

NOTICE OF ELECTRONIC REGULAR MEETING

LIBRARY BOARD MEETING PORTAGE DISTRICT LIBRARY Monday, December 13, 2021 at 6:00 p.m.

The Library Board of the Portage District Library will hold a regular meeting on Monday, December 13, 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by the Kalamazoo County Commissioners on December 15, 2020 and lasting through December 31, 2021 unless extended or repealed.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. The Library gives notice of the following:

1. **Reason for Electronic Meeting.** The regular 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.

When: Dec 13, 2021 06:00 PM Eastern Time (US and Canada)

Topic: Portage District Library Board Meeting

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/88075570573>

Or One tap mobile :

US: +16465588656,,88075570573# or +13017158592,,88075570573#

Or Telephone:

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

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

Webinar ID: 880 7557 0573

International numbers available: <https://us02web.zoom.us/j/88075570573>

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

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

Dated: December 9, 2021

Quyên Edwards
Portage District Library
5528 Portage Road
Portage, MI 49002

PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting to be held on

December 13, 2021

via Zoom at 6:00 PM

AGENDA

- I. Start of Meeting
- II. Roll Call
- III. Comments or Requests from the Public, Board Members, or Library Staff. (15 minutes total)
- IV. Adoption of the Agenda for the Regular Meeting of December 13, 2021. (1 minute) (Vote)
- V. Consent Agenda (5 minutes) (Vote)
 - A. Minutes of the Regular Meeting of October 26, 2021. Pg.3-9
 - C. Review of FOIA Policy. Pg. 10-37
 - D. Approval of Annual Calendar of Library Board Activities for FY 2022. Pg.38-40
 - E. Narrative Report for October & November 2021. Pg.41-55
 - G. Financial Condition for October & November 2021. Pg.56-61
 - H. Marketing Update for October & November 2021. Pg. 62-67
 - I. Statistical Reports for October & November 2021. Pg. 68-71
 - J. Legislative Update for October & November 2021. Pg. 72
 - K. Library Board Linkage for December 2021 and January 2022. Pg. 73
- VI. Governance (20 minutes)
 - A. Adoption of Schedule of Library Board Meetings for 2022. (VOTE) Pg. 74
 - B. Appointment of Nominating Committee Chair to survey trustees' interest in Board offices in 2022. Pg. 75
 - C. Discussion about Implementation of Circulation Policy (VOTE) Pg. 76
- VII. Ends Development (15 minutes)
 - A. End-of-Year Report on accomplishment of all End Statements in 2021. (Info) Pg.77-91
- VIII. Library Director's Reports (30 minutes total)
 - A. Building Update (Info) Pg. 92-93
 - B. Remarks by Library Director for the December 13, 2021 Library Board Meeting.
- IX. Library Personnel (30 minutes)
 - A. Personnel Committee's recommendation for Library Director's compensation in 2022.
 - B. 2021 Year End Staff Recognition Discussion.
- X. Process Evaluation (5 minutes total)
 - A. Suggestions for Agenda Items to be included on the January 24, 2022 Board Meeting
 1. Minutes of the Regular Meeting of December 13, 2021.
 2. Review of Community Meeting Room Policy.
 3. Review of Library Privacy & Search Warrant Policy.
 4. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2022 Budget to Offset Unpaid Encumbrances.
 5. Approval of Budget Amendment Request to Adjust Reserve Accounts as Required.
 6. Election of Library Board Officers for 2022 & Appointment of Library Board Personnel Committee and Library Board Secretary for 2022.
 7. Annual signing of "Conflict of Interest" Statements by trustees.
 8. Discussion about guests to be invited to Library Board meetings & staff presentations in 2022.
 9. Endorsement of Library Director's Personal Goals for 2022.
 10. Endorsement of Activities & Projects to Accomplish Library Ends Statements in 2022.
 11. 4th Quarter Financial Report for Fiscal Year 2021 & Comments on Year-End Results.

12. 4th Quarter Strategic Plan Statistics
13. Monitoring Report on Executive Limitation: Global Executive Constraint.

B. Assessment of this meeting

C. Miscellaneous Items

XI. Adjournment

PORTAGE DISTRICT LIBRARY BOARD MEETING

October 25, 2021

Virtual Regular Meeting at 6:00 pm

I. Start of Meeting

II. Roll Call

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

Michele Behr and I am participating virtually from my home in Portage, MI.

Jeanne Friedman and I am participating virtually from my home in Portage, MI.

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.

Board Members Absent: Carol Bale (excused)

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

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

A. Comment from Trustee VanderVries– They are predicting a 3.3% increase in values for property tax which would mean increased revenue for the library.

VanderVries said that she has been involved with the Michigan Political Leadership Program (MPLP) through Michigan State University and has found it to be very interesting and worthwhile.

B. Comment from Library Director Klien - Klien asked that the Board include a Budget Amendment for a recent donation to Governance Item D.

DISPOSITION: The Library Board received comments from Trustee VanderVries and Library Director Klien.

IV. Adoption of the Agenda for the Regular Meeting of October 25, 2021

Library Board Chair Behr asked if there were any changes needed to the agenda in addition to the request made by Library Director Klien for the October 25, 2021 board meeting before its adoption, and 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 Vance that the Library Board adopt the amended agenda for the regular meeting of October 25, 2021.

Roll Call Vote: Baker – yes, Behr - yes, Friedman - yes, Vance - yes, VanderVries - yes, Whitlock – yes. 6-Yes, 0-No, 1-Absent (Bale). Motion carried.

V. Consent Agenda

Library Board Chair Behr asked if there were any changes needed to the consent agenda for the October 25, 2021 board meeting before its adoption.

- A. Minutes of the Regular Board Meeting of September 27, 2021.
- B. Review of Donation Policy.
- C. Approval of Holiday Schedule for Library Hours of Operation in 2022.
- D. Monitoring Report – Communication & Support of the Library Board.

- E. Monitoring Report – Ends Focus of Grants/Contracts.
- F. Narrative Report for September 2021.
- G. Report on Financial Condition for September 2021.
- H. Marketing Update for September 2021.
- I. Statistical Report for September 2021.
- J. Legislative Report for October 2021.
- K. Library Board linkage opportunities for November and December 2021.

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

VI. Governance

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

Library Director Klien said that this is the annual review of this policy. She directed trustees to page 41 for the calculation of the 2022 proposed non-resident fee. She said the amount is calculated with updated numbers received from the county. PDL uses the same calculation KPL uses and we have for many years. Klien said that this year’s calculation resulted in an increase of \$7 for a total of \$183 for a one year non-resident membership fee.

Klien said that in general, the library has seen the number of non-resident memberships go down. This could be an effect of the COVID-19 pandemic or due to the increase in cost with the increase in mills. Trustee Friedman asked how patrons generally respond to the increase and is there any pushback? Klien said this is always a possibly from some individuals. Typically, they do not pay taxes to support a public library, so that is why they are coming to our library.

Austin agreed with Klien’s comments. She added, you’ll see in the updated policy we have proposed, we asked to be able to offer prorated payments. There are a variety of reasons this will increase access. For example, we have patrons that only live in the community for a portion the year. For some, paying the full amount may be a financial hardship. We would like to be able to give them the option of a partial payment. This yearly amount is on par with KPL’s fee. If you think about the cost in terms of monthly payment, it is \$15 which is comparable to other entertainment services.

MOTION: It was moved by Trustee Whitlock and supported by Trustee Friedman to approve the 2022 Non-Resident fee of \$183. Roll Call Vote: Baker – yes, Behr - yes, Friedman - yes, Vance - yes, VanderVries - yes, Whitlock – yes. 6-Yes, 0-No, 1-Absent (Bale). Motion carried.

Library Director Klien asked that trustees also vote on the revised policy for non-resident memberships, which included a few changes in wording and the previously discussed ability for staff to prorate non-resident fees.

MOTION: It was moved by Trustee Baker and supported by Trustee VanderVries to approve the revised Resident/Non-Resident Policy. Roll Call Vote: Baker – yes, Behr - yes, Friedman - yes, Vance - yes, VanderVries - yes, Whitlock – yes. 6-Yes, 0-No, 1-Absent (Bale). Motion carried.

B. Review of Investment Policy and Library Investment Listing

Library Director Klien said that this is the annual review of the library’s investment policy. Nothing has changed from previous years. The library’s current investment listings have been provided as well.

MOTION: It was moved by Trustee Vance and supported by Trustee VanderVries to approve the Investment Policy. Roll Call Vote: Baker – yes, Behr - yes, Friedman - yes, Vance - yes, VanderVries - yes, Whitlock – yes. 6-Yes, 0-No, 1-Absent (Bale). Motion carried.

C. Circulation Policy

Klien said that the Circulation Policy was presented last year after many discussions regarding the library going fine-free and the other procedures that would be implemented. The COVID-19 pandemic has continued and it did not feel like the right time to implement these major changes while also waiving overdue fines due to the pandemic and the additional quarantine of materials upon their return. The library staff would like to implement the revised Circulation Policy on January 1, 2022. The structure of the policy, which would have us possibly involve a collection agency to bring material back, will require some marketing and communication to explain to patrons.

MOTION: It was moved by Trustee Baker and supported by Trustee Whitlock to approve the revised Circulation Policy for implementation on January 1, 2022. Roll Call Vote: Baker – yes, Behr - yes, Friedman - yes, Vance - yes, VanderVries - yes, Whitlock – yes. 6-Yes, 0-No, 1-Absent (Bale). Motion carried.

D. Donation Budget Amendment \$1,000

Klien said that the library received a generous donation of \$1,000 today. The donor is requesting that \$500 be used to purchase Classical Music and \$500 for Adult Fiction & Mysteries. Klien asked that the Board approve the budget amendment as requested.

MOTION: It was moved by Trustee Friedman and supported by Trustee VanderVries to approve the budget amendment as requested to increase the Adult Materials lines by \$1,000. Roll Call Vote: Baker – yes, Behr - yes, Friedman - yes, Vance - yes, VanderVries - yes, Whitlock – yes. 6-Yes, 0-No, 1-Absent (Bale). Motion carried.

VII. Ends Development

A. Library Director's Accomplishment of Personal Goals for Fiscal Year 2021.

Library Director Klien directed trustees to page 52 with her updated personal goals. She reminded trustees that during the January 2021 board meeting, we talked about her three goals for the year focusing on building projects (which are on schedule), an updated staffing plan, and professional development. Klien said that the library is in the process of hiring new staff for Adult and Youth Services. Offers have been made, but the final paperwork has not yet been completed. Klien said that she has attended virtual conferences when she has been able. She said that she is registered for Think Space (an MLA training designed for Library Directors on equity, diversity, and inclusion). It will be held in December 2021 and in May 2022.

Trustee Behr asked if Klien had a “COVID impact statement”. She said this is an opportunity to talk about the positive and negative impacts that the Covid-19 pandemic has had on the workplace, projects, and activities. Klien said that certain things have been positive. Staff can be involved in more types of training because so much has moved online. Other positive impacts to library service include offering virtual and hybrid programming and curbside service to our community. As far as negatives, Klien said that the library is following health department recommendations, but it is still tricky to navigate safety for staff and patrons. Klien noted that due to the pandemic and possibly the move to the temporary location, the number of people through the doors has decreased, especially for youth. In regards to Covid’s impact on the building project, we have been paying close attention to timing and shortages in the supply chain. On the advice of the construction manager, we have made decisions quickly and sticking close to deadlines.

Klien said she would be happy to answer any additional questions from trustees, and there were none.

DISPOSITION: The Library Board received the information about the Library Director's Accomplishment of Personal Goals for Fiscal Year 2021.

B. Library Director's 2021 Evaluation Process.

Board Chair Behr reviewed the process for the Library Director's yearly evaluation. Behr and Klien emphasized that comments are welcome as an opportunity for growth. Please have completed evaluation forms to Board Chair Behr by Monday, Nov. 15th.

DISPOSITION: The Library Board received the information about the Library Director's Accomplishment of Personal Goals for Fiscal Year 2021.

C. Third Quarter 2021 Strategic Planning Statistics.

Library Director Klien directed trustees to page 55 of the packet to discuss the Third Quarter Strategic Planning Statistics. She said some projects have exceeded expectations. We continue to produce videos and have moved into hybrid programs (in-person and recorded).

The PASS program has been very successful and students have been using it. As with any new initiative, there have been a few glitches with cards which have been resolved. Head of Youth Services Laura Wright said the program has been well received. It is also useful for the 'book bundles' Youth staff have been offering, where kids can request curated collections of books.

DISPOSITION: The Library Board received the information about the Third Quarter Strategic Planning Statistics.

E. Third Quarter 2021 Financial Report.

There are no concerns regarding the Library's financial standing in the third quarter according to Business Manager Rob Foti. On the revenue side, we did not budget for State Aid this year and we received \$45,000. Due to the continued decrease in Penal fines, we budgeted \$50,000 and received \$59,000. As previously discussed, the bond sale went better than expected and we got a great rate.

Foti also reviewed the library's expenses in the third quarter, emphasizing that the Salaries and Wages line is still under budget due to position vacancies. He and Klien and Department Heads are working on filling those vacancies now.

Foti said that the Library's Building Project is still on target. There is approximately \$200,000 left for contingencies which is a healthy amount. Foti said he is writing checks for approximately \$900,000 each month as we are in the active phase of building.

Foti said that the Library's financials are in good shape and asked if there were any questions. Trustees have none.

DISPOSITION: The Library Board received the information about the Third Quarter Financial Report.

VII. Library Director's Reports

A. Building Updates

Library Director Klien said that the roof on new addition has been installed. Weather permitting, the asphalt will be completed next week. She said that when she checked in with the construction manager about a tour of the building's renovations, he recommended it be after Nov 10th. Klien discussed with

the Board what evening would be convenient and the group settled on Tuesday, November 16th at 6:00 PM.

B. Final remarks by Library Director for the October 25, 2021 Library Board Meeting

Circulation Supervisor Jill Austin reported that the library will be a Salvation Army Angel Tree again this year and the tree will go up on November 8th. The library did not participate last year and we are glad to be able to be involved again this year.

The Friends are accepting book and other material donations again. They have a preference for Tuesday and Friday mornings when the volunteers are there, but the library is able to accept donations on their behalf at any time. Klien reported that donations are coming in, but they are not overwhelmed. The Friends are discussing the potential of having another book sale yet this fall.

Trustees recognized staff anniversaries – Circulation Supervisor Jill Austin – 33 years, and 20+ year anniversaries for Kristin McNeal, Steve Rossio, and Rolfe Behrje.

