first come first served basis. There are no waiting lists and time extensions are not granted when library computers are at capacity.
2. Patrons are required to sign in using their valid barcode and pin.
3. The Patron must possess a valid (not expired) library card or internet user card.
4. The User may sign up to use the Internet station for periods of only one (1) hour at a time for one time per day. Use of the Internet stations is available on a first come, first served basis. If no one is waiting, the User

may use the terminal for additional 30 minute increments until another User signs up to use the terminal.

5. Patrons must sign out by clicking the “End Session” button. Upon clicking the button the computer will reboot and reset the computer for the next patron.
-
- B. Availability. The public computers are only available for use by Users if they are not being used for Library purposes, such as classes, staff training or special programs. The Library reserves the right to have first priority of use for Library uses, sponsored events or co-sponsored events. Library patrons should be aware that there are some computers that are limited to only the online public access catalog and research databases and have been kiosk-ed for the intended use. The online public access computers are available on a first come, first served basis.
 - C. Closing. All computers and printers are shut down ten (10) minutes before the Library closes.
 - D. Reimbursement for Printing. The library has a print vending system through which Patrons pay for printed materials. Currently the Library charges ten (\$10) cents a page for black and white printing and seventy-five (\$.75) a page for color printing. Print jobs are retained for reprinting purposes until the end of the day at which time the print jobs are purged. The Patron shall be responsible for all printing costs, so Patrons are encouraged to use “print preview” so that they are aware of the number of copies.

V. **Acceptable Use.**

All Users of the Library’s Internet connection and workstations are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this Policy.

- A. Lawful Use. The Library Internet connection and workstations shall be used in a lawful manner. The Library’s Internet and workstations cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, state or local law, including, but not limited to, accessing material that can be classified as obscene or child pornography.
- B. Intellectual Property. Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement or violations of other laws or agreements lies with the User. The Library expressly disclaims any liability or responsibility resulting from such use.

- C. Use Must Not be Harmful to Minors. Michigan law prohibits Users from allowing minors access to sexually explicit materials harmful to minors. Internet Users shall also not permit any minor to view sexually explicit material or any other material deemed harmful to minors.
- D. Compliance with Patron Behavior. The same rules apply to the use of the Internet as with the use of any other Library materials. The Library has adopted a Patron Behavior Policy. All Internet Users must comply with the Library's Patron Behavior Policy, which shall be posted in the Library.
- E. Privacy; Unauthorized Access. Users must respect the privacy of others by not misrepresenting oneself as another User; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not hacking or seeking disallowed access to any computer system via the Internet.
- F. Time Limit. Failure to leave a computer terminal upon the expiration of the allotted time is a violation of this Policy.
- G. Personal Software Prohibited. The Users shall refrain from use of personal software, the attachment of equipment to the Library's computers or networks or the modification of any operating system or network configuration. The User shall also refrain from downloading/uploading files to/from the Library's computers.
- H. System Modifications. Users are not permitted to change the security setup, operating systems, the network configuration or any other configuration of any Library computer workstation without authorization. Users may not damage or gain unauthorized access to the computer or network or repeatedly or intentionally visit websites that introduce spyware, malware, virus or other damaging programs.
- I. Damage. The User shall be responsible for repayment of any costs to the Library for damage to the computer terminals or system.
- J. Terminal Use.
 - 1. Only two (2) people may use a workstation.
 - 2. No person may stand behind another person.
 - 3. Upon request, Library staff members may approve and allow additional Users at a workstation.
- K. Personal Information; Unauthorized Release. No patron, including minors, may engage in the unauthorized disclosure, use and dissemination of personal information of any person, including minors.

- L. Saving Files and Documents. Patrons who wish to have a permanent record of their work need to save files and documents on their own portable media. Library computers do not allow Users to permanently save documents or personal files to the hard drive.
- M. Purposes; Prohibited Uses. The Library's Internet resources should be used for educational, informational and recreational purposes only. The Library's Internet access shall not be used for personal profit or commercial activities, including the sale of goods and services or fund raising. The Library Internet is intended for information gathering only.
- N. Chat Rooms; Instant Messaging. The use of chat rooms and instant messaging is prohibited.

