

NOTICE OF REGULAR MEETING

LIBRARY BOARD MEETING PORTAGE DISTRICT LIBRARY Monday, February 27, 2023 at 6:00 p.m.

The Library Board of the Portage District Library will hold a regular meeting on Monday, February 27, 2023 at 6:00 p.m. This meeting will be held at 300 Library Lane. The purpose of this meeting is for the discussion of library business. The Library gives notice of the following:

1. **Meeting Attendance.** The public hearing and regular meeting is being held in person. However, the public may attend and offer public comment electronically. 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 in person or electronically and may make public comment through either of the following methods. Each speaker has a time limit of three minutes. Please refer to the Policy for Public Comments at Meetings in its entirety at (<https://qrco.de/bdiESq>).

Please use the link below to join the webinar:

<https://us02web.zoom.us/j/87815696813>

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Webinar ID: 878 1569 6813

International numbers available: <https://us02web.zoom.us/j/87815696813>

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: February 23, 2023

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

PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting to be held on

February 27, 2023

300 Library Lane, Portage, Michigan 49002

AGENDA

- I. Start of Meeting
- II. Roll Call
- III. Comments or Requests from the Public, Board Members, or Library Staff (15 minutes total)

The Board Chair will recognize one person to speak at a time, and each speaker must provide their name and address. Each speaker is entitled to one (1) three-minute time during this Public Comment period. Please refer to the Policy for Public Comments at Meetings in its entirety at (<https://qrco.de/bdiESq>) or the printed documents at the entrance to the meeting room on the evening of the Library Board Meeting.
- IV. Adoption of the Agenda for the Regular Meeting of February 27, 2023 (1 minute) (Vote)
- V. Consent Agenda (5 minutes) (Vote)
 - A. Minutes of the regular meeting held on January 23, 2023. Pg.
 - B. Narrative Report for January 2023. *(Info)* Pg.
 - C. Report on Financial Condition for January 2023. *(Info)* Pg.
 - D. Budget Amendments for Unspent Creation Station/Makerspace Funds *(Info)* Pg.
 - E. Statistical Report for January 2023. *(Info)* Pg.
 - F. MLA Advocacy News for January 2023. *(Info)* Pg.
 - G. Library Programs for March 2023. *(Info)* Pg.
 - H. Review of Confidentiality Policy *(Info)* Pg.
- VI. 2023 Marketing Presentation (30 minutes total)
 - A. Presentation of the 2023 Marketing Plan by Marketing Manager Colin Whitehurst
- VII. Governance (30 minutes)
 - A. Review and Approval of Library Board Bylaws. *(Vote)* Pg.
 - B. Patron Social Media Policy. *(Vote)* Pg.
 - C. Update to Creation Station, Makerspace, and 3D Printing Policy. *(Vote)* Pg.
 - D. Report from Board Liaison to the Friends of the Library. *(Info)* Pg.
 - E. Finalization of Guests/Presenters to be Invited to Board Meetings in 2023. *(Info)* Pg.
- VIII. Ends Development (15 minutes total)
 - A. Donations Report for Funds Received in 2022. *(Info)* Pg.
 - B. Memo Regarding Budget Amendments for Restricted Donations and Allocation of 2022 Donations. *(Vote)* Pg.
- IX. Monitoring to Assure Compliance with Executive Limitations (10 minutes)
 - A. Monitoring Report: Emergency Library Director Succession. *(Info)* Pg.
 - B. Library Director Succession/Replacement Plan. *(Info)* Pg.
 - C. Monitoring Report: Treatment of Consumers. *(Info)* Pg.
- X. Library Director's Reports (15 minutes total)
 - A. Final remarks by Library Director for the February 27, 2023 Library Board Meeting.
- XI. Process Evaluation (5 minutes total)
 - A. Suggestions for Agenda Items to be included on the March 20, 2023 Board Meeting
 1. Minutes of the Regular Meeting held on February 27, 2023.
 2. Monitoring Report on Executive Limitation: Asset Protection.
 3. Monitoring Report on Executive Limitation: Financial Planning & Budgeting.
 4. Monitoring Report on Executive Limitation: Financial Condition & Activities.
 5. Library Investment Report.
 6. Introduction of Youth Librarians Emily Mingle and Jenny Chase.