VIII. Process Evaluation

A. Suggestions for Agenda Items to be included on the December 13 board meeting

1. Minutes of the Regular Meeting held on October 25, 2021.
2. Review of FOIA Policy
5. Approval of Annual Calendar of Library Board Activities for FY 2022
6. Adoption of Schedule of Library Board Meetings for 2022
7. Report on Financial Condition for October 2021
8. Report on Financial Condition for November 2021
9. Marketing Update for October & November 2021
10. Narrative Report for October & November 2021
11. Statistical Report for October 2021
12. Statistical Report for November 2021
13. Legislative Update for November & December 2021
14. Appointment of Nominating Committee Chair to Survey Trustees' Interest in Board Offices in 2022
15. Personnel Committee's Recommendation for Library Director's Compensation in 2022
16. End-of-Year Report on Accomplishment of all Ends in 2021

B. Assessment of this meeting

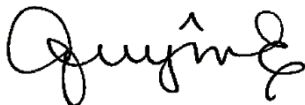
C. Miscellaneous Items

IX. Adjournment

Library Board Chair Behr said if there was no further business to be considered, that she would adjourn the regular board meeting of October 25, 2021.

DISPOSITION: The regular board meeting of October 25, 2021 was adjourned at 7:15 PM.

Recorded and Transcribed by,



Quyen Edwards
Library Board Secretary

Exhibit A

FOIA – Procedures and Guidelines

PORTAGE DISTRICT LIBRARY
FREEDOM OF INFORMATION ACT PROCEDURES AND GUIDELINES

I. PURPOSE.

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

II. FOIA COORDINATOR.

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

III. REQUEST REQUIRED.

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

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

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

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

- a. By mail or in person:

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

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

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

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

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

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

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

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

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

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

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

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

IV. PROCEDURES FOR RESPONDING TO WRITTEN FOIA REQUESTS.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

V. FEES.

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

A. *Labor Costs:*

1. Searching for, Locating and Examining.

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

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

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

2. Separating and Deleting Exempt from Non-Exempt:

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

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

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

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

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

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

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

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

3. Duplication or Publication Labor Charges.

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

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

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

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

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

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

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

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

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

B. *Other Costs.*

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

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

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

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

2. Costs for Providing Paper Copies.

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

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

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

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

3. Mailing Costs.

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

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

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

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

VI. DEPOSIT.

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

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

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

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

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

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

VII. WAIVER OR REDUCTION OF FEES.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

IX. INSPECTION.

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

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

X. CERTIFIED COPIES.

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

XI. APPEALS.

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

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

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

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

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

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

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

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

a. Waive the fee.

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

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

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

XII. CIVIL ACTION.

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

1. Civil Action After Appeal: If the Library Board fails to respond to a written appeal or if the Library Board upholds all or a portion of the disclosure denial that is the subject of the written appeal, the requesting person may seek judicial review of the nondisclosure by commencing a civil action within 180 days after the Library's final determination to deny a request.

2. Civil Action Directly After Denial. A requestor may also commence a civil action in the circuit court to compel the Library's disclosure of the public records within 180 days after the Library's final determination to deny a request. The requestor is not required to appeal the denial to the Library Board before commencing the civil action.

3. Remedies; Fines. If the court determines a public record is not exempt from disclosure, it shall order the Library to cease withholding or to produce all or a portion of a public record wrongfully withheld. If the person prevails, the court shall award reasonable attorneys' fees, costs, and disbursements. If the person or Library prevails in part, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines that the Library has arbitrarily and capriciously violated this act by refusal or delay in disclosing or providing copies of a public record, the court shall order the Library to pay a civil fine of \$1,000.00 and shall award, in addition to any actual or compensatory damages, punitive damages in the amount of \$1,000.00.

B. *Civil Action Regarding Fees.*

1. Civil Action After Appeal. A requestor may commence a civil action in the circuit court for a fee reduction if the Library (1) failed to respond to a written appeal or (2) made a determination on a written appeal. A requestor must submit an appeal to the Library Board for a fee reduction before commencing a civil action. If a civil action is commenced against the Library, the Library is not obligated to complete the processing of the written request for the public record at issue until the court resolves the fee dispute. This action must be filed within 45 days after receiving notice of the determination of an appeal to the Library Board.

2. Remedies; Fines. If the requesting person prevails by receiving a reduction of 50% or more of the total fee, the court may, in its discretion, award all or an appropriate portion of reasonable attorneys' fees, costs, and disbursements. If the court determines the Library has arbitrarily and capriciously violated this act by charging an excessive fee, the court shall order the Library to pay a civil fine of \$500.00, which shall be deposited in the general fund of the state treasury. The court may also award, in addition to any actual or

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

XIII. FOIA RECORD RETENTION.

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

XIV. PUBLICATION AND NOTIFICATION OF PROCEDURE AND GUIDELINES.

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

XV. SEVERABILITY; ENFORCEABILITY.

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

XVI. EFFECTIVE DATE.

These Procedures and Guidelines shall become effective upon approval.

Exhibit B

FOIA – Written Public Summary

PORTAGE DISTRICT LIBRARY

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

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

A. How Can I Request a Public Record?

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

B. When Can I Expect a Response?

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

C. How Can I Understand the Response?

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

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

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

E. What Fees Will the Library Charge?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Exhibit C

FOIA – Detailed Itemization Sheet

PORTAGE DISTRICT LIBRARY DETAILED ITEMIZATION

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

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

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

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

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

PORTAGE DISTRICT LIBRARY BOARD
Library Board Annual Calendar for 2022

MONTH	Board Governance Activities	Board Policy Review	Monitoring of Executive Limitations	Monitoring Reports on Ends Statements	DEADLINE Reminders
January	<ul style="list-style-type: none"> Election of Board Officers – Chair and Vice-Chair Appoint Board Personnel Committee; Friends Liaison & Board Secretary <u>Conflict of Interest</u> Statements must be signed by trustees Approve any necessary budget amendments for <u>previous</u> fiscal yr. Approve any budget amendments needed for Ends in <u>new</u> fiscal year Approve Library Director’s interpretation of Ends Statements & projects for the new year Approve Library Director’s personal goals for the new year 	<ul style="list-style-type: none"> Community Meeting Room Policy Library Privacy & Search Warrant Policy 	<ul style="list-style-type: none"> Global Executive Constraint 4th Quarter Financial Report on previous fiscal year and report and comments on Year End Results. 		<ul style="list-style-type: none"> Prepare and submit annual State Aid Report to Library of Michigan. Propose budget amendments to adjust previous year’s budget. Do budget amendments as needed to fund Ends projects in new year. Library Director’s interpretation of Ends Statements for new year. Library Director's Personal Goals for due to Library Board. Review contracts with <u>all other</u> insurance providers. 4th Qtr. Financial Report from previous Fiscal Year 4th Quarter Strategic Plan Statistics from previous year
February	<ul style="list-style-type: none"> Review of Library Board by-laws Approve allocation of Gifts & Donations funds for the new year Receive Marketing Plan for the year 		<ul style="list-style-type: none"> Emergency Library Director Succession Treatment of Consumers 		<ul style="list-style-type: none"> Allocate gifts and donations funds. Engage firm for financial audit of the library's previous fiscal year. Marketing Plan for the year.
March	<ul style="list-style-type: none"> Invite guest(s) to board meeting 		<ul style="list-style-type: none"> Asset Protection Financial Planning & Budgeting Financial Condition and Activities 		<ul style="list-style-type: none"> Review contract with liability insurance provider and make recommendation to Board. Begin audit process at the library.
April	<ul style="list-style-type: none"> Schedule mid-year review with the Library Director Receive Audit Report for previous Fiscal Year 	<ul style="list-style-type: none"> Art Exhibit Policy Programming Policy 	<ul style="list-style-type: none"> 1st Quarter Report for the current fiscal year. Fundraising Executive Limitation 	1st Quarter Strategic Plan Statistics	<ul style="list-style-type: none"> Spring Appeal Campaign Continue audit process. Audit Report to Library Board Fundraising Plan presentation
May	<ul style="list-style-type: none"> Planning and budgeting Invite guest(s) to board meeting 	<ul style="list-style-type: none"> Patron Behavior Policy Reciprocal Borrowing Policy 			<ul style="list-style-type: none"> Initiate new contracts or renew for outsourced services Work on budget projections for next fiscal year

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

	<p>Library Director’s evaluation process & distributes forms</p> <ul style="list-style-type: none"> • Invite guest(s) to board meeting 				<ul style="list-style-type: none"> • Staff Development Day • Participate in Library Board’s Annual Retreat
October	<ul style="list-style-type: none"> • Appoint Nominating Committee Chair to poll trustees about interest in Board officer positions <i>(In election year, postpone this action until December)</i> • Board Personnel Committee conducts Library Director’s annual evaluation & prepares recommendation for compensation in new year • Finalize Long-Range Strategic Goals for the Library • Follow-up discussion about Library Board Annual Retreat • Adopt schedule of board meetings for the new year • Adopt annual calendar of Library Board activities for new year • Approve holiday schedule for library hours of operation in new year • Set Non-Resident Fee amount for the new year 	<ul style="list-style-type: none"> • Donation Policy • Circulation Policy (formerly Fines and Fees/Usage Policy) • Investment Policy and list of investments • Resident/ Non-Resident Policy 	<ul style="list-style-type: none"> • Communication and support to the Library Board • Ends Focus of Grants/Contracts • 3rd Quarter Report for the current fiscal year. 	3rd Quarter Strategic Plan Statistics	<ul style="list-style-type: none"> • Library Director’s evaluation done • Identify “Areas of Focus”& work on interpretation of Ends • Develop Holiday Schedule for the Library’s Hours of Operation for the new year • Set Resident Non-Resident Fee • Schedule Board meeting in new year (and reserve rooms) • Work on Annual Campaign
November	NO BOARD MEETING in NOVEMBER <i>(Election in Even Numbered Years)</i>	None	None	None	<ul style="list-style-type: none"> • Conduct Annual Campaign
December	<ul style="list-style-type: none"> • Board Personnel Committee conveys results of Library Director’s evaluation & recommends compensation for the following year and contract renewal • Approval of final schedule of Library Board meetings • Orientation of any new trustees • Recognition of any departing trustees 	<ul style="list-style-type: none"> • FOIA Policy 		<p>END of YEAR REPORT on ALL END STATEMENTS for current year</p> <p>4th Quarter Strategic Plan Statistics to be reported on January 2022</p>	<ul style="list-style-type: none"> • Prepare final progress report on all Ends Statements • Staff evaluations done • End-of-year closing of books • Prepare documents for December board meeting including projects to accomplish Ends in new year • Review content in Library Board’s Annual Calendar

Library Director's Narrative Report for December 13, 2021 *(Activities from October and November 2021)*

Administrative Activities:

During the latter part of October and the month of November 2021, Library Director Christy Klien engaged in the following activities:

- ❖ Participated in weekly Administrative Team meetings.
- ❖ Participated in weekly staff meetings.
- ❖ Participated in Portage Rotary weekly meetings.
- ❖ Participated in PDL Virtual Public Board Meeting on October 25.
- ❖ Participated in PDL, C2AE, and Walbridge weekly building project update and Open Item discussion meetings on October 18, October 21, October 25, November 4, November 11, November 18, November 22, and November 29.
- ❖ Met with Walbridge construction manager Lee Fitzgerald, Rob Foti, Doran Lefaive, and C2AE project manager Kaveh Ipakchian to review project budget and alternative projects on October 25 and November 30.
- ❖ Interviewed by a local church for community leader input on their Strategic Plan on October 25.
- ❖ Met with C2AE interior designer and architects to conduct a building design plan walk through on October 21.
- ❖ Met with the PDL Moving Committee members Abby Pylar, Andrea Smalley, Laura Wright, and Ruth Cowles on October 21.
- ❖ Conducted annual performance review discussions with Administration staff during November.
- ❖ Participated in the 50% walk through of the 300 Library Lane with City of Portage personnel.
- ❖ Met with potential donors on November 9 and November 15.
- ❖ Met with Colin Whitehurst, Jill Austin, and Rolfe Behrje to develop a plan for circulation policy changes on November 22.

Maintenance and Building Services

- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.
- Participated in Owner/Architect/Contractor (OAC) meetings Nov 1, 22 and 29 and Dec 6 to discuss any project concerns, scheduling for both the existing library and temporary location and the progress on action items.
- Assisted with the City of Portage building inspection of the current library on Oct 20 which resulted in no infractions and a passing inspection.
- Participated with C2AE's FFE architectural and interior designer meeting on-site on Oct 10 to discuss the new library details and answer any questions from staff.
- Participated in the construction budget review meetings with Walbridge on Oct 25 and Nov 30.
- Attended Walbridge's bi-monthly Contractor Coordination on Oct 25, Nov 8 and 22, Dec 6 to ensure RFIs and submittals are correct and responses will meet the construction schedule.
- Gathered the universal waste and properly disposed of it at the Kalamazoo County facility on Oct 29.
- The asbestos containing material on the exterior's raised roof's transite soffit was removed and properly disposed on Nov 1.
- Electrician rewired the current building lighting on the main level due to non-responding programmable circuit breakers on Nov 4. Ordered salvaged replacement breakers and installed these on Nov 19.
- Discussed any "hot" construction concerns with Walbridge and C2AE on Nov 4, 11, and 18.

- Participated in the 50% walk through of the new library with the City of Portage Building inspectors on Nov 8.
- Met with Sahr and Walbridge to finalized keying for the new library on Nov 12.
- Received Consumer Energy's approval for energy rebates for the new library for both HVAC and lighting replacement.
- Kalamazoo Nature Center's Ecological Services group meetings on Oct 25 and 27 with the native short grass and wildflower/pollinator seeding and straw blanketing installation on Nov 19.
- Mite-E Exterminating treated the current bldg. for pest control on Nov 26.
- The recycle bin's latch broke and the entire bin was replaced on Nov 29 without the locking mechanism.
- Elevator maintenance at current library on Dec 1.
- Participated in the staff tour of the library's renovation on Dec 1.
- Met with Justice Fence requesting a quote for the North terrace gate and SE egress barrier fence on Dec 2.
- A light post fell due to high winds and a corroded base on Dec 2 and owner responded to repair.
- Earthworks removed the leaves from the grounds on Dec 2.
- Participated in the new server room layout discussion including the Halon fire extinguisher tank location on Dec 3.
- Participated in the library return move discussion with contractors to tentatively schedule dates on Dec 7.
- Reviewed the signage submittal for accuracy and participated in multiple signage discussions with C2AE, Valley City and Walbridge to finalize the descriptions for each door entrance.
- Continue with current temp library maintenance issues, such as, janitorial services, waste services, PaperGator service, HVAC temperature and salting services for parking lot and sidewalks.