VI. Violations of Internet Use Policy.

The Library Director or the Director's designee may restrict access to Library facilities by (1) terminating or limiting computer, internet access or Library facilities; (2) immediately dismissing the patron from the premises; (3) suspending the patron's access to Library facilities for a set period of time; or (4) by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

- A. Incident Reports. Library Staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.
- B. Violation of the Policy – Suspension of Privileges. Unless otherwise provided in this Policy (see Section C below), the Library shall handle violations as follows:
 - 1. *Initial Violation.* Library patrons observed violating this Policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, police may be called.
 - 2. *Subsequent Violations.* The Director or the Director's authorized designee may further limit or revoke the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

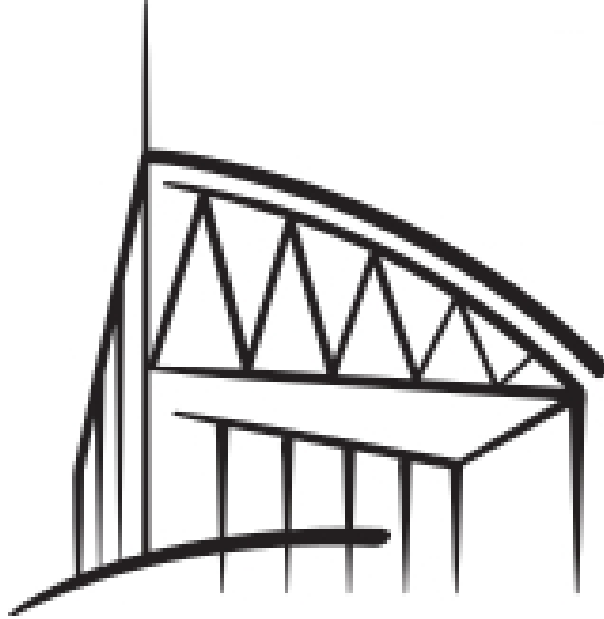
- C. Violations That Affect Safety and Security. Violations involving violations of law (including child pornography and allowing minors to view sexually explicit or other material deemed harmful to minors), violence, threatening behaviors, sexual or other harassment, vandalism, theft or attempted theft, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:
1. *Initial Violation.* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges. The Incident Report shall specify the nature of the violation.
 2. *Subsequent Violations.* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Director or the Director's authorized designee may further limit or revoke the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.
- D. Reinstatement. The patron whose privileges have been limited or revoked shall attend a meeting with the Director or the Director's designee to review the Library Patron Behavior Policy before their privileges may be reinstated. The Director or the Director's designee may attach conditions to such reinstatement and shall provide written notification of those conditions and the duration of the conditions.
- E. Civil or Criminal Prosecution. Illegal acts involving the Library's Internet access service may be subject to civil or criminal prosecution.

VII. Right of Appeal.

Patrons may appeal a decision to (1) limit or revoke privileges or (2) attach conditions to reinstatement by sending a written appeal to the Library Board within ten (10) working days of the date the privileges were revoked or limited or the written statement of conditions was provided, whichever is applicable. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

VIII. Staff Assistance.

Staff may assist Library Users in getting started on the Internet. However, the Library cannot guarantee that Internet-trained staff will be available to assist Users at all times the Library is open. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application. Users who need training on Library software or digital collections should request an appointment.



PORTAGE DISTRICT LIBRARY TECHNOLOGY PLAN 2022-2024

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

EXECUTIVE SUMMARY

What is the 3-Year Technology Plan?

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

How is the 3-Year Technology Plan Developed?

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

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

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

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

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

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

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

Below are seven primary technology initiatives targeted for the next three years (2022-2024):

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

New Technologies/Services including RFID (Radio Frequency Technology) in the next three years (2022-2024):

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

Goals for New Technologies include:

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

Goals for Web Services at the Library in the next three years (2022-2024):

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

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

Virtualization, Cloud Hosting and Software as a Service at the Library in the next three years (2022-2024):

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

Goals for virtualization include:

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

Internet Bandwidth at the Library in the next three years (2022-2024):

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

Goals for Internet bandwidth include:

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

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

Communication Tools at the Library in the next three years (2022-2024):

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

Goals for Communication Tools include:

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

Peripheral Technologies at the Library in the next three years (2022-2024):

Assistive peripheral technologies are growing rapidly and will allow the library to provide services in new and innovative ways. Past examples of innovative peripheral services the library has offered include dynamic digital signage, Tumblebook electronics display, electronic gaming areas and circulation of Kindle e-Readers and iPods.