B. Assessment of this meeting

C. Miscellaneous Items

XII. Adjournment

PORTAGE DISTRICT LIBRARY BOARD
Regular Board Meeting to be held on
January 23, 2023
300 Library Lane, Portage, Michigan 49002

I. Start of Meeting

II. Roll Call

Board Members Present: Ken Baker, Michele Behr, Jeanne Friedman, Tom Vance, and Linda Whitlock

Board Members Absent: Cara Terry (excused-online) and Donna VanderVries (excused)

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

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

- A. Comment from Local Historian Steve Rossio – Rossio acknowledged a recent donation to the Local History Room - a book titled *Francis Bonaparte, A Military Life: An American View of Napoleon II* written and donated by Tom Vance. Vance said the research and writing of the book took three years. He also said Lawrence Kapture (Head of Adult Services) was mentioned in the acknowledgements for some research assistance he provided.
- B. Comment from Trustee Behr – Behr said that over the Christmas break, she came in to the library with her daughter and her daughter's boyfriend. They were able to book a study room which was a quiet, convenient space to work using the library's wi-fi and Behr gave them a tour of the renovations. They were very impressed with the Maker Space.
- C. Comment from Trustee Whitlock – Whitlock said she recently used equipment in the Maker Space with STEAM Librarian Jane Fleming. She said Fleming was so helpful as they learned something new together. Whitlock was impressed with the number of other patrons using the space and working on projects.

DISPOSITION: The Library Board acknowledged the comments made by Rossio, Behr, and Whitlock.

IV. Adoption of the Agenda for the Regular Meeting of January 23, 2023.

MOTION: It was moved by Trustee Friedman and supported by Trustee Vance that the Library Board adopt the agenda for the regular meeting of January 23, 2023. Vote 5-Yes, 0-No, 2-Absent (Terry, VanderVries). Motion carried.

V. Consent Agenda

Library Board Chair Behr asked if there were any changes needed to the consent agenda for the January 23, 2023 board meeting before its adoption. No changes were requested.

- A. Minutes of the Regular Meeting held on December 12, 2022.
- B. 2023 Library Board Roster.
- C. Community Meeting Room Policy and Update.
- D. Budget Amendment Request to Increase Expense Lines in the FY 2023 Budget to Offset Unpaid Encumbrances.
- E. Narrative Report for December 2022.
- F. Report on Financial Condition for December 2022.
- G. Marketing Update for December 2022.

- H. Advocacy Update for December 2022.
- I. Statistical Report for December 2022.
- J. Year-End Statistical Report for FY 2022.
- K. Library Board Linkage.
- L. Updated Staff Organizational Chart.

MOTION: It was moved by Trustee Vance and supported by Trustee Whitlock to approve the consent agenda as proposed. Vote 5-Yes, 0-No, 2-Absent (Terry, VanderVries). Motion carried.

VI. Governance

A. Election of Library Board Officers for 2023.

Trustee Whitlock informed the group of what she had learned while surveying trustee interest in serving as a board officer, on the Personnel Committee, or as a Liaison to the Friends of the Library.

Chair - Tom Vance

Vice Chair - Jeanne Friedman

Personnel Committee - Jeanne Friedman and Donna VanderVries

Friends Liaison - Ken Baker, Cara Terry, and Linda Whitlock

Trustee Behr expressed a willingness to serve as chair or in any other capacity as needed, though she was willing to step down and support other trustees who were interested in serving. Trustee Behr asked if there were any other nominations from the floor and there were none.

MOTION: It was moved by Trustee Behr and supported by Trustee Whitlock, to close the nominations for Chair and Vice Chair. Vote 5-Yes, 0-No, 2-Absent (Terry, VanderVries). Motion carried.