Personnel Information:

The library undertook the following Human Resource and Financial activities since the October 25, 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.
- Work with John Aymond of Multi-Bank Solution to reinvest Library funds as investments mature.
- Worked with Ingram to change the payment process for invoices. PDL will now receive an electronic file from Ingram on a monthly basis which will be used to apply received goods in the accounting software in batches. Additionally, PDL will now pay one invoice for the entire months purchases to Ingram. This process will save PDL staff approximately 4 hours per week in repetitive tasks. PDL has previously employed a similar process with Baker & Taylor that is saving approximately 8 hours per week in staff time.
- Met with Library Director, Head of Adult Services, and Librarians within that Department to review candidates for the Customer Service Assistant positions and restructuring of Customer Service Assistant positions in Adult and Youth Services Departments.
- Coordinated set-up of interviews and conducted interviews for the Adult Services Librarian and Customer Service Assistant positions.
- Made job offers to two (2) candidates for the Adult Services Librarian position.

- Hired two (2) new Customer Service Assistants, Leona Carter and KayLee Davies in the Adult Services Department. Converted Emily Wallace from a Library Substitute to a Customer Service Assistant in Youth Services.
- Accepted the resignation of Adult Services Library Associate Christine Doane. Christina will be leaving PDL for a full-time position with Parchment Schools.
- Worked with Debbie Graf and John Schuemann of Rose Street Advisors to conduct the annual open enrollment for staff to choose benefits for the new benefit year beginning December 1, 2021.
- Made all necessary changes to employee profiles to account for new benefit withholding amounts and insured employee enrollment with various benefit providers.
- PDL Business Services staff attending training on the set-up and use of the Onboarding module in Paylocity. This module will be used going forward to conduct all onboarding paperwork for new employees. This process will save staff time and unnecessary printing of paper with sensitive information.
- The Library Director and Business Manager met with all supervisors to review year-end evaluation. Evaluations are being given to all staff and an updated process of keeping all documents in electronic form is being utilized.

Staff Anniversaries for November and December:

Kristy Zeluff, Youth Services Librarian – November 9, 6 years
 Ruth Cowles, Adult Services Librarian – November 16, 6 years
 Rosemary Cotter, Adult Customer Service Assistant– November 20, 2 years
 Martha Nutt, Circulation Assistant – November 20, 2 years
 Katharyn Haas, Adult Services Librarian – November 27, 4 years

Angela Loertscher, Library Substitute – December 5, 5 years
 Martha Maytnier, Library Substitute – December 12, 5 years
 Megan Howard, Youth Services Assistant – December 16, 2 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)

Adult Services Programming Highlights –

Geek Fest Oct 1 to Oct 31st.

- We held a virtual version of Geek Fest for the second year in conjunction with five local libraries: Geek Fest included an online artist alley (<https://www.geekfestswmi.org/>), with three patrons displaying their art. PDL hosted 6 programs in support of Geek Fest, which are listed with our programming highlights.

- We have reached 8,294 persons on our Geek Fest Facebook page, which is up 50% from last year. There were 1,200 engagements, up 58% from last year. We boosted mainly the calendar post and the Artist Alley Post and posted to the PDL social media about them as well as many of the Geek Fest events. Our calendar of events reached 10,502 people and the Artist Alley Post (also specially boosted) reached 2,273 people.

- Geek Fest Break In Bags – Sept 17th to Oct 15th – 50 bags given though wait list max at an additional 20 interested persons. 75% Portage Residents.

A Break-In Bag was filled with random goodies for those who could solve the puzzle lock, clues included! This puzzle activity is great for anyone who enjoys escape rooms. Meant as a pre- Geek Fest advertisement for the upcoming various library events.

- Geek Fest Swag Bags – Oct 1, 2021 to Oct 31 2021 – 50 bags given though wait list max at an additional 20 interested persons. 90% Portage Residents.

Event Swag bags are popular at fan gatherings to help promote a love of the event or fandom. In this case we focused on a Geek Fest Swag Bag filled with crafts, candy, library loot, comics, and other goodies.

- Cookbook Club Challenge: Plenty of Pasta-bilities—October 1st – October 31st—6 new members/challenge participants.

The winner of the October Cookbook Club Challenge, Usharani Pugazhendhi, posted two fantastic YouTube videos they made about how to make Instant Pot Pasta and Very Tasty Mac and Cheese. All the members are thrilled to check out their videos every month.

- Cosplay Like the Professionals! – October 2nd at 3:00 PM on Zoom – 8 people attended.

An approachable live chat about duplicating the outfits of fictional characters with Cullen of Chaotic Neutral Cosplay. CNC has years of experience with creative and award-winning cosplays and patrons enjoyed asking questions of this experienced professional.

- Lightsaber Fencing Demonstrations– October 9th at 1:00 PM on site – 37 people attended.

Patrons were encouraged to join us for a live outdoor interactive demonstration of lightsaber fencing. Members of Ludosport demonstrated a worldwide Light Saber fencing combat discipline that was founded by a group of talented martial artists who loved the Star Wars movies. Patrons so enjoyed it that the presenters ran out of practice sabers and turns had to be taken. With a variety of attendees from families to single older adults this program seemed to enjoy broad support.

- A Brief History of Special Effects – October 12 at 7:00 PM in person – 12 people attended

Film professor Kelly Wittenberg, from Western Michigan University taught us the origins of special effects in movies. But more than special effects, she taught us why they work by explaining the way shots are lined up and the optical illusions filmmakers use. PDL recorded the presentation and posted it on YouTube for everyone to enjoy.

- Brookdale Book Talk – October 14th at 1:00 PM at Brookdale – 5 people attended

Adult Services Librarian Ruth Cowles had a small group due to another Brookdale program running at the same time. Out of the 25 books selected for the community, 15 were checked out, and two special requests were made. They were ordered through the MeL system and delivered on October 26.

- Go Forth in Style: Cosplay Tips and Tricks– October 16th at 3:00 PM on Zoom – 20 people attended

An approachable live chat about the care and use of ones Cosplay with Jessi Fletcher from Sew Excited Cosplay, who has been in the cosplay community for over 10 years. Winning multiple awards for attention to detail and an artistic approach to design, Jessi enjoys combining them in her wearable art. Patrons enjoyed a lively discussion as she answered all their questions.

- Level Up: Online Game Night— October 16th at 7:00 PM on Zoom – 12 people attended
Patrons were able to drop into and out of a list of easy and fun online games that included Jackbox Games, Fluxx, Dominion, and many more. There were over a 100 choices to pick from! Patrons had fun and were happy to have this programming option.

- Native Plants: Their Beauty and Value to the Earth and its Creatures - October 16th - 15 people attended
Tom Small, retired professor from Western Michigan University, hosted a program about native plants and how they are beneficial to the environment. He also shared a lot of information on native plants in the area and ways to incorporate them into your landscaping. PDL recorded the presentation and posted it on YouTube for everyone to enjoy.

- Jim Hines: Writing Humor in Fantasy and Science Fiction - October 21st - 12 people attended
Jim Hines, author of several popular fantasy and science fiction series, including the Goblin Quest trilogy and the Janitors of the Post-Apocalypse, gave a lively and heartfelt talk about the healing power of laughter in science fiction and fantasy, and answered questions about how best to convey that when writing. The question and answer period was very lovely.

- Outreach Event at the Portage Farmer's Market- Sunday, October 17 and Sunday, October 24
Joe Chamberlin, from the Portage Environmental Board, worked with us to promote the Seed Library at the Portage Farmer's Market on two Sundays in October. Seed Library coordinators Jane Fleming and Quyen Edwards decided to offer free seed packets to those interested. It was a great success. Edwards represented the library at the Market both days and she connected with Annie Pryor, the Farmer's Market Manager as well as people from the Parks Department. Both organizations are interested in coordinating activities next year.

- A Book and a Movie: Dune – October 19th and 23rd – 36 people attended
This program was done in two parts. Part one was a book talk on a selected title. This year's title was Frank Herbert's Dune, where nine brave patrons shared Adult Services Librarian Ruth Cowles's excitement about this science fiction classic. She explained the history and inspiration Herbert used to create this work of art. We also covered the various themes and analyzed this ecological novel which was written at the beginning of understanding global warming. Part two awards the people who came to the book talk by giving free tickets to see a book's movie adaptation. In this case, our community saw the 2021 October release of Denis Villeneuve's adaptation. PDL not only gave tickets away to the talk's participants but also to patrons who commented on a PDL Facebook post to fill the theater. We had 27 seats filled for the movie.

- Honey Heist— October 23rd at 1:00 PM on Zoom – 3 people attended
A swiftly-moving, interactive game about a group of bears in cool hats going for the big score from Honeycon, a large Honey Convention. Patrons rolled dice to determine what type of bear they were, what role they would play in the heist, and what kind of cool hat they would wear. Goal: Grab the honey and run before their criminal nature or bear traits undermines their plans.

- Purl for Portage: A Virtual Yarn Arts Club—October 26th—8 people attended
After several patrons asked for more virtual crafting options, we renewed a previously successful in-person program—Purl for Portage—in a new virtual format! Attendees can pick up kits of materials or bring their own projects to a special Zoom meeting where new knitters are shown how to get started and seasoned knitters share project ideas. All attendees are given the opportunity to donate their finished

projects at the Adult Information Desk. The library will redirect these warm winter items to people in need. In 2019, participants in Purl for Portage gave away over 100 handmade items.

- Maker Mania, Portage West Middle School, Thursday, October 28th - 30 people attended

Kristen Shook, Media Specialist at Portage West Middle School, periodically hosts afterschool events called Maker Mania. Representatives from the PDL Adult (Jane Fleming) and Youth (Andrea Smalley) Departments attended. They created a Halloween-themed Maker Activity for students at Portage West Middle School. The kids were having a wonderful time working at the PDL station as well as all the other stations.

- Cookbook Club Challenge: Grist—November 1st – November 30th—4 new members/challenge participants

Cookbook Club Challenge winner Lauren Fangman shared a fantastic vegan recipe featuring quinoa and brussels sprouts with the rest of the group called Easy Fall Quinoa Bowl. Many cannot wait to try out this cozy fall recipe!

- Sword Fighting: Screen vs Reality– Nov 9th, 2021 – 13 people attended

Swordsmanship instructors Jerry Berg and Natalie Budnick from the Swordsmanship Museum and Academy presented a thrilling discussion about sword fighting. This presentation was a hybrid event. Patrons could attend the discussion in person at the library or join virtually via Zoom. Our presenters shared their thoughts on swordsmanship, the realities of combat, and how real sword fighting compares with depictions in video games and other popular media.

- Virtual Cooking Demo with Chef Abra Berens—November 10th—9 people attended

Michigan-based Chef Abra Berens showed attendees a cooking demonstration based on the style of cooking in her latest cookbook *Grist: A Practical Guide to Cooking Grains, Beans, Seeds, and Legumes*. Chef Abra then answered questions about her recipes and cooking in general from attendees. Many attendees were delighted with her unique farm-to-table narrative cookbook style and look forward to her next publication which will focus on recipes featuring Michigan fruit. *Grist* was also featured in PDL's Cookbook Club group on Facebook.

- Brookdale Book Talk – November 11 at 1:00 PM at Brookdale – 7 people attended

Two new residences joined the fun and checked out two books each. We had a lively discussion about the current state of COVID and how the library is handling public gatherings.

- DIY Dryer Balls - November 15 - 17 attendees

This craft showed participants how to use natural materials (wool, felting tools), to create dryer balls to replace traditional dryer sheets. Dryer balls are sustainable, so they produce much less waste and are much better for the environment. Jane Fleming taught the class, and the participants really enjoyed making their dryer balls and sharing what they made with other attendees. Due to a significant number of people on the waiting list another class will be offered in January.

Some comments on the comment card included: *“Very informative and FUN!”*

“I learned a craft that is also helpful to the environment.”

“It was very motivating, and the teacher was awesome. Very encouraging.”

“I’ve never felted before, and I also learned about sustainable practices.”

- Intro to 3D Design and Printing: Part 1 - November 16th - 9 people attended

This program had to be limited to no more than 10 because each participant needed a computer, and we had 10 computers available. Al Holloway, founder of Kazoo Makers, brought his 3D printer and gave a presentation about 3D printing and how it is used today. Participants also had the chance to see 3D printing in action as he printed out some small items during the presentation. The participants then had the chance to design a name badge and send their design to Al to print out for them. These are being distributed to the participants.

Some comments included:

"I design jewelry and I would love to learn more about 3D printing to enhance my designs."

"This was fascinating. I learned a lot!"

- Take-Home Craft for Adults: Easy Gem Icicle Ornaments – November 19 all-day – 60 bags created
Sixty households signed up for this easy craft creating an heirloom that can be passed down in the family for generations..

- The Legacy and Memory of Emmett Louis Till—November 30th—20 people attended
Retired Portage Public School teacher Jim Herm held his in-person and virtual audience spellbound during this moving presentation about the legacy of Emmett Till. Attendees learned about the history of racism and violence following the Civil War and uncovered the facts surrounding the murder of Emmett Till. Finally, they were told that the family never received justice and encouraged to tell Emmett's story to others they knew. This presentation was both in person and on YouTube with 11 attendees in the room and 9 tuning in online.

Quotes from attendees: *"Always amazed at how little I knew about this history."*

"Thank you for keeping subject alive." "I was never told this story or heard of Emmett Till in school."

Youth Services Programming Highlights –

- Teen Services Librarian Olivia Pennebaker hosted Book Buzz: Spooky Edition, a lively virtual book party centered on stories that deliver thrills and chills.

- Books and Treats, an event co-hosted by Portage Northern High School's Book Buddies volunteers, their coordinator, Jeanne Friedman, and PDL Youth Staff, took place in our temporary location. Over 120 people attended – each group had a designated time to attend. Teens and staff created booths with activities including crafts, games, scavenger hunts and more.

- Youth Staff Kristy Zeluff continued to post her very popular Family Online Storytimes.

- In addition to our monthly movement-based storytimes with Just Move Fitness, we added a "Harry Potter Hogwarts Workout" and a "Zumba Kids International Dance Party".

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

- During the month of October, the Creation Station had 30 bookings from 22 patrons.

Some of the uses of the Creation Station in October include the following:

A photographer using Adobe Photoshop and Lightroom for his small business.
A daughter digitizing old VHS cassettes as a Christmas surprise for her mother.
A patron digitizing old photos and slides to send to family members.
A patron using Photoshop to edit photos she needs for a project for church.

Adult Services Librarian Jane Fleming ordered another scanning device, the Wolverine Movie Maker Pro, for digitizing 8mm and Super 8 film. She created a tutorial and trained staff on the device. Jane also created Comment Cards for the Creation Station to get additional feedback from patrons.

There were about 8 one-on-one's at the Creation Station to assist patrons who requested additional help. Everyone felt comfortable using the equipment after a brief explanation.

Each week Fleming sends Marketing Manager Colin Whitehurst content to advertise the Creation Station on Facebook. This can range from explaining how different devices work to showing people different projects they can make using the Creation Station. This month highlighted how to create a holiday card in Photoshop, how to remove unwanted objects from photos, the Fast Foto scanner and the Slide Scanner.