Goals for Peripheral Technologies include:

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

Technology Infrastructure for Building Project in the next three years (2022-2024):

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

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

Staff Technology Training in the next three years (2022-2024):

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

Goals for staff technology training include:

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

Keeping Up-to-Date on New Technologies in the next three years (2022-2024):

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

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

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

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

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

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

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

CONCLUDING REMARKS:

The *Portage District Library's 3-Year Technology Plan* serves as a master planning document for technology at the library. It is intended to be used by the Library Systems Administrator and our system integrators as a “blueprint” for the library’s technology infrastructure. The details that are provided in this document will outline the library’s vision for its network in 2022-2024 and will be used as a guide for selecting technologies and software in the future. For these reasons, a significant amount of time and effort will be spent defining expectations and desired outcomes for technology at the library, and the contents of this *3-Year Technology Plan* will reflect that effort and will also coincide with the library’s approved Ends Statements which drive all activities at the library including the library’s technology initiatives and the library’s budget.

Mission Statement

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

Vision Statement

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

Ends Statements 2018-2021

Ends Statement #1

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

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

Ends Statement #2

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

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

Ends Statement #3

Be a leader in strengthening our community.

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

Ends Statement #4

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

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

Operational

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

State of Library Network

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

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

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

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

The Portage District Library maintains an Ethernet Virtual Circuit (EVC) circuit between the Portage District Library to Aunalytics. This EVC transports both network and internet traffic and is currently being used to replicate its storage remotely. In 2017, this EVC was used as transport for core network communications as the library transitions to a hosted network core model and the library will expand its internet bandwidth. In 2022, a second fiber circuit will be installed for redundancy, expanded internet connectivity and future growth. Also in 2021, the library will upgrade its core switching to meet the ever expanding bandwidth demands and devices at the library. Wireless access will also be addressed for both coverage (Library building and grounds) and density.

Staff Technology - Currently, the library has a mixture of desktops and laptops totaling 52 devices (workstations, laptops and tablets) and has a standardized brand and model. This standardization reduces the TCO (total cost of operations) for the library and enables the library to employ a single network administrator. The library operates 7 networked laser printers and 2 color copier/printers for staff printing. These imaging units have been located strategically throughout the library for ease of use and need.

Public Access Technology - The public access computing side of the library's network includes catalog stations, internet access stations, circulating and training laptops, electronic display stations, eReaders, and game consoles. This mixture of desktops, laptops, thin clients and non-standard devices amounts to more than 90 access points for the public access device pool. The

library has one B&W laser printer and one Library Document Station offering these services: (1) Copy/Print; (2) Save to ... USB drive / Smart Device / Email / Cloud Storage and (3) Fax.

Network Services

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

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

Web Services

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

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

Evaluating Our Progress

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

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

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

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

To: Portage District Library Board
From: Christy Klien, Library Director
Date: June 22, 2021
Subject: Trustee Email Accounts

Systems Administrator Rolfe Behrje will demonstrate use of the new Library Trustee email accounts. Trustees will then be contacted individually following the board meeting to set up their accounts and ask any questions about email usage on their personal devices.

Quarterly Statistics for Strategic Plan 2018-2022

Ends Statement #1

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
75 % patrons responded that they learned something in a guided learning event	-	-			-	75%	-
50% of programs offered will provide guided learning activities (Adult/Youth)	A 64% Y 79%	A 64% Y 60%			A 64% Y 69.5%	A 50% Y 50 %	A 128% Y 139%
20% increase of hits of online learning tools	277%	277%			277%	20%	1385%
Implement 12 software/devices that allow people to create and learn	2	0			2	12	16.6%
12 videos are created	28	11			39	12	325%

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
Youth Services will provide 3 programs annually targeting each literacy level (Beginner, Intermediate, Expert)	B 12 I 10 E 3	B 29 I 3 E 6			B 41 I 13 E 9	B 3 I 3 E 3	1366% 433% 300%
Help 150 patrons become more info-literate *	284	284			0	150	Target Met
Have 50 people in the library for ESL tours *	84	84			0	50	Target Met

Ends Statement #2

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
80% of user satisfaction with collections and instructional events	-	-			-	80%	-
Active holds older than 3 month less than 200 titles	307	167			167	Less than 200	Target Met
21 Special programs will target groups representing different perspectives or cultures *	37	39			10	21	Target Met
25% of kits will change annually to reflect changing needs of the community	-	-			-	25%	-
20% reduction in total physical collection size	6.34%	5.79%			12.13%	20%	60.64%