MOTION: It was moved by Trustee Whitlock and supported by Trustee Baker, to accept the proposed 2023 officers – Tom Vance as Chair and Jeanne Friedman as Vice Chair. Vote: 5-Yes, 0-No, 2-Absent (Terry, VanderVries). Motion carried.

B. Appointment of Library Board Personnel Committee, Library Board Liaison to the Friends, and Library Board Secretary for 2023.

Trustee Behr relinquished her seat to incoming Board Chair Vance. Trustees and staff thanked Behr for her years of service as Board Chair.

Taking into account those who expressed willingness to serve, Board Chair Vance made the following appointments for 2023:

Personnel Committee -	Jeanne Friedman and Donna VanderVries
Liaison to the Friends of the Library -	Ken Baker and Cara Terry
Library Board Secretary -	Quyen Edwards

C. Annual Signing of “Conflict of Interest” Statements by Trustees.

Trustees present completed their Conflict of Interest forms. Board Secretary Edwards said she would follow up with those not present this evening. All trustees are asked to sign the form which will be filed in the Library Office.

DISPOSITION: Conflict of Interest statements for 2023 were requested for all Portage District Library Board members.

D. Memo: MiDEAL Extended Purchasing Program

Library Director Klien said the Portage District Library has joined the State-Wide MiDEAL program. This program is the State of Michigan's extended purchasing program that allows Michigan cities,

townships, villages, counties, school districts, universities, colleges and nonprofit hospitals to buy goods and services from state contracts. The program is authorized by Michigan Legislation and has been in existence since 1984. Members benefit directly from the reduced cost of goods and services and indirectly by eliminating the time needed to process bids. There are approximately 500 contracts available to MiDEAL members.

The library can benefit from this program on their purchasing of furniture, technology, various supplies and services. The library would like approval to use these contracts to acquire goods.

MOTION: It was moved by Trustee Baker and supported by Trustee Friedman, to approve use of the MiDEAL Extended Purchasing Program in lieu of competitive bids where applicable. Vote: 5-Yes, 0-No, 2-Absent (Terry, VanderVries). Motion carried.

E. Consideration of Guests/Presenters to be Invited to Board Meetings in 2023.

Library Director Klien said at the beginning of each year, it has been the practice of the Library Board to consider guests to be invited to board meetings throughout the year or presentations to be heard that would be beneficial. In the past few years, we have had acting City Manager Adam Herringa, Portage Mayor Patricia Randall, and Strategic Planning Facilitator Amanda Standerfer speak/present at Board Meetings.

Klien recommended 1 -2 guests to fit into the Board meeting schedule. Klien recommended Library attorney Anne Seurynk and new Portage City Manager Pat McGinnis as potential guests. Trustees were interested in these recommendations and also suggested a Portage Public School Librarian representative or both high school librarians.

DISPOSITION: The Library Board shared their priorities for Board Meeting guests in 2023 and Klien said she would follow-up at the February Board Meeting.

F. 4th Quarter Financial Report for Fiscal Year 2021 & Variance Report.

Business Manager Foti said he has been working on completing expenses from 2022 that need to be accrued. Typically, at this meeting, we only present on lines that are more than 20% unspent.

Foti said when it came to the building project, there were some unresolved decisions to be made, so we brought money forward to account for that. We also budget for additional funds for the additional cost that our 15,000 square foot addition would impact our gas and electric bills. From June-December, we have discovered that our gas and electric bills are actually less than before. New HVAC and LED lighting throughout the building have made our renovated space more energy efficient.

Professional services refers to internet and technology projects. Money was brought forward as a safeguards and has gone unspent.

Foti said there are no concerns on spending at this time. The library brought money forward in encumbrances to complete building renovation projects which have been accounted for, with a balance remaining which means we will be reviewing some projects that were cut from the initial scope.