- During the month of November, there were 34 separate bookings from 21 separate users. The services most often used in November were VHS transfer to digital, photo scanning and slide scanning.

Comments from patrons:

"I am converting my wedding and kids VHS tapes to a flash drive. They are 30 years old and not in the best shape. I am hoping to preserve these memories and share them with my kids. Thank you!"

"I am converting family movies (VHS and 8 mm) to digital format. I may also want to scan negatives and slides in the future."

"So easy, and conversion of slides to digital is excellent. I am working on a family member's memorial album. Having this service certainly helps a great deal. Thank you!"

Develop more instructional programming for adult patrons

- Please see program highlights above. Of special note are several of the Geek Fest programs, including two costuming programs, and Intro to 3D Design and Printing in support of the library Creation Station, and the return of our popular Purl for Portage program.

Create programming that promotes interactive learning

- For October's first theme, "Fall Fun", Youth Staff Nancy Muffley created crafts and activities to usher in this new season.

- As part of their 2-week theme, "Creatures of the Night", Youth Staff Mary Breuer and Kristy Zeluff created a haunted mansion seek and find display, in-house scavenger hunt, and constructed over 325 take and makes and in-house activities. This was a very popular theme, and many children came to enjoy the library activities and crafts.

- November's theme was "Dinovember". Children could participate in activities relating to the books, "What the Dinosaurs Did Last Night" by Refe and Susan Tuma. Youth Staff Annette Wendt, Andrea Smalley, and Laura Wright created the crafts, displays, and activities for this month.

- Youth Staff Annette Wendt, Andrea Smalley and Kristy Zeluff produced their first two Tasty Travels Zoom programs in October and November. The first recipe was Candy Sushi, and the young attendees had fun interacting with staff during the event. Next, they "travelled to India" and made kheer, which is rice pudding. The technical aspects went much smoother than for our first Tasty Travels, and the families really enjoyed participating. Twelve families signed up and took home kits, and six of those families

participated in the live Zoom. As with the first program, we recorded the Zoom and distributed it to participants who were not able to join us for the live event.

- Families were invited to prepare a “kid friendly” recipe with local twelve-year old junior chef Gia Key. She created an entertaining well-prepared pre-recorded cooking segment walking families through her family recipe. The goal was to encourage children to try to cook. Apple Crisp was the featured recipe this month. 30 Families registered to receive the dry ingredients.

Create a literacy liaison who will make connections and give tours to ESL and Adult Literacy groups
- Staff coordinators Christina Doane and Andrea Smalley met with ESL of SWMI tutors on Zoom to go over current and future status of library offerings including but not limited to: Adult Ready Read Books, ARR Digital related resources, Dual English and non-English books (adult and child), Rosetta Stone, Easy Reader News, Crossroads DVD's, How to get a library card, Mel.org, Books in non-English languages, and the upcoming study/tutor space in the redone library.

Build programming and services that will reach groups at diverse levels

- Teen Services Librarian Olivia Pennebaker hosted Teen LGBTQ+ Meet-Up, where attendees discussed newly released LGBTQ+ teen books.

- Youth Librarian Andrea Smalley led the 4th-6th grade book group in a discussion of "Counting by 7s" by Holly Goldberg Sloan.

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

- Our Book Bundles program is quietly growing. Eighteen different kids signed up in November to get a Book Bundle selected specifically for them by one of the youth librarians. Feedback from parents has been very positive. One parent told Youth Librarian Kristy Zeluff that the beginning chapter books selected for her young reader have completely changed his attitude about reading, and that he found several new series that he is eager to read.

- In addition to our theme week displays:

LGBT History Month: A display of books about important figures and events in LGBT history.

Jawsome Reads for Halloween: Scary stories, ghost hunting guides, and terrifying graphic novels to help teen readers celebrate Halloween with spooky pizzazz.

Native American Heritage Month: A display of teen books by Native American authors, featuring a variety of genres.

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

- Please see program highlights above. Of special note, Library Staff was at the Farmer's market twice in October in support of our Seed Library.

- Youth Librarian Andrea Smalley and Jeanne Friedman coordinated several meetings and work groups with the Portage Northern Book Buddies to prepare for the Books and Treats event, and to work on pen pal exchanges with Portage elementary students and the Book Buddies. In addition, a student volunteer worked to create a display for the Dinovember theme at the library.

- Youth Librarian Andrea Smalley created DEI (Diversity, Equity, Inclusion) booklists for the Moorsbridge CIRCLES group, and presented at the Tutor Forum for ESL for Southwest Michigan with Adult Staff Christina Doane.

- Our outdoor, in-person storytimes continued. Youth Staff Kristy Zeluff finished her visits at Lakeview Park and shifted to Celery Flats, where there is a pavilion and the bathrooms are open and heated. As of this writing, more than 50 different families have attended at least one outdoor in-person storytime. Attendance varies, but is usually between 10 and 25 people per storytime. This group of families is enthusiastic about attending, and would prefer to remain outside due to concerns about Covid.

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

- After this year's load of new students and update of returning students occurred, we discovered an anomaly in our process that was not allowing the expiration dates of returning student accounts to be updated in MeLCat. Corrective action was taken and those students are now be able to access MeLCat services.

Update the Library Website

- We have transferred the temporary website to a new server that will be a long-term storage solution. We are currently working out kinks that were created in the process.

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)

The highlights for the Heritage Room for the month of October are as follows:

- Along with normal Heritage Room duties and working on the library re-modeling endeavor, Local Historian Steve Rossio's primary focus was the development of the veterans exhibit for November. After taking a year off due to the pandemic, it was decided to do an "in-person" exhibit this year with the focus being on the Korean War of 1950 to 1953 (actually the war has never officially ended but 1953 is the year the armistice was signed between the North and South). The Korean War was chosen this year due to a donation of items in 2020 (just prior to the Covid Pandemic) from the family of former Portage Library board member and Kalamazoo Gazette reporter Alan Selby.

Alan served as a Portage Library Board member from 1979 until 1983 and was a Gazette reporter from 1957 until his death in 1984. The items received pertain to his time serving as a photographer during the Korean War and include personal papers and photographs of both U.S. military personnel as well as artistic photographs of the local Korean population.

Along with the Selby display, Steve was able to borrow a Korean War Air Force officer's uniform, a Navy Chief's uniform manufactured in Korea, a Korean War 2nd Division Army uniform, a rare Korean War grouping from Robert Musselman's family (Robert was a regular patron of the library who is now deceased), and miscellaneous equipment that would have been worn by a G.I. while serving in Korea.

All items were researched and contain detailed descriptions written by Steve. Along with the descriptions are two monitors rotating the various images taken by Al Selby. The exhibit will be on display through the month of November.

The highlights for the Heritage Room for the month of November are as follows:

The Heritage Room's veteran's exhibit focusing on the Korean War opened on November 1st and was up for the duration of the month. The exhibit, focusing on the Korean Conflict, consisted of several displays including photographs and artifacts from former Library Board Member Alan Selby; a Korean War Army Air Force uniform; a Navy Chief Petty Officer's uniform from a resident of Kalamazoo County who had it tailored in Korea; a grouping of artifacts and a uniform from a long-time library patron; an additional uniform from the 2nd Division and a display of military equipment typical of the kind carried by a United States Combat Infantryman during the Korean Conflict. The display was well received with many thanking the library for honoring and remembering our veterans.

During this time, Steve also delivered a Veterans Day presentation to the local Kiwanis Club.

Once the Veterans Exhibit was in place Steve immediately began to work on the December display which will consist of model trains. Working with several area collectors, a board member of the national LCC (Lionel Collector's Club) and a local train club, Steve has managed to borrow quite an extensive display of Lionel Trains from the 1930's, 1940's and 1950's. There are passenger sets from the 1930's and early 1940's, a freight set from the late 1930's, engines and sets from the 1950's and 1960's and a wonderful set belonging to a regular patron who has owned it since it was given to him in the mid 1950's. It promises to be a fun exhibit and should appeal to all age groups.

Along with the exhibits Steve continues to work on weeding the Heritage Room collection in preparation for the return to the old/new facility next spring.

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. Construction and site work continues at 300 Library Lane. Project is projected to be on schedule. Building Committee Members, Abby Pylar, Colin Whitehurst, Doran Lefaive, Jill Austin, Kristy Zeluff, Laura Wright, Lawrence Kapture, Ruth Cowles, Rob Foti, and Steve Rossio, finalized FFE order during the month of October. Tours of construction site were provided to Library Board Trustees and staff on November 16 and December 1.

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

- Seventeen library staff members and board of Trustees were registered to attend this year's Michigan Library Association's virtual conference on October 13 and October 14.

Maintain Symphony database of item and user records

- To facilitate the new Large Print Favorite Authors program, all new large print items were converted from a four week checkout to a two week checkout setting in Symphony.

- Since account renewal reminder notices have resumed, we are seeing a large number of returned notices for patrons who have moved. Depending on the information provided, these accounts are either being flagged for confirmation of address change or are being removed from the Symphony database. Before the end of the year, we will resume purging inactive user accounts, a process that has been suspended since March 2020. There are approximately 14,700 inactive user accounts that have not been used since 2018 or earlier. Some of the long inactive accounts were previously not purged because of outstanding fine balances.

Sponsor annual community support initiatives

- The Salvation Army Angel Tree collection began November 8 and ends December 9. Our community of library users has picked up almost 200 Angel tags and numerous items have already been dropped off at our location.

Systems Administrator Updates:

Software Patching: Ninite Pro –

- Reviewing 3rd application list and comparing to Faronics DeepFreeze list for potential switch.

AntiVirus & Security: Sophos Central Endpoint Advanced –

- Renewed service for 2022. Now, known as Sophos InterceptX. Comparing features and quality with Microsoft Defender Cloud Security.

Integrated Library System: SirsiDynix Web Services

- Reviewing web services changes for potential Circulation History Display. Reviewing performance and maintenance processes.

Temporary Location Move - OCTOBER/NOVEMBER ACTIVITIES

- Working with Aanalytics and Elite Funds for USF Erate to identify network hardware and redundant fiber connection for 2022. Working on early install window beginning April 1, 2022.
- Continued to fix printing issues relative to the with Windows Print Nightmare fix.
- Migrated new website to BlueHost
 - Working on setting up CNAME records to handle the variety of domain names that the Portage District Library owns.
 - Configured both Cpanel and WHM for the new hosting environment
 - Assigned portagelibrary.info as a parked domain for the change.
 - Hardening our hosting instance
 - Validating Wordpress and plugins
 - Applied temporary SSL certificates.
 - Updating PHP, Apache, Mysql
 - Working with Colin Whitehurst to validate content and functionality.
- Uploaded new students with the PASS system.
 - Monthly process around 27 new students.
 - Added monthly process for adds and changes.
 - Added NOHISTORY for opt in to Circulation history
 - Added 12-31-2022 as expirations so that cards do not expire before the new school year
 - Updated process of updating last activity date so that student already in our system get expiration dates updated in MEL..
- Updated existing students with the PASS system.
- Supported Creation Stations for public usage.
- Met with ITS, Adult Services and Christy Klien to discuss and plan move to MyPC, EZScan and ePrintIT for time and print management at our public access computers. As well as replacing our Library Document Station with EZScan and Mobile Print with ePrintIT.
- Continued to recycle old technology through Green Earth.
- Continued to troubleshoot SIP phone connection issues.
- SirsiDynix Work:
 - Fixed issues with Web Services, BlueCloud Mobile and SIP authentication.
 - Worked with SirsiDynix to schedule Sure Sailing

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 and staff have 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 helping the various departments with anything that needs to be completed.
- Technical Services is looking into different ways of processing materials in order to be more efficient.
- Head of Technical Services Abby Pylar has been setting up and attending trainings with vendors.
- Head of Technical Services Abby Pylar has been setting up meetings with staff members to begin coordinating plans and strategies for the move back into the new building.
- Head of Technical Services Abby Pylar has started placing series labels on the spines of books in order to help patrons better find materials, staff members shelve materials, and collection managers order materials.
- Head of Technical Services Abby Pylar and Head of IT Rolfe Behrje have been coordinating a process for removing unused records from the catalog to provide for an easier work pattern for staff.

Create a sustainable Maker area for Youth

- Youth Staff Andrea Smalley and Emily Wallace brought hands-on activities to after-school Maker Manias at Portage Central and Portage West Middle Schools. They were joined by Adult Staff Jane Fleming.

- Youth Staff Nancy Muffley created a Take and Make STEAM craft, "Blow Painting with Straws". Kids were encouraged to learn about wind velocity through hands-on exploration and art with this activity. 30 kits were prepared with detailed instructions, pictures, vocabulary, guided questions and needed materials.

Professional Development – Adult

October 6: Explore Moon to Mars: NASA Rocketry - NASA

October 13: Re-imagining the Seed Library - MLA

October 13: Impact Programming: Systems Change (Expungement and Adult Literacy)

October 13: Besides Book Clubs: When You Are in Charge of Programs

October 13: Rediscovering Outreach: Moving through COVID and Beyond—MLA

October 13: Libraries Build Business—MLA

October 13: Building Connections and Empowering Youth—MLA

October 13: Mastering Virtual Programming — MLA

October 13: Reaching Your Audience with a Podcast - MLA

October 13: A Core Collection: Welcoming New and Casual Library User - MLA

October 14: Everyone's Included!: iPad and Chromebook Lending - MLA

October 13: The Future Can't Wait: New Fuel for Post-Pandemic Libraries—MLA

October 20: Build a Robotic Arm - NASA

November 12-13: Summit on Racism—Society for History and Racial Equity.

Professional Development – Youth

GRID training - Ingram

Customer service training

Leveling of ER books and what other libraries are doing to with their ER collection.

Kalamazoo Public Library Youth Literature Seminar

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
October 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	\$ 15,600,670
Expenditures	\$ 6,599,845

Fund	9/30/2021	Changes	10/31/2021
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	731,419	-	731,419
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 October 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 October 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.

PORTAGE DISTRICT LIBRARY
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for
November 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	\$ 15,610,511
Expenditures	\$ 8,010,362

Fund	10/31/2021	Changes	11/30/2021
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	731,419	-	731,419
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 November 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 November 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 programs, and were then shared on our page.
- Our website and digital signage was updated to advertise our programs and service offerings.

October Marketing Highlights:

- Streamed and recorded live programs at our temporary location to help facilitate hybrid programming.
- Participated in conversations about our new building regarding furniture, fixtures, and signage.
- Created marketing materials for the Friends of the Library by advertising their book sales and creating a poster for their space.
- Assisted Tech Services by creating graphics for our Binge Boxes.
- Worked to finalize our marketing plan and materials to launch a Fine Free campaign next year.