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
20% more items available for circulation will be digital	56%	58%			58%	20%	290%
15% of our programs annually will be outreach (Adult/Youth)	A 8% Y 11%	A 10% Y 9.5%			A 9% Y 11%	A 15% Y 15%	A 60% Y 73%
70% of patrons who completed an exit survey were satisfied that the program met their needs	-	-			-	70%	-
100% of PPS middle school and high school students have access to PDL electronic services	-	-	-	-	100%	100%	100% with PASS card implementation
12 events or table events will be held outside the Library by the Adult Department	7	0			7	12	58%

Ends Statement #4

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
90% of display space used for local artists and organizations	-	-			-	90%	-
5 large projects completed in the Local History Rooms *	1	1			1	5	20%
90% of patron responses say displays are meaningful	-	-			-	90%	-
4 new resources for information will be added each year	0	0			0	4	0%

* Target number over the course of the 5 year plan

Quarterly Statistics for Strategic Plan 2018-2022

Ends Statement #1

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
75 % patrons responded that they learned something in a guided learning event	-				0%	75%	0%
50% of programs offered will provide guided learning activities (Adult/Youth)	A 64% Y 79%	A Y 60%			A 64% Y 79%	A 50% Y 50 %	A 128% Y 158%
20% increase of hits of online learning tools	277%				270%	20%	1350%
Implement 12 software/devices that allow people to create and learn	2				2	12	17%
12 videos are created	28				28	12	233%

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
Youth Services will provide 3 programs annually targeting each literacy level (Beginner, Intermediate, Expert)	B 12 I 10 E 3	B 29 I 3 E 6			B 12 I 10 E 3	B 3 I 3 E 3	400% 333% 100%
Help 150 patrons become more info-literate *	284				0	150	Target Met
Have 50 people in the library for ESL tours *	84				0	50	Target Met

Ends Statement #2

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
80% of user satisfaction with collections and instructional events	-				0%	80%	0%
Active holds older than 3 month less than 200 titles	307				307	Less than 200	Target Not Met
21 Special programs will target groups representing different perspectives or cultures *	37				8	21	Target Met
25% of kits will change annually to reflect changing needs of the community	-	-			0%	25%	0%
20% reduction in total physical collection size	6.34%	5.79%			12.13%	20%	60.64%

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
20% more items available for circulation will be digital	56%				56%	20%	280%
15% of our programs annually will be outreach (Adult/Youth)	A 8% Y 11%	A Y 9.5%			A 8% Y 11%	A 15% Y 15%	A 53% Y 73%
70% of patrons who completed an exit survey were satisfied that the program met their needs	-				0%	70%	0%
100% of PPS middle school and high school students have access to PDL electronic services	-	-	-	-	100%	100%	100% with PASS card implementation
12 events or table events will be held outside the Library by the Adult Department	0				0	12	0%

Ends Statement #4

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

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

Projects:

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

Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year to Date	2021 Target	% of Target
90% of display space used for local artists and organizations	-				0%	90%	0%
5 large projects completed in the Local History Rooms *	1				1	5	20%
90% of patron responses say displays are meaningful	-				0%	90%	0%
4 new resources for information will be added each year	0	0			0	4	0%

* Target number over the course of the 5 year plan

Portage District Library
2nd Quarter Report
June 30, 2021

<u>Revenue</u>		Percent of Year Gone -->				50%		
General Ledger Category	2nd Qtr. Budget	2nd Qtr. Actual	2nd Qtr. % Received	2021 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Received	
Total Tax Revenue	\$ 489,177	\$ 99,901	20%	\$ 4,949,347	\$ 4,928,449	\$ 4,928,449	100%	
Other Revenue	67,988	22,196	33%	136,310	61,933	61,933	45%	
Revenue (To)/from Reserves	-	-	#DIV/0!	2,295,755	2,295,755	2,295,755	100%	
State Aid Revenue	-	22,432	#DIV/0!	342,843	359,464	359,464	105%	
Total Revenue	\$ 557,165	\$ 144,529	26%	\$ 7,724,255	\$ 7,645,601	\$ 7,645,601	99%	