We are in a good position with expected revenue coming in over budget. The Library has been budgeting less for penal fines as they have been decreasing, but we received more than expected. Contributions/donations are not budgeted for. They will be shown in a report next month. Building insurance premiums are pooled and we received a partial refund this year. The Library also received rebates from Consumers Energy following installation of energy efficient equipment.

Foti said that at this time, he wanted to prepare trustees that the Library will take a write-down on investments in 2023. This is a paper write-down that will amount to approximately \$300,000. The

Library won't realize those losses as we have laddered out investments which will be kept until maturity so they will return the full amount at maturity. Foti asked if trustees had any questions and there were none.

DISPOSITION: The Library Board received the information about the 4th Quarter Financial Report for FY 2022 and Variance Report.

VII. Ends Development

A. Endorsement of Library Director's Personal Goals for 2023.

Library Director Klien discussed the three goals the Board had identified in her end of year evaluation as areas of focus for 2023.

GOAL 1: Implement and operationalize the new strategic plan.

- Develop an action plan for the three strategic directions.
- Implement the new strategic plan and provide updates to the board throughout the year.

GOAL 2: Develop a plan for staff satisfaction and retention.

- Complete wage survey process with consulting firm and adjust library's budget accordingly.
- Review the library's Employee Handbook and hiring policies with a Diversity, Equity, and Inclusion lens.
- Implement monthly check-ins for supervisors to meet one-on-one with their staff to improve communication.
- Review and compare staff benefits with current best practices and implement changes.

GOAL 3: Continue to strengthen the community through engagement.

- Participate in library community events, such as CommuniTEEN Read, Festival in the Flats, and the PDL table at the Farmer's Market.
- Be an active member of the Rotary Club of Portage and serve on the Portage Rotary Scholarship Committee, and chair the Bulletin Committee.

MOTION: It was moved by Trustee Friedman and supported by Trustee Whitlock, to endorse the Library Director's Personal Goals for 2023. Vote: 5-Yes, 0-No, 2-Absent (Terry, VanderVries). Motion carried.

B. Library Director 3 Year Contract

Klien said that as a matter of process each year following her evaluation, the Library Board extends her contract on a three-year rolling basis and that had not been done at the December 12, 2022 Board Meeting. Motion Baker, Behr

MOTION: It was moved by Trustee Baker and supported by Trustee Behr to extend Library Director Klien's contract for an additional three years. Roll Call Vote: Baker – yes, Behr - yes, Friedman - yes, Vance – yes, Whitlock - yes. 5-Yes, 0-No, 2-Absent (Terry, VanderVries). Motion carried.

C. 4th Quarter 2021 Strategic Plan Statistics

Library Director Klien directed trustees' attention to the 4th quarter Strategic Plan Statistics for 2022. Staff have continued to do a great job focusing on these projects and accomplishing what we can amidst the transition from the temporary building back to 300 Library Lane in 2022.

She reflected on the two main projects where the target was not met. Klien said that the projection for 20% reduction in material was made prior to purchasing the Collection HQ and the library building's addition. It reflects that fact that research shows when you have a well maintained collection, circulation increases. Klien said that continuous weeding schedules supported by CollectionHQ data help keep our collections well maintained. Klien also reflected on the Local History Room's goal of five completed large projects. Klien said

Local Historian Steve Rossio deserves credit for the work he has done in the new Local History Room, however the large projects he is working on, such as the Westnedge Documentation Project, are by nature continuously changing and in progress.

DISPOSITION: The Library Board received the information about the 4th Quarter 2022 Strategic Plan Statistics.

D. End-of-Year Report on accomplishment of all End Statements in 2022.

Library Director Klien reflected on all the work done in 2022 to wrap-up the previous Strategic Plan. Klien said that with the new Strategic Plan endorsed by trustees at the December 12, 2022 meeting, staff will begin the work involved in developing a new activity plan to support it in January 2023.

Trustee Behr asked about the continued use of videos for the library. Marketing Manager Colin Whitehurst said that videos views are consistent, however many of the storytimes were taken down after picture book use permissions expired. Whitehurst said there has been a lot of effort put into making hybrid programming work as far as having the staff time and completing training on using the equipment. Videos will always be something we want to utilize, but it won't look the same as during the pandemic.