October Social Media Highlights:

Facebook

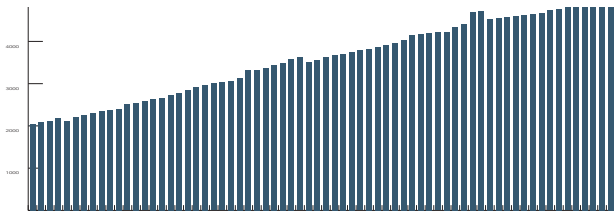
29 New Page Likes | 99 Post Shares | 686 Post Likes | 114 Comments | 458,238 Total Reach

Twitter

710 Tweet Impressions | 11 Likes | 1 Re-tweets | 249 Profile Visits | 1 Mentions | 5 New Followers

Facebook Stats 2016 - October 2021

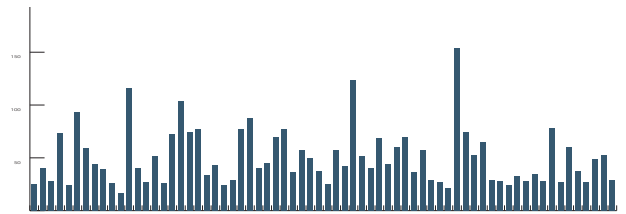
Total Followers:



February 2016
2,052

October 2021
4,936

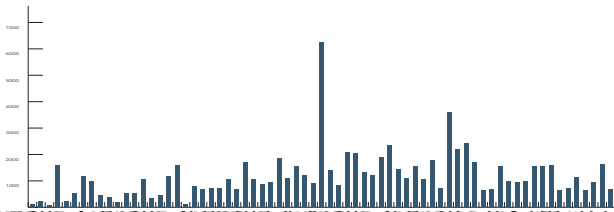
New Followers:



February 2016
25

October 2021
29

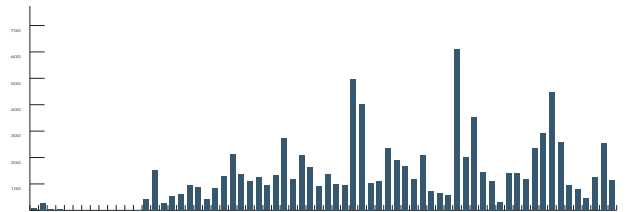
Likes:



February 2016
124

October 2021
686

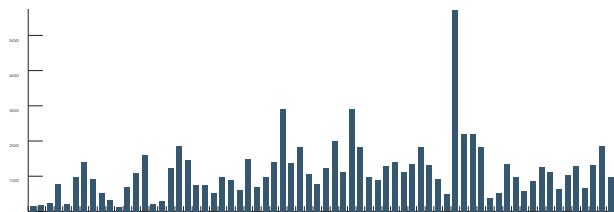
Comments:



February 2016
7

October 2021
114

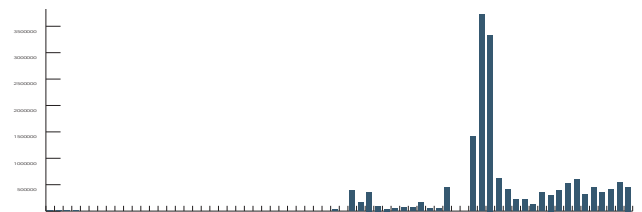
Shares:



February 2016
0

October 2021
99

Engagement:



February 2016
5,305

October 2021
458,238

Videos Created in October 2021

Video Title	Department	Facebook Views	YouTube Views	Total Views
1 Family Storytime with Ms. Kristy // We Don't Eat Our Classmates	Youth	581	26	607
2 Family Storytime with Ms. Kristy // A Hungry Lion, or a Dwindling Assortment of Animals	Youth	155	16	171
3 Family Storytime with Ms. Kristy // The Other Ducks	Youth	162	23	185
4 Family Storytime with Ms. Kristy // Something's Wrong! A Bear, a Hare, and Some Underwear	Youth	242	18	260
5 A Brief History of Special Effects	Adult	N/A	2	2
6 Tasty Travels — Japan, Candy Sushi	Youth	N/A	6	6
7 Family Storytime with Ms. Kristy // The Scariest Thing of ALL	Youth	167	9	176
			TOTAL	1,407

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 programs, and were then shared on our page.
- Our website and digital signage was updated to advertise our programs and service offerings.

November Marketing Highlights:

- Streamed and recorded live programs at our temporary location to help facilitate hybrid programming.
- Created new surveys for adult programs.
- Continued to prepare materials for our upcoming fine-free campaign.
- Assisted Tech Services and our Youth Department by creating new genre stickers for our early reader collection.
- Participated in new building projects regarding exterior signage.

November Social Media Highlights:

Facebook

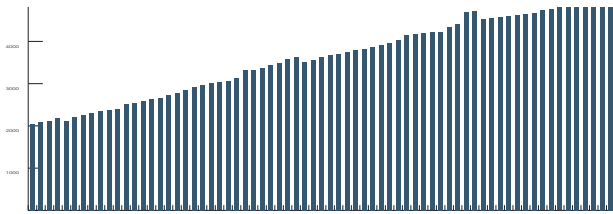
25 New Page Likes | 59 Post Shares | 628 Post Likes | 52 Comments | 289,601 Total Reach

Twitter

699 Tweet Impressions | 1 Likes | 0 Re-tweets | 101 Profile Visits | 2 Mentions | 4 New Followers

Facebook Stats 2016 - November 2021

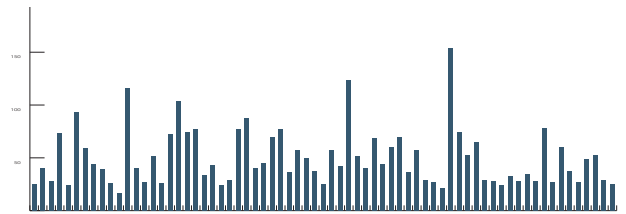
Total Followers:



February 2016
2,052

November 2021
4,943

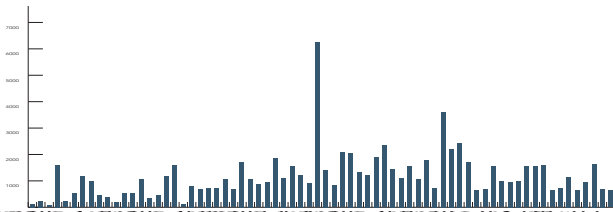
New Followers:



February 2016
25

November 2021
25

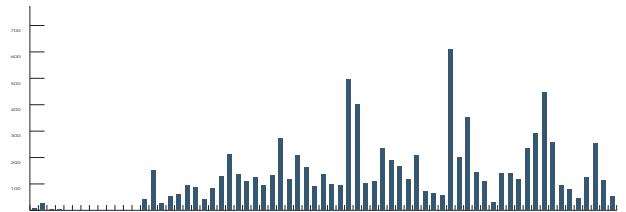
Likes:



February 2016
124

November 2021
628

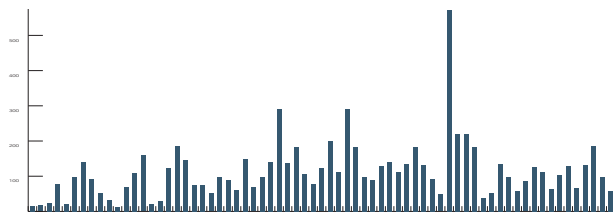
Comments:



February 2016
7

November 2021
52

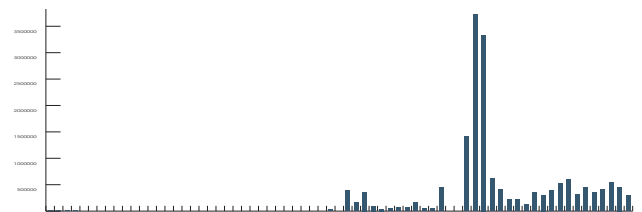
Shares:



February 2016
0

November 2021
59

Engagement:



February 2016
5,305

November 2021
289,601

Videos Created in November 2021

Video Title	Department	Facebook Views	YouTube Views	Total Views
Family Storytime with Ms. Kristy // When Dinosaurs Came with Everything	Youth	380	15	395
Family Storytime with Ms. Kristy // Are We There Yet?	Youth	167	10	177
Tasty Travels: Indian Kheer	Youth	N/A	11	11
Kids in the Kitchen: with Junior Chef Gianna Key	Youth	N/A	30	30
Family Storytime with Ms. Kristy // Someone Builds the Dream	Youth	492	17	509
Native Plants: Their Beauty and Value to the Earth and Its Creatures	Adult	N/A	5	5
The Memory and Legacy of Emmett Louis Til	Adult	61	N/A	61
			TOTAL	1,188

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

	Month Statistics			YTD Statistics		
	Oct-21	Oct-20	CHANGE	2021	2020	CHANGE
Circulation/Collections						
Total Library Circulation	54,204	56,365	-3.83%	479,531	464,831	3.16%
Adult - Books	12,617	12,181	3.58%	106,704	97,830	9.07%
Adult - A/V	2,941	3,104	-5.25%	22,261	26,852	-17.10%
Youth - Books	18,783	19,819	-5.23%	159,384	138,106	15.41%
Youth - A/V	1,420	1,886	-24.71%	13,952	14,899	-6.36%
Hot Picks	954	1,321	-27.78%	8,858	15,460	-42.70%
E-Material	15,758	16,055	-1.85%	154,736	160,288	-3.46%
ILL - PDL Requests	954	957	-0.31%	6,638	5,397	22.99%
ILL - Other Lib. Requests	777	1,042	-25.43%	6,998	5,999	16.65%
Self-Checkout Percentage	54.53%	56.17%		52.86%	56.78%	
Total Library Collection	185,011	188,750	-1.98%			
Adult - Books	79,568	86,849	-8.38%			
Adult - A/V	16,782	17,395	-3.52%			
Youth - Books	75,704	71,096	6.48%			
Youth - A/V	8,946	9,273	-3.53%			
Hot Picks	4,011	4,137	-3.05%			
Net Acquisitions	(944)	252	-474.60%	(4,795)	480	-1098.96%
Purchased - Books	1,720	1,333	29.03%	13,578	11,230	20.91%
Purchased - A/V	276	291	-5.15%	2,237	2,501	-10.56%
Donated - Books	0	0	#DIV/0!	0	13	-100.00%
Donated - A/V	0	0	#DIV/0!	0	7	-100.00%
Material Discarded	(2,940)	(1,372)	-114.29%	(20,610)	(13,271)	-55.30%
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	53,132	50,323	5.58%			
Adult	28,523	27,356	4.27%			
Youth	5,943	6,320	-5.97%			
Non-Resident	368	376	-2.13%			
Reciprocal	6,854	6,377	7.48%			
Internet User	1,002	841	19.14%			
PASS Users	10,387	8,989	100.00%			
Professional	55	64	-14.06%			
Net Patrons	170	1,116	-84.77%	2,544	10,048	-74.68%
Adult	71	62	14.52%	708	852	-16.90%
Youth	7	2	250.00%	132	217	-39.17%
Non-Resident	0	0	#DIV/0!	6	8	-25.00%
Reciprocal	14	18	-22.22%	120	193	-37.82%
Internet User	24	18	33.33%	178	215	-17.21%
PASS Users	53	1,016	100.00%	1,399	8,968	-84.40%
Professional	1	0	0.00%	1	0	#DIV/0!
<i>Patrons Removed</i>	0	0	#DIV/0!	0	(405)	100.00%

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

	Month Statistics			YTD Statistics		
	Oct-21	Oct-20	CHANGE	2021	2020	CHANGE
Library Building Usage						
Total Meeting Room Usage	21	0	#DIV/0!	62	430	-85.58%
Internal/Collaboration	7	0	#DIV/0!	28	217	-87.10%
External/Outside Usage	14	0	#DIV/0!	34	213	-84.04%
Total Program Audience	0	0	#DIV/0!	0	5,280	-100.00%
Adult	TBD		#DIV/0!	0	467	-100.00%
Youth			#DIV/0!	0	4,617	-100.00%
Heritage Room			#DIV/0!	0	196	-100.00%
Total Number of Programs	0	0	#DIV/0!	0	155	-100.00%
Adult	TBD		#DIV/0!	0	30	-100.00%
Youth			#DIV/0!	0	121	-100.00%
Heritage Room			#DIV/0!	0	4	-100.00%
Total Volunteer Hours	55	64	-14.06%	459	1,068	-57.02%
Adult	25	0	#DIV/0!	53	274	-80.66%
Youth	0	0	#DIV/0!	0	191	-100.00%
Technical	12	32	-62.50%	91	187	-51.34%
Circulation	18	0	#DIV/0!	67	284	-76.41%
Administration	0	32	-100.00%	248	89	178.65%
Community Service	0	0	#DIV/0!	0	43	-100.00%
Total Front Door Traffic	9,121	11,466	-20.45%	68,042	183,311	-62.88%
Total Youth Services Traffic	6,705	8,976	-25.30%	48,561	123,835	-60.79%
Total Business Center Traffic	0	0	#DIV/0!	34	6,335	-99.46%
Information Access/Reference/Research						
Total Reference Transactions	6,164	7,783	-20.80%	68,565	61,823	10.91%
Adult Phone	295	451	-34.59%	2,660	3,377	-21.23%
Adult Ready Reference	1,397	1,726	-19.06%	10,355	16,563	-37.48%
Adult Reference	178	147	21.09%	940	1,356	-30.68%
Youth Phone	49	91	-46.15%	742	759	-2.24%
Youth Ready Reference	2,762	3,052	-9.50%	28,577	19,184	48.96%
Youth Reference	346	321	7.79%	2,747	3,252	-15.53%
HR Phone	10	6	66.67%	104	64	62.50%
HR Ready Reference	433	105	312.38%	1,779	1,517	17.27%
HR Reference	18	15	20.00%	114	90	26.67%
Circ Phone	346	425	-18.59%	7,468	4,688	59.30%
Circ Ready Reference	220	1,182	-81.39%	7,839	9,426	-16.84%
Circ Reference	110	262	-58.02%	5,240	1,547	238.72%
Total Edutainment LAN Use	0	0	#DIV/0!	0	966	-100.00%
Total Internet Computer Use	799	853	-6.33%	5,492	9,778	-43.83%
Youth Computers	0	23	-100.00%	72	615	-88.29%
Adult Computers	799	830	-3.73%	5,420	9,069	-40.24%
Laptop Computer Circulated	0	0	#DIV/0!	0	94	-100.00%
Total Electronic Transactions	37,620	48,567	-22.54%	402,512	460,640	-12.62%
WebSite Pageviews	28,508	36,355	-21.58%	296,157	336,622	-12.02%
WebCatalog Sessions	7,989	11,008	-27.43%	84,260	96,062	-12.29%
Licensed Database Hits	1,123	1,204	-6.73%	22,095	27,956	-20.97%