<u>Expenses</u>								
General Ledger Category	2nd Qtr. Budget	2nd Qtr. Actual	2nd Qtr. % Spent	2021 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Spent	
Total Salaries & Wages	\$402,819	\$386,084	96%	\$1,611,276	\$715,199	\$715,199	44%	
Total Fringes & Benefits	187,215	140,610	75%	660,600	270,699	270,699	41%	
Total Library Materials	321,892	111,766	35%	768,306	304,215	401,528	52%	
Total Utilities	83,324	33,542	40%	174,350	62,748	62,748	36%	
Total Buildings	117,586	23,736	20%	282,360	114,309	116,189	41%	
Total Furnishings & Equipment	30,498	0	0%	30,498	0	30,498	100%	
Total Supplies	108,670	9,552	9%	192,539	29,045	60,765	32%	
Total Professional Services	204,423	36,894	18%	424,607	108,778	188,678	44%	
Total Other Charges	187,386	23,149	12%	392,512	152,713	258,815	66%	
TOTAL OPER. EXPENSES	\$ 1,643,813	\$ 765,333	47%	\$ 4,537,048	\$ 1,757,706	\$ 2,105,119	46%	
TOTAL CAPITAL PROJECTS	\$ 1,642,515	\$ 878,617	53%	\$ 3,187,207	\$ 1,013,310	\$ 1,261,712	40%	
TOTAL EXPENSES	\$ 3,286,328	\$ 1,643,950	50%	\$ 7,724,255	\$ 2,771,016	\$ 3,366,831	36%	

EFFECT ON FUND BALANCE *	\$ (2,729,163)	\$ (1,499,421)	\$ -	\$ 4,874,585	\$ 4,278,770
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Cash Flow Analysis of 2021 money only		Cash Flow Analysis of all money including prior year(s)	
2021 cash as of 3/31/2021	\$ 5,364,120	12/31/20 Audited Total cash (Fund Equity*) minus liabilities	\$ 8,830,874
+First Quarter Revenues	144,529	+ 2021 Revenues	7,645,601
- First Quarter Operating Expenses	765,333	- 2021 Operating Expenses	1,757,706
- First Quarter Capital Projects	878,617	- Capital Projects	1,013,310
		- General Reserves	704,878
		- Building Reserves	50,000
		- Benefits Reserve	29,741
		- Technology Reserve	111,305
		- Patio Feasibility Reserve	4,700
		- Personal Property Tax Reserve	805,946
		- Building Improvement Reserve	1,022,500
		- Library Endowments	73,418
		- Encumbrances	595,815
2021 cash as of 6/30/2021	\$ 3,864,699	Total available cash as of 6/30/2021 (Fund Balance*)	\$ 10,307,156

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

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

Property Taxes - Property Tax collections are on pace for this time of year. The library has approximately \$21,000 of outstanding property taxes as of June 30, 2021. This amount is slightly higher than the prior year's balance. The Library will continue to collect delinquent Personal Property Tax as it is paid in the current year and additional years.

State Aid Revenue - The library has received a State Aid payment in the amount of \$22,432.36. A 2nd payment is expected in late summer or early fall of 2021. The Library has received its distribution from the Local Community Stabilization Fund for eliminated personal property tax. The distribution was \$5,811 less than anticipated. The Library did not budget for State Aid in FY2021, as it was unsure of the impact that the COVID-19 pandemic would have on State resources. With a second payment expected, the Library is estimating that the State Aid Revenue category will be approximately \$39,000 over budget for the year.

Revenue from Reserves - This category is used to track the inflow of funds from the various Reserve accounts, as well as from Unassigned Fund Balance. As part of the library's FY2021 budget, the library will maintain 13% of its budget in its General Reserve. In doing so, the General Reserve from the prior year will be increased by \$6,218 in FY2021. Funds have been added to the FY2021 budget for the following items: prior year encumbrances (\$1,285,248); donations received in FY2020 with specific requests (\$16,725); funds for the Library Improvement Project (\$1,000,000).

Other Revenue - Other Revenue is slightly ahead of pace for this time of year. The majority of this category is comprised of Fines and Fees, Penal Fines and Interest income. Fines and Fees are behind pace for the 2nd qtr., but were expected to lag as a result of the Library's temporary closure. Penal Fines are not expected to be collected until July/August. The Library does not budget for donations, but instead chooses to request budget amendments when they are received and needed for use. The Library has received \$12,489 of donations and grants to date. Interest Income is ahead of pace for this time of year, but as investments mature and are reinvested, rates available will be at a much lower rate. The Library recently received a \$12,943 distribution from the Michigan Municipal Risk Management Authority (MMRMA) for building insurance premiums.

Salaries & Wages - Salaries & Wages are below pace for this time of year. The approximate \$90,000 that the Library is under budget is due to three (3) full-time vacancies and two (2) part-time vacancies that are planned to be filled in FY2021. The Library has begun meeting with Department Heads to discuss these openings and how to fill them to meet the needs of the Library going forward. The process of hiring for these positions will start by the beginning of the 4th Qtr.

Fringes & Benefits - Fringes & Benefits are less than 50% expended as of June 30, 2021. This is due to two employees opting out of the Library's insurance plan and picking up a spouse's insurance plan, and the vacant positions noted above. Based on this scenario, there should be a surplus of funds at the end of the year.

Library Materials - This category shows that spending is on pace for this time of year. The majority of collections are at least 30% expended. The category shows that a greater percentage of purchasing has occurred, but this is due to prior year encumbrances adding a great deal of purchases to the first part of the year and the Licensed Database line being approximately 98% expended. The databases are predominately yearly contracts renewing in the 1st Qtr. Collections will continue to be purchased with the thought of space constraints and moving in mind.

Utilities - Utilities are under budget for this time of year. Gas & Electric comprise the largest expenditure line in this category and expenditures are below budget for the year. The Library encumbered \$25,000 of funds in FY2020 and brought those funds into FY2021 to help offset additional utility costs from the temporary location. These costs will be in addition to utility costs at the main library, which should be reduced due to a reduced level of activity there. Based on the trend of the last few months, gas & electric costs are averaging 33% higher than 2019, the last year the Library was continuously open.

Portage District Library
2nd Quarter Report
June 30, 2021

Building - Year-to-date actual and encumbrances are less than the 50% target. The Library has had very few repairs and projects since moving into the temporary location. Additionally, Snow Removal was well below budget for the 1st quarter. Building cleaning costs at the temporary location are trending lower than previously experienced at the library's permanent location.

Furnishings & Equipment - This category is over its target for this time of year. There are \$30,498 of encumbrances coming forward from 2020. Therefore, all of the expenses were encumbered in the 1st quarter. Projects being carried over from the prior year are: book bins; atrium shelving; teen room display furniture; and DVD shelving. These projects will be reviewed and may be cancelled if they are being covered in the furniture plan in the Library Improvement Project.

Supplies - The supply category is under budget for this time of year. The majority of accounts in this category are used on an as needed basis. The library has tried to adopt a very conservative approach to its spending for lines such as supplies. The majority of activity in this category is from encumbrances brought forward from 2020.

Professional Services - This category is lower than the 50% target for several reasons. The majority of lines within this category are close to pace. There are a few lines that are underspent. Legal fees have been less than anticipated through the 2nd qtr, but will increase in the 3rd qtr. as the fees associated with the bond sale are paid.

Other Charges - This category is above the 50% target. This is due to the treatment of prepaids at the end of 2021. The Computer Repair and Maintenance line had a large number of support agreements that were treated as prepaids and thus their expenses moved to the first quarter of 2021. Typically this line has a large portion of its expenses occur in the 3rd and 4th quarters, but this has shifted with the more aggressive treatment of prepaids.

Capital Projects - This category is below the budget for this time of year. This is due to several reasons. Funds for technology projects will not be spent until later in FY2021. The Library has approximately \$2,453,715 currently budgeted in a Library Improvement Project line that will be used for expenses attributed to the new construction. These funds will be spent as work is completed. Lastly, the \$150,000 of Capital Maintenance will be held onto in the event of needed funds for a project or large repair.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 21, 2021
Subject: Library Award of Contract

BACKGROUND:

On June 20, 2021, the Portage District Library posted a notice for a public bid opening of Low Voltage Cabling via Zoom for July 7, 2021, at 2:15 p.m. in the Kalamazoo Gazette. Sealed bids were due at 2 p.m. on July 7, 2021, with the Public Opening and Reading of the Bids via Zoom immediately following.

Walbridge has interviewed the following recommended contractor to validate the contract amounts, bond amounts, adherence to the scope required by the bidding documents, and contractor safety performance and history. A copy of the “Subcontractor Proposal Review” signed by the contractor is attached to each recommendation and is available for review in the Library Office. The bids received would result in the project being under budget. We recommend awarding the Low Voltage Cabling contract at this time so that the submittal and procurement process can begin and the project can stay on schedule.

We received two bids for this project and we received a lower bid than Circuit Electric/Moss Communication’s but through the interview process it was determined that the bid was missing a majority of the required scope. Walbridge recommends for the award of contract to be given to Circuit Electric/Moss Communication for \$95,350.

RECOMMENDATION:

I recommend the library board awards the Low Voltage Cabling contract to Circuit Electric/Moss Communication for \$95,350.