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

Christy Klien, Library Director

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

	Month Statistics			YTD Statistics		
	Nov-21	Nov-20	CHANGE	2021	2020	CHANGE
Circulation/Collections						
Total Library Circulation	52,659	48,142	9.38%	532,190	512,973	3.75%
Adult - Books	12,003	10,537	13.91%	118,707	108,367	9.54%
Adult - A/V	3,246	2,445	32.76%	25,507	29,297	-12.94%
Youth - Books	18,468	16,298	13.31%	177,852	154,404	15.19%
Youth - A/V	1,202	1,255	-4.22%	15,154	16,154	-6.19%
Hot Picks	1,292	1,029	25.56%	10,150	16,489	-38.44%
E-Material	14,839	14,643	1.34%	169,575	174,931	-3.06%
ILL - PDL Requests	815	1,027	-20.64%	7,453	6,424	16.02%
ILL - Other Lib. Requests	794	908	-12.56%	7,792	6,907	12.81%
Self-Checkout Percentage	54.60%	39.38%		53.04%	55.09%	
Total Library Collection	183,954	187,524	-1.90%			
Adult - Books	78,868	86,311	-8.62%			
Adult - A/V	16,652	17,352	-4.03%			
Youth - Books	75,637	70,474	7.33%			
Youth - A/V	8,885	9,291	-4.37%			
Hot Picks	3,912	4,096	-4.49%			
Net Acquisitions	(955)	(1,775)	46.20%	(5,750)	(1,295)	-344.02%
Purchased - Books	1,780	1,037	71.65%	15,358	12,267	25.20%
Purchased - A/V	194	130	49.23%	2,431	2,631	-7.60%
Donated - Books	0	0	0.00%	0	13	-100.00%
Donated - A/V	0	0	0.00%	0	7	-100.00%
Material Discarded	(2,929)	(2,942)	0.44%	(23,539)	(16,213)	-45.19%
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	52,791	50,382	4.78%			
Adult	28,547	27,419	4.11%			
Youth	5,901	6,292	-6.21%			
Non-Resident	369	376	-1.86%			
Reciprocal	6,495	6,390	1.64%			
Internet User	1,019	851	19.74%			
PASS Users	10,402	8,990	100.00%			
Professional	58	64	-9.38%			
Net Patrons	157	62	153.23%	2,701	10,110	-73.28%
Adult	84	37	127.03%	792	889	-10.91%
Youth	9	4	125.00%	141	221	-36.20%
Non-Resident	0	1	-100.00%	6	9	-33.33%
Reciprocal	14	11	27.27%	134	204	-34.31%
Internet User	21	8	162.50%	199	223	-10.76%
PASS Users	27	1	100.00%	1,426	8,969	100.00%
Professional	2	0	0.00%	3	0	100.00%
<i>Patrons Removed</i>	0	0	#DIV/0!	0	(405)	100.00%

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

	Month Statistics			YTD Statistics		
	Nov-21	Nov-20	CHANGE	2021	2020	CHANGE
Library Building Usage						
Total Meeting Room Usage	35	0	#DIV/0!	97	430	-77.44%
Internal/Collaboration	13	0	#DIV/0!	41	217	-81.11%
External/Outside Usage	22	0	#DIV/0!	56	213	-73.71%
Total Program Audience	0	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			#DIV/0!	0	196	-100.00%
Total Number of Programs	0	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			#DIV/0!	0	4	-100.00%
Total Volunteer Hours	33	0	#DIV/0!	492	1,068	-53.93%
Adult	9	0	#DIV/0!	62	274	-77.37%
Youth	0	0	#DIV/0!	0	191	-100.00%
Technical	20	0	#DIV/0!	111	187	-40.64%
Circulation	4	0	#DIV/0!	71	284	-75.00%
Administration	0	0	100.00%	248	89	178.65%
Community Service	0	0	0.00%	0	43	-100.00%
Total Front Door Traffic	8,453	5,460	54.82%	76,495	188,771	-59.48%
Total Youth Services Traffic	5,562	3,451	61.17%	54,123	127,286	-57.48%
Total Business Center Traffic	0	0	#DIV/0!	34	6,335	-99.46%
Information Access/Reference/Research						
Total Reference Transactions	6,176	9,892	-37.57%	74,741	71,715	4.22%
Adult Phone	329	497	-33.80%	2,989	3,874	-22.84%
Adult Ready Reference	1,301	1,888	-31.09%	11,656	18,451	-36.83%
Adult Reference	190	194	-2.06%	1,130	1,550	-27.10%
Youth Phone	55	131	-58.02%	797	890	-10.45%
Youth Ready Reference	2,672	3,658	-26.95%	31,249	22,842	36.81%
Youth Reference	391	257	52.14%	3,138	3,509	-10.57%
HR Phone	8	11	-27.27%	112	75	49.33%
HR Ready Reference	377	87	333.33%	2,156	1,604	34.41%
HR Reference	17	8	112.50%	131	98	33.67%
Circ Phone	423	1,305	-67.59%	7,891	5,993	31.67%
Circ Ready Reference	361	1,673	-78.42%	8,200	11,099	-26.12%
Circ Reference	52	183	-71.58%	5,292	1,730	205.90%
Total Edutainment LAN Use	0	0	#DIV/0!	0	966	-100.00%
Total Internet Computer Use	869	441	97.05%	6,361	10,219	-37.75%
Youth Computers	0	13	-100.00%	72	628	-88.54%
Adult Computers	869	428	103.04%	6,289	9,497	-33.78%
Laptop Computer Circulated	0	0	0.00%	0	94	-100.00%
Total Electronic Transactions	34,452	57,613	-40.20%	436,964	518,253	-15.69%
WebSite Hits	25,642	42,840	-40.14%	321,799	379,462	-15.20%
WebCatalog Sessions	7,589	11,118	-31.74%	91,849	107,180	-14.30%
Licensed Database Hits	1,221	3,655	-66.59%	23,316	31,611	-26.24%

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

Christy Klien, Library Director

Penal Fines Distributed to Public Libraries

October 28, 2021

While it is true that penal fines have never been intended to be a primary source of a library's budget, some Michigan public libraries rely on penal fines as an important and reliable "piece of the pie." [Linked here is the chart of penal fine distributions for public libraries compiled by Kathy Webb at the Library of Michigan.](#)

In 2007, penal fines were at their highest level -- \$31.3 million. By 2021, penal fines have dropped to a little more than \$19 million or \$3.78/capita. Why the big drop? Turmoil caused by the pandemic, and little control on reversing the slow erosion of income from things such as:

- Court reform/consolidation;
- Legalization of recreational marijuana;
- Increased speed limits on highways;
- Adoption of parallel local ordinances that reduce penal fines to civil fines;
- Weigh stations being bypassed with new technology and not being staffed.

It is also important to know how this distribution happens and the Act that makes it possible. Here for your reading pleasure is [Act 59 of 1964 of Michigan Compiled Laws](#).

The Library of Michigan's website has background information on penal fines. [Check it out here](https://www.michigan.gov/libraryofmichigan/0,9327,7-381-88855_89735_89760_89975---,00.html). (https://www.michigan.gov/libraryofmichigan/0,9327,7-381-88855_89735_89760_89975---,00.html)

PORTAGE DISTRICT LIBRARY**COMMUNICATION**

To: Portage District Library Board
From: Christy Klien, Library Director
Date: December 6, 2021
Subject: Upcoming Library Board linkage opportunities in December 2021 and January 2022

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.

Date	Time	Activity or Program Description
12/1	ALL MONTH	Cookbook Club Challenge: Tasty Treats
Fridays thru 12/17	9:00 AM	Family Online Storytime with Ms. Kristy
12/15, 12/22	9:00 AM	Youth Book Bundles
12/14	3:30 PM	Teen LGBTQ+ Online Meet-UP
12/15	6:30 PM	Documentary and Donuts: " The Bow Maker"
12/21	10:30 AM	Open for Discussion: "The Shadow King"
12/18	9:00 AM	Kids in the Kitchen with Jr. Chef Gianna Key
1/6, 1/20	9:00 AM	Muffins and the Market
1/12-1/20	ALL DAY	High School Exam Care Packages
1/13	7:00 PM	International Mystery Book Discussion: "Snow"
1/18	10:30 AM	Open for Discussion: "Shuggie Bain"
1/19	6:30 PM	Documentary and Donuts: " American Winter"

PORTAGE DISTRICT LIBRARY

Schedule for Library Board Meetings in Fiscal Year 2022

January - December 2022

Following is a schedule of Portage District Library Board meetings from January through December 2022. Please note that the regular day and time for all library board meetings will be the 4th Monday* of each month at 6:00 p.m. Additional meetings may be called or changes in meeting dates may be made by the Library Board Chair if needed. The location and/or attendance instructions for library board meetings are indicated on the meeting notice which is posted three days prior to a regular meeting. Rescheduled regular meetings or special meeting notices are posted a minimum of 18 hours prior to their start.

January 24, 2022	Monday	Regular Meeting	6:00 p.m.
February 28, 2022	Monday	Regular Meeting	6:00 p.m.
March 28, 2022	Monday	Regular Meeting	6:00 p.m.
April 25, 2022	Monday	Regular Meeting	6:00 p.m.
May 23, 2022	Monday	Regular Meeting	6:00 p.m.
June 27, 2022	Monday	Regular Meeting	6:00 p.m.
July 25, 2022	Monday	Regular Meeting	6:00 p.m.
August 22, 2022	Monday	Regular Meeting & Public Budget Hearing	6:00 p.m.
September 26, 2022	Monday	Regular Meeting	6:00 p.m.
October 2022	<i>To be determined</i>	Library Board Retreat	<i>To be determined</i>
October 24, 2022	Monday	Regular Meeting	6:00 p.m.
November 2022	<i>No Library Board Meeting Planned for November</i>		
December 12, 2022	Monday	Regular Meeting	6:00 p.m.

* NOTES:

The December board meeting in 2022 will be held two weeks earlier due to the Christmas holiday.

To: Portage District Library Board
From: Michele Behr, Library Board Chair
Date: December 8, 2021
Subject: Election of Library Board Officers for 2022

BACKGROUND:

The Library Board bylaws that were last reviewed and approved on February 22, 2021, include a provision for election of officers as follows:

Article III Officers

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

For this reason, the “*Library Board Officers for 2022*” has been placed as an item under Governance on the agenda for discussion at the December 13, 2021 board meeting. At that time, Board Chair Behr will appoint a Nominating Committee Chair to survey trustees’ interest in serving as a Board Officer in 2022. The election of officers will occur at the January 24, 2022 meeting.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: October 21, 2021
Subject: Circulation Policy Revised Implementation Timeline

BACKGROUND:

At the October 25, 2021 Library Board meeting, trustees approved the new Circulation Policy to take effect on January 1, 2021. Key library staff met and after discussion, have determined that in order to give the community ample time to learn about our upcoming policy changes and allow for additional testing, our Circulation Policy should become effective in Summer 2022.

Communication plan and timeline:

- **Jan-Feb:** Testing catalog system
 - Finalize testing and systems settings. Report progress on March 1st.
- March 2nd-March 21, Finalize content and send to a printer
- **Upon reopening,** release campaign info:
 - Press release
 - E-news advertisement
 - Flyer, bookmark, and poster placed in the atrium
 - Webpage & Web ad released
 - Ad in any notices that go out
 - Flyers and new policies mentioned at the beginning of every program
 - Direct mail campaign to all households in Portage released
 - Begin Social Media campaign, posting twice a week
 - May 15th, send a separate email out just about the new policies so the content doesn't get lost in the E-News

RECOMMENDATION:

I recommend that the Library Board approve the revised Circulation Policy Implementation timeline and make the fine free changes effective Summer 2022.

PORTAGE DISTRICT LIBRARY
End Statement #1 for 2021
Interpretation & List of Activities & Projects

Optimize access to resources for information, education, and entertainment

Library Director’s Interpretation:

Due to the COVID-19 Pandemic which affected the world in 2020 and 2021, the Portage District Library had to make many adjustments to its services, processes and procedures to keep staff and patrons safe. Innovation and flexibility became key components of service and programs provided to the community. Through the uncertainty, staff have remained creative with in-person, virtual and hybrid programming. The library continues to optimize access to its resources by keeping technology for staff and patrons up to date. In the original planning, 2020 was the final year for this Strategic Planning period, but we have continued with our projects in 2021 and moved the library completely off-site to a temporary location and have continued the discussions that still needed to be done regarding the building renovation.

Key Terms:

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

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

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

Description of Activities & Projects to Accomplish End Statement #1

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

- STEAM Librarian Jane Fleming (hired in October 2019) took the lead on Creation Station planning. She created procedure manuals, training, and tutorials. She selected furniture, technology, and software for patron use.
- Though building closures and social distancing prohibited the Creation Station from being launched as originally planned, the service is now available to patrons and has been well received.
- Patrons are able to book appointments to use the equipment and get some one on one training with Fleming to use the Creation Station. The library also provides patrons with access to Linked in Learning (formerly Lynda.com) which has trainings on the software available at the Creation Station. Some services the Creation Station provides:
 - Digitize slides, 35 mm film, and negatives.
 - Design cards, collages, invitations, calendars, or other printable objects.
 - Convert VCR tapes to a digital format.
 - Design a logo or other graphics.
 - Convert audio cassettes to a digital format.

- See the website for more information about this dynamic service: <http://portagelibrary.info/creation-station>
SUMMARY: The creation station is available for public use. STATUS: COMPLETE

2. Develop more instructional programming for adult patrons

Examples of Adult Instructional programming in 2021 include:

- Origami: Ancient Art of Japanese Paper Folding
- Intro to Mindfulness Workshop with SWMI Health Matters
- What's It Worth? Ask Mike the Appraiser
- Virtual Chinese New Year Gala at WMU
- Reading Together: Jaqueline Woodson
- Antiracism & You: A Virtual Conversation with Authors Jason Reynolds and Brendan Kiely
- Lead in Water: Everything You Need to Know But Didn't Know You Had to Ask
- Virtual Book Launch: "The Secret Life of Miss Mary Bennet" with Katherine Cowley
- Virtual Juneteenth Celebration Concert
- Programming Relation to the PDL Seed Library – Composting 101, Gardening for Butterflies, Bees, and Beyond, Why Save Seeds?, Seed Saving 101, Native Plants, and Winter Sowing
- Continuing our very popular Muffins in the Market program online

SUMMARY: This goal will continually be in progress and we have met the benchmarks associated with it. We are very pleased with the success we have found with this kind of creative, socially distanced Adult programming through 2021. STATUS: COMPLETE

3. Create programming that promotes interactive learning in youth programs

- Teen Art Space, a monthly program
- A variety of youth book clubs such as Book Buzz and 4th-6th Grade Book Club
- Just Move Fitness programs for kids and teens
- Youth Librarian Kristy Zeluff has continued her amazing series of online Family Storytimes which are posted weekly on Facebook and the library's YouTube channel
- Youth Staff have done cooking related programming with "Tasty Travels" and "Kids in the Kitchen: with Junior Chef Gianna Key"
- Teen Librarian Olivia Pennebaker hosted the LGBTQ+ Meetup and Agents of Kindness, a group via Zoom.
- Youth Staff created activities and take and makes focused on a weekly theme – examples: All About YOU, Under the Sea, Dinovember, Fall Fun, Creatures of the Night

SUMMARY: In 2021, youth programming got really creative implementing ways to engage our younger patrons both in the library and at home. STATUS: COMPLETE

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

- The library has a main Facebook page, as well as separate groups for the Cookbook Club, Geek Fest, and Sci-Fi/Fantasy.

- Highlighted new services such as our “Binge Box DVD sets”, continued Throwback Thursdays with Local Historian Steve Rossio, and shared information about the PDL Seed Library with patrons.
 - The Library used Facebook and YouTube to share Programming videos both live and recorded.
 - Staff have been highlighting the tools and resources available at the Creation Station on Facebook.
- SUMMARY: Staff will continue to highlight online resources and use social media to inform patrons about what the library has to offer.
STATUS: IN PROGRESS

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

- When this goal was created in 2017, we could not have had any idea of how large a role videos would play in 2020 and 2021. Marketing Manager Colin Whitehurst and the library staff have created over 80 videos this year of storytimes, youth cooking programs, gardening, history, author talks and more.
- SUMMARY: While we anticipate the need to use videos as a way to communicate with, inform and entertain our patrons for the foreseeable future, we can confidently say that for 2021 this goal has been met. STATUS: COMPLETE

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

- Deploying the Portage District Library’s next generation mobile app, PDL Mobile.
 - Installing a new server for the Library PASS Project with Portage Public Schools and updating records.
 - Continued management of RingCentral as a key component to the success of PDL’s Curbside Service.
 - Replacing HotSpots to upgraded units.
 - Adding items to circulation including Go-Pros as part of the library’s Creation Station.
 - Youth Services began circulating Launchpads. From the vendor’s description: Launchpad Reading Academy is a guided, multi-sensory learning system that combines apps, storybooks, and videos on Launchpad for the very first time. A guided reading system that is accessible to all can make a significant positive impact as children transition from learning-to-read, to reading-to-learn.
- SUMMARY: The Portage District Library IT Department faced significant challenges this year due to the extra pressures placed on adapting technology for our building closures and curbside services.
STATUS: IN PROGRESS

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

- Youth Librarian Andrea Smalley created DEI (Diversity, Equity, Inclusion) booklists for the Moorsbridge CIRCLES group, and presented at the Tutor Forum for ESL for Southwest Michigan with Adult Staff Christina Doane.
 - Staff coordinators Christina Doane and Andrea Smalley met with ESL of SWMI tutors on Zoom to go over current and future status of library offerings including but not limited to: Adult Ready Read Books, ARR Digital related resources, Dual English and non-English books (adult and child), Rosetta Stone, Easy Reader News, Crossroads DVD’s, How to get a library card, Mel.org, Books in non-English languages, and the upcoming study/tutor space in the redone library.
- SUMMARY: The library has continued to keep a line on communication open with ESL of SWMI tutors so they are aware of our status and areas

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2021

of mutual support. STATUS: IN PROGRESS

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

- Adult Services has been unable to run its one on one computer appointments.
- Under the guidance of STEAM Librarian and Creation Station coordinator Jane Fleming, Adult staff are trained on the use of Creation Station tools to assist patrons. Jane also does one-on-one training with patrons as requested.
SUMMARY: Digital literacy training continues to be a steady need for our Adult patrons, though challenging due to building closures and the need for social distancing. STATUS: IN PROGRESS

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

- Youth Services Librarian Andrea Smalley hosted a discussion and trivia events based on the books Percy Jackson and the Olympians: Lightning Thief and The Gauntlet for 4th-6th graders.
- Take and Makes were created for our young patrons to enjoy. In celebration of National Craft month in March, Youth Staff provided weekly first come, first served craft kits. We distributed 250 kits to Portage families this month!
- In the Fall, Youth Staff created theme weeks. 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.
- Families enjoyed weekly Just Move Storytimes, where preschool and kindergarten students and their families read, sing, dance and move with Heather Christy from Just Move Fitness.
- Youth Librarian Andrea Smalley and Adult Librarian Ruth Cowles collaborated to bring the Kanola Band to the library for an outdoor family concert featuring the music of New Orleans.
- Youth Staff organized a Bookmark Contest which received over 100 entries.
SUMMARY: Focusing on providing programming for children of different ages and with different abilities was useful. It facilitated creative collaborations with outside groups to keep our young patrons engaged with a different style of programming. STATUS: IN PROGRESS

Assessment of End Statement #1 Accomplishments

- A Final Report will be given to the Library Board in December 2021 with a summarization of all that was accomplished in 2021 to fulfill End Statement #1.

PORTAGE DISTRICT LIBRARY
End Statement #2 for 2021
Interpretation & List of Activities & Projects

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

Library Director's Interpretation:

In 2021, being a safe, welcoming and inclusive destination for families and individuals was in the forefront in our minds for a different reason. With the Library Board's support, we have had to make difficult decisions about building closures in relation to the library's move to a temporary location. Staff continue to make it a priority to connect with patrons in whatever ways possible. We continue to reevaluate the accessibility of our collections and measure the needs of our patrons through use statistics and feedback so that we can allocate our resources to the best advantage of the community.

Description of Activities & Projects to Accomplish End Statement #2

- 1. Evaluate reference and periodical collections, in print and electronic formats, in order to find ways to increase use and lower cost of these services**
 - The majority of the library's print reference collection has been in storage due to lack of necessary shelving.
 - As a result, we have had the time to further weed our Reference collections, cutting out of date material, and transferring items that might serve patrons better in the circulating collections.
 - In addition, we have pinpointed reference items that have been requested, and that we have an ongoing investment in, and pulled them out to be used as a very trimmed down reference section in the temporary location.
SUMMARY: Due to the changing nature of the use of reference and periodical collections, continued monitoring is necessary to ensure the library is budgeting an appropriate amount for their purchase in relation to their use. STATUS: IN PROGRESS

- 2. Offer, programming, services, and collections that will better meet the needs of our immigrant population**
 - No additional progress was made on this project in 2021.
SUMMARY: Youth Staff will continue to work with area groups and individuals to support those new to this country. STATUS: IN PROGRESS

- 3. Improve the accessibility and visibility of existing physical and electronic collections**
 - Youth Services staff created and maintained book displays that promoted that week's theme. Additional displays included promotion of our non-fiction collection of animal books and one on science-themed materials.
 - Cataloger Abigail Pylar trained Youth Staff on creating and maintaining booklists as part of our book catalog. This is done using a local subject heading so that searches can be tailored and become a live curated booklist.

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2021

- 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.
- Surprise Staff Picks for Kids was a popular program early in the year. Youth registered for books at the Upper Elementary, Beginning Chapter, or Read with an Adult level and Youth Staff selected books and placed them on hold for participants. This was a great program for exposing readers to new books and genres and to provide a kind of browsing experience during service limitations.
- Improving visibility of collections has been a challenge during building closures, moving collections, and less foot traffic through the building, but staff have found creative ways to highlight collections. STATUS: IN PROGRESS

4. Create tools to measure the needs of the community

- While no formal surveys have been made, Staff have received comment cards and direct feedback from patrons regarding programming and services. We are responding to requests as we are able. In 2022, we will create formal surveys in as we approach another round of Strategic Planning.
SUMMARY: We will continue to accept feedback from patrons to have the best information possible for decision making.
STATUS: IN PROGRESS

Assessment of End Statement #2 Accomplishments

- A Final Report will be given to the Library Board in December 2021 with a summarization of all that was accomplished in 2021 to fulfill End Statement #2.

PORTAGE DISTRICT LIBRARY
End Statement #3 for 2021
Interpretation & List of Activities & Projects

Be a leader in strengthening our community.

Library Director's Interpretation:

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

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2021

e-Materials and will work throughout the Strategic Plan period to create an updated library website that will help guide our patrons to the resources they want.

Description of Activities & Projects to Accomplish End Statement #3

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

- During January, February, and March the Youth Department presented an outreach program to recognize Educators and Students doing outstanding work in these challenging times. Using community input and nominations, the Youth Department selected a Class of the Week, and with funds provided by an anonymous donor, created care packages for the students full of fun treats like fidget toys, stickers, and activities and delivered them to the schools. Educators received a Teacher Appreciation package personalized to their interests. Our Class of the Week was featured on the PDL and PPS social media. We were able to honor 18 different educators and provide 352 care packages to students.
- The library hosted four programs during Black History Month (February) celebrating the experiences of Black Americans.
- Youth Staff Kristy Zeluff has done in-person, outdoor, socially-distanced storytimes at various locations through the community this year.
- Youth Staff Andrea Smalley partnered with Board Member Jeanne Friedman at the Portage Northern Club Fair on 8/30/21. They recruited students for Book Buddies, a collaboration between Portage Northern High School and the Portage District Library Youth Department. This group brings together Portage Youth of all ages in a celebration of literacy, learning, and building community. At the club fair, we had 88 high school students sign up for Book Buddies!
- Our Facebook cookbook club currently has 210 members.
- Geek Fest was still online for 2021, and ran the entire month of October with 6 programs coordinated by PDL Staff Christina Doane.

SUMMARY: Outreach will continue to be a priority. STATUS: IN PROGRESS

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

- Head of Adult Services Lawrence Kapture started pricing out the cost of purchasing “pay per circ copies” of titles with the most holds each month to see if that is a cost effective way of keeping down the number of copies of an individual title that we purchase. His research indicated that this is a useful way to please many patrons with high hold titles, but it was expensive and quite a few titles cannot be purchased at pay-per-circ. Kapture determined that while it has its uses, this is not a solution for every title.
- In 2021, the library budgeted for a service called Kanopy, a pay-per-circ streaming service that focuses on educational and independent film, including suppliers like PBS and the Great Courses. Patrons have been asking for this service for several years, and we made room in the budget for this service. Kanopy went live to the PDL public on March 19th.
- 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.
- SUMMARY: We will continue to use OverDrive and other use statistics to determine whether we have appropriately allocated funds for eMaterials. STATUS: IN PROGRESS

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

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2021

- Since January 2021, there have been 369 of the 9,073 PASS memberships used to access services or collections. Of those students, 166 were from elementary schools and 203 were from middle or high schools.
- From the previous school year, there are 641 non-returning K-11 students, and 620 non-returning 12th grade students. An additional 631 students are new to the district. We will be purging the non-returning student memberships.
- After this year’s load of new students and update of returning students occurred, we discovered an anomaly in our process that was not allowing the expiration dates of returning student accounts to be updated in MeLCat. Corrective action was taken and those students are now be able to access MeLCat services.

SUMMARY: We are very pleased with the continuation of the Library PASS Card in 2021. STATUS: COMPLETE

4. 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.
- The new website has been completed and sent off to staff to allow them to familiarize themselves with the new layout and suggest edits, which have been implemented.
- A new server has been created and Systems Administrator Rolfe Behrje is currently uploading our files and testing the site to ensure everything is running as expected.
- The website is nearing completion. We have moved what we have created so far to a new server and are implementing backup and security protocols before we launch.

SUMMARY: Due to shifting priorities, the implementation of the Library’s new website will be delayed until 2022. STATUS: IN PROGRESS

Assessment of End Statement #3 Accomplishments

- A Final Report will be given to the Library Board in December 2021 with a summarization of all that was accomplished in 2021 to fulfill End Statement #3.

PORTAGE DISTRICT LIBRARY
End Statement #4 for 2021
Interpretation & List of Activities & Projects

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

Library Director’s Interpretation:

The library is at the center of the Portage community because of its location, but has also established its identity as the “community center” in

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2021

various ways in the past by providing services such as: providing gallery space to showcase local talent; bringing in displays from area organizations; offering space for meeting, or providing tours of the library to various local organizations. For the majority of the year, these services have been put on hold. We look forward to the future when we can meet at our renovated building again to continue our mission. The library has also embarked on some unique projects through its Local History Room that have continued to make progress in 2021.

Description of Activities & Projects to Accomplish End Statement #4

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

- In our temporary building, we do not have the wall display space for art shows, so we put this goal on hold until we are back in the building at Library Lane.

SUMMARY: This initiative is ongoing and will continue in full when we move back to Library Lane. STATUS: IN PROGRESS

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

- No additional progress was made on this project in 2021.

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

STATUS: IN PROGRESS

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

- The Heritage Room received a new scanner and computer in 2020 which is still in use for this project.
- After the building closure in March, scanning of the John Todd Collection was a top priority as it could be conducted from home.
- Local Historian Steve Rossio took on-line courses regarding the use of Adobe Photoshop and used what he learned to work through scanned images color correcting them and fixing scratches, etc.
- Local Historian Steve Rossio scanned and repaired items in the John Todd Photographic Collection on schedule and the goal for the year was completed.
- Additionally, the Heritage Room's postcard collection has been seventy-five percent documented and preserved with the goal to achieve one-hundred percent processing to be completed by December 31st. This completes the first step of moving the Heritage Room's vast postcard collection on-line.

SUMMARY: The goal for 2021 has been completed and the project is on target. STATUS: IN PROGRESS

4. Heritage Room Book Expansion Project

- Local Historian Steve Rossio has spent time looking for various material to add to the Heritage Room collection. Unfortunately, the pandemic has greatly limited the Heritage Room's buying opportunities.

SUMMARY: The Local Historian will continue to search for rare and unique items to add to the Heritage Room Collection in the future.

STATUS: IN PROGRESS

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2021

5. Future History Project: South Westnedge Avenue Documentation

- Along with documenting the pandemic, Mr. Rossio has also re-documented numerous properties that have changed since their original photographing due to closures, demolitions, alterations, new businesses and the like.
SUMMARY: While this project will never be complete due to the ever-changing nature of the Westnedge business corridor, the goal for 2021 has been met. STATUS: IN PROGRESS

6. Portage Schools Collection

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

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

- Due to COVID-19, the repurposing of the WWI signage for the John Todd project in 2021 has been cancelled.
SUMMARY: The WWI Trail Walk was a complete success and received numerous rave reviews. STATUS: COMPLETE in 2018

8. Harwood Community Conversations

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

Assessment of End Statement #4 Accomplishments

- A Final Report will be given to the Library Board in December 2021 with a summarization of all that was accomplished in 2021 to fulfill End Statement #4.

PORTAGE DISTRICT LIBRARY
End Statement #1-4 FINAL REPORT on Activities & Projects for 2021

PORTAGE DISTRICT LIBRARY
Operational Objectives for 2021
Interpretation & List of Activities & Projects

Library Director’s Interpretation:

Creating efficiencies in the library’s operational objectives was a focus throughout the Strategic Plan period. While some projects have not moved as quickly as we hoped, the library’s cautious and thoughtful approach will ensure that the best decisions for the long-term benefit of the library will be made. Professional development for staff ensures a strong front line for patron interactions and is a benefit to the organization. The library has made a lot of progress in its SaaS transitions which will only improve user transactions, create secure online experiences, and prevent interruptions of service. The Technical Services Department has been working to streamline materials processing procedures and use the CollectionHQ product to make materials that patrons want available as quickly as possible. As with all other projects in 2021, adjustments had to be made, but overall work has progressed in many areas.

Description of Operational Activities & Projects in 2021

1. Facilities Master Plan

- PDL Building Plans were submitted to the City of Portage and discussions were held with city staff.
- Library Director Christy Klien, Business Manager Rob Foti, and Facilities Manager Doran Lefaive meet weekly with C2AE and Walbridge representatives for project status reports.
- The library worked with a leasing agent, attorney, and insurance agent to craft an agreement with Gentilozzi Real Estate for the temporary library site. Building alterations were made and the library moved the entire contents of 300 Library Lane to 5528 Portage Road with the assistance of Two Men and a Truck. The library started the move at the beginning of May and opened to the public on May 27, 2021.
- Construction and site work continues at 300 Library Lane. The project is on schedule.
SUMMARY: The library is looking forward to the completion of our building project in 2022. STATUS: IN PROGRESS

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

- Staff were encouraged to participate in United Way’s 21-Day Racial Equity Challenge during the month of February.
- Professional development resources on de-escalation and dealing with difficult patrons were shared again with staff as part of our re-opening process.
- Seventeen staff and board members attended the 2021 Michigan Library Association’s Annual Conference that was held virtually in October.
- During the fourth quarter Portage District Library conducted our annual performance reviews with each staff members. Department supervisors evaluated the performance of each of their staff. At the same time each staff member completed a self-assessment. The supervisor met with each of their staff individually to discuss the evaluation and self-assessment. During the discussion goals for the next year were identified.

- As started in 2020, the library offered three medical insurance plans for full time staff. One of the plans was a Health Savings Account (HSA) plan. In the beginning of November, Rose Street Advisors held a training session for full and part time staff to discuss the benefits available.
- There is an extensive list of trainings taken by library staff throughout 2021 and reported in the monthly narrative. Some were general library trainings and others were specific to their positions in the library.

SUMMARY: 2021 has been another unusual year in many ways. During the building closures, staff have taken the opportunity to take a variety of trainings. Other professional development continued online as hosts found ways to continue previously scheduled conferences.

STATUS: IN PROGRESS

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

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

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

STATUS: IN PROGRESS

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

This goal has had to be modified slightly since the Library has yet to convert and update the accounting software. The Business Services department has instead concentrated on the process of receiving goods and the payment of those goods. All invoice detail for the Library two (2) largest book vendors is now received in a spreadsheet format. From that data, the receiving of goods can be batched and more efficiently received into the accounting software. Additionally, the entering and payment of invoices are more efficiently completed, since invoices are not broken up into many additional invoices for payment.

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

STATUS: IN PROGRESS

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

- The Library has converted all of its processes to a paperless process. This included all onboarding paperwork, now completed through the Paylocity Onboarding module, staff benefit selection and processing through the Maxwell Health Employee Portal, and using Adobe for the completion and signing of all employee evaluations. Going forward, the Paylocity Performance Management module will be investigated for possible use with employee evaluations.

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

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Library will continue to add existing paperless documents to employee profiles in Paylocity. STATUS: IN PROGRESS

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

- The Paylocity Recruiting module was set-up and utilized for the last three (3) hired by the Library. The module is used for candidates to apply and attach their information, PDL to send messaging, included thank you for applying messages. Additionally, the software allows the administrator to include only necessary staff in the process and thus securing candidate information.

SUMMARY: This solution has served as a hub to coordinate all aspects of recruiting when the library began hiring again.

STATUS: COMPLETE

7. Maintain Symphony database of item and user records

- Library staff met with SirsiDynix, our circulation software vendor, to map the process of fine removal and system setting changes that are necessary to move forward in becoming a fine free library. There are factors related to how and when we can effectively move to our new billing and notification process that need to be resolved before the public information campaign can be scheduled.
- Adjustments were made to our Symphony database to accommodate the extended closure during our move. This included extending due dates and hold pickup dates for already on the hold shelf, adjusting membership expiration dates, and stopping automated notices.
- After our relocation, all coding for item locations needed to be changed in Symphony and Enterprise, our public catalog, to reflect different locations in our temporary facility. Additionally, some collections that needed to be stored in part or entirely required.
- Before the end of the year, we will resume purging inactive user accounts, a process that has been suspended since March 2020. There are approximately 14,700 inactive user accounts that have not been used since 2018 or earlier. Some of the long inactive accounts were previously not purged because of outstanding fine balances.

SUMMARY: Building closures, moving, and preparations for our new Circulation Policy which will make the library fine-free have caused a lot of unprecedented activity in our Symphony database. STATUS: IN PROGRESS

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

- With the pandemic continuing, this has not been a priority of library service prior to the move or at the temporary location. We have the option of self-checkout and curbside service to accommodate patrons' preferences. We are seeing a little more than 50% of checkouts are occurring through the self-checkout machines currently.

SUMMARY: Self-checkout use has continued at the temporary location. STATUS: IN PROGRESS

9. Sponsor annual community support initiatives

- The Library is participating as a Salvation Army Angel Tree donation site.

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

STATUS: IN PROGRESS

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

- In conjunction with the CollectionHQ software, library collection managers use RFID tags to search for items that need to be weeded as well as Lost, Missing, Claims Returned, Dead, and Grubby.

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

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

- The Portage District Library is continuing its movement to Software as a Service model. Moving to Software as a Service model will help maintain public service continuity and expand public services beyond the walls of the library. Monthly updates were provided throughout 2021 on the status of SaaS migrations.
- The Portage District Library has migrated the following systems to SaaS: Symphony (ILS), Symphony Web Services, Symphony SIP services, Symphony Enterprise, BlueCloud Analytics, Email Services (Office 365), File/Print Services (Hosted Aanalytics), Active Directory (Hybrid – Aanalytics/Office 365), DNS/URL Filtering Services (Cisco Umbrella), Endpoint Security (Sophos Central), Firewall Services (Aanalytics Managed Service), Third Party software patching service (Ninite), PC Reservation – Computer Time Management (Hosted by Aanalytics), LPTOne – Computer Print Management (Hosted by Aanalytics), DeepFreeze – PC security and imaging (Hosted by Aanalytics) and Envisionware. The library is continuing to work on migrating Blackbaud – Financial Accounting, PaperSave – Document Management..

SUMMARY: The migration of services to SaaS will make the library more resilient, agile and reliable in the future. Portage District Library patrons expect their library to be available 24X7 digitally and expect network services to be available throughout the building during all of its open hours. While no one is perfectly resilient and redundant, by moving to SaaS, the library network and digital services will be more available and less affected by power outages and machine failures. With the reliance our patrons have had on our electronic services in 2021, highlights the importance of their reliability. STATUS: IN PROGRESS

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

- The Portage District Library purchased and configured a power and network stacked Cisco 9300 switch for its core switching at the library. This pair of switches will provide the necessary redundancy for the library to begin moving its telephone services and other core services to the Software as a Service model and add a redundant EVC/internet link
- Staff have been using Microsoft Teams to meet virtually for the weekly Staff and Administrative Team meetings.

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

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

will be necessary for smooth, continuous operations

- The library is applying for eRate in 2021/2022 fiscal year for internet and hardware pricing. We are expecting to have that redundant connectivity installed and ready for use by the time the building on Library Lane is open to patrons.

SUMMARY: The Portage District Library budgeted for an additional 500Mb EVC internet connection for 2021. Each EVC connection is upgradeable to full 1Gb speed and are configured to handle internet traffic from multiple connection, the necessary routing protocols, and bandwidth for the next 5 years of operations. The library will target FY2025 for the transition to 10/100 Gb switching and internet connections.

STATUS: IN PROGRESS

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

- Technical Services has continually worked on getting items out to the public in an efficient and timely manner. With this in mind, they are always looking into ways to expedite the process.
- Head of Technical Services Abby Pylar monitored the reports on Collection HQ to see their completion by collection managers.
- Head of Technical Services Abby Pylar continued to work on the organization and uniformity of items in the catalog throughout the year.
- Technical Services took webinars and read articles on the best practices for handling materials during the times of COVID-19.
- Head of Technical Services Abby Pylar is taking webinars for better cataloging practices.
- 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.
- Head of Technical Services Abby Pylar has been setting up and attending trainings with vendors.
- The Technical Services Department worked on a number of specific projects for Adult and Youth Collections to make materials easier for patrons to locate.

SUMMARY: Increasing efficiency and accuracy is an ongoing goal for the Tech Services department. The inter-departmental meetings, adjustments to our main vendor and internal processing have helped technical services produce more shelf-ready material faster, more standard-based consistent labeling and reduced returned materials for reprocessing. Ongoing library material scans and the return of our volunteers have allowed the library to expedite the collection development procedure for collection managers. STATUS: IN PROGRESS

15. Create a sustainable Maker area for Youth

- Due to building closures, patron preference, and increased Covid cases in our community, Youth Staff shifted Maker Area activities to “Take and Makes” that young patrons could do at home. These have been very popular all year.

SUMMARY: This year, Youth Staff experimented with new ways to facilitate interactive learning within the current limitations. STATUS: IN PROGRESS

KEY PROJECT PERFORMANCE INDICATORS

Safety				Critical Decisions/Actions			Required By:	Financial Update			
RISK ACTIVITIES 1. Overhead work and ladder safety 2. Tasks involving lifts including loading and unloading activities 3. Canopy Roof Installation				Pre-fabricated shelter re-submittal			11/24/21	Contract Amounts			
				PVC Piping in Plenum resolution			11/30/21	Original Project Budget		\$10,585,427	
Total Incidents: 1 Incidents this Month: 0								Approved Change Orders		\$1,086,174	
								Current Project Budget		\$10,858,427	
	Previous Period (October)	Current Period (November)	Total to Date					Approved CORs (Not presently in a change order)		\$1,281	
Workers on Site (Avg. # of persons /Day)	38	43		Construction Schedule Update				Pending/Anticipated Changes		\$83,115	
Worker-hours	6,300	5,136	28,909	<ul style="list-style-type: none"> ❖ Earley poured sidewalks around building. Ramp poured at front, stairs prepped at entrance. Existing ramp entrance filled and poured in building. ❖ Division 5 completed steel at interior openings and columns. ❖ A&G continuing blocking at lower level, installing door frames at openings, misc. demo, patching walls in renovation and clean up. ❖ Division 7 Roofing at West canopy week of 11/22. ❖ Sobie Company continuing drywall in lower level addition. Continuing ceiling grid at lower level and first floor renovation areas. ❖ Johnson Interiors remobilizing to site 11/29 to complete all bathroom tile. ❖ H&H Painting continuing work in first floor renovation, painted brick and offices throughout. ❖ RW LaPine Plumbing rough-in in lower level restrooms. Running piping throughout addition. Insulator on site insulating pipe in renovation. ❖ RW LaPine Sheet Metal near complete overhead ductwork in addition lower level and first floor. Insulator has begun on ductwork in renovation. ❖ Circuit Electric continuing in wall and overhead in first floor of addition. Lower level of addition in wall complete, continuing one line. Installing lights in first floor renovation. ❖ S&T Lawn has laid soil and plants/trees throughout site. ❖ J. Allen has poured and stripped asphalt throughout site parking lots. 				Projected Project Cost		\$10,585,427	
								Contingency			
								Original Contingency Balance		\$875,152	
								Contingency Transfer Notices Submitted		\$137,509	
								Current Contingency Balance		\$227,846	
								Projected Contingency Changes (Includes Pending and Future Changes)		\$83,115	
								Projected Contingency Balance		\$144,731	
								Billing			
								Pay Period	Billing Amount	Total % Billed	
								October (Submitted)	\$876,928	43%	
								October (Will submit soon)			
Design and Procurement											
Front Canopy Detail											
Submittals and RFI's											
Submittals Completed to Date (non-closeout)		97%									
Critical Open Submittals: - Signage With Updates - Wood Paneling Samples - Prefabricated Shelters Shop Drawing											
Total Project RFI's to Date				131							
Open RFI's				2							
Open RFI's More Than 5 Days				0							
				<ul style="list-style-type: none"> ❖ Schedule Milestones: 							
					<u>Planned Date</u>	<u>Current Date</u>					
				Renovation Finishes - Start	10/14/21	10/14/21					
				Addition Finishes - Start	11/29/21	11/29/21					
				FFE Install	2/9/21	3/7/21					
				Final Completion	3/1/22	3/1/22					

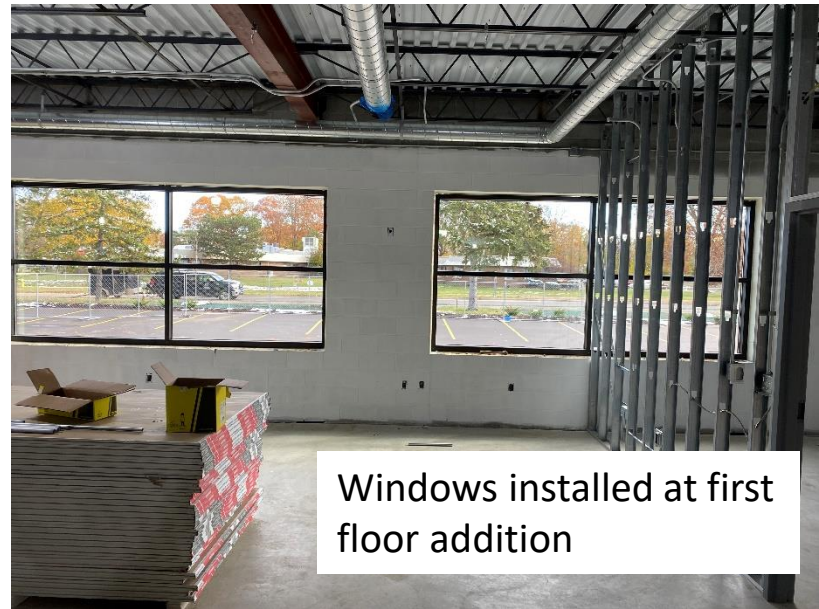




West Parking Lot View



Paint in First Floor Offices



Windows installed at first floor addition



Overhead work ongoing in addition



Landscaping installed



New Signage West Lot



West Elevation EIFS



Door Frames install ongoing



Currier Drive Landscaping



Drywall Ongoing at Lower Level Addition



East Elevation Windows



West Entrance Canopy