Trustee Behr also highlighted the report that 300+ Portage Public School students are using their PASS cards each month which is very exciting.

Trustee Behr also asked for more information about library self-check out use. Library Director Klien said that in the past, there was a goal to get to 65% use for transactions. We offer self checkout machines in both in the Youth Department and upstairs so that patrons have a choice. We have discovered that some people want the interaction with staff or don't want to use the technology. Systems Administrator Rolfe Behrje said that the physical location of the self checkout machines on the checkout desk (right next to each other) has changed the way patrons line up for checkout and will often move to whichever is available first. We used to staff two people at the checkout desk and now we only staff one. The second staff person is in the back checking items in and setting up reshelving carts which helps the turn around time for reshelving materials move faster.

DISPOSITION: The Library Board received the information about the End-of-Year Report on accomplishment of all End Statements in 2022.

VIII. Monitoring to Assure Compliance with Executive Limitations

A. Monitoring Report on Executive Limitation: Global Executive Constraint.

Library Director Klien said that because the Library Board uses Policy Governance, we have monitoring reports that are updated and presented to the Board throughout the year. Klien said the Library was in full compliance with the provisions of this Executive Limitation and that all federal, state, and district laws were being followed, as well as Library Board policies. She asked if there were any questions from the Board on this topic, and there were none.

DISPOSITION: The Library Board received the Monitoring Report on Executive Limitation: Global Executive Constraint and found the Library to be in full compliance.

IX. Library Director's Reports

A. Final remarks by Library Director for the January 23, 2023 Library Board Meeting

Klien invited trustees to the Feb 21st CommuniTeen Read event featuring author TJ Klune. Klien said copies of his book *The House in the Cerulean Sea* are available to checkout. This event will be held at the Portage Zhang Senior Center.

Klien said that staff will be working on the SP action plan beginning this week. As Facilitator Amanda Standerfer said, this plan could take up to 6 months to put together. We will do a check in mid-year to report our progress. We will also be looking at how other libraries are reporting their Strategic Planning

activities and updates. Klien said she welcomes feedback from the Board regarding what they would like to see reports on.

Klien said we are working towards SMS messaging for Circ related messages such as holds and items that are due soon. This service will start on February 1st. Patrons can ask staff to assist them in getting set up for SMS messages or they can sign up themselves in their online library account. Instructions are available on the website.

“Let’s Get Digital!” is our 1st quarter marketing focus. We are highlighting our new New York Times, Mango Languages, and Scholastic Teachables products.

Klien said that staff from Willard Library in Battle Creek visited our library and had a tour. In February, staff are coming from Kalamazoo Public Library for a tour of the new space.

DISPOSITION: The Library Board received the reports from Library Director Klien.

X. Process Evaluation

A. Suggestions for Agenda Items to be included on the February 27, 2023 Board Meeting

1. Minutes of the Regular Meeting held on January 23, 2023.
2. Review of Library Board Bylaws.
3. Donations Report for Funds Received in 2022.
4. Approval of Allocation of 2022 Gifts & Donations for Expenditure in 2023.
5. Finalization of Guests to be Invited to Board Meetings in 2023.
6. Monitoring Report: Emergency Library Director Succession.
7. Monitoring Report: Treatment of Consumers.
8. 2023 Marketing Plan.

B. Assessment of this meeting –

Trustees and staff thanked Michele Behr for her years of work as a chair.

Trustees extended a welcome to new Youth Services Librarian Jenni Chase. Head of Youth Services Laura Wright said she would attend a Board Meeting in the future. She previously worked at KVCC and Richland Libraries.

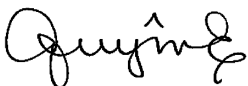
C. Miscellaneous Items - None.

XI. Adjournment

Library Board Chair Vance said if there was no further business to be considered, that he would adjourn the regular board meeting of January 23, 2023.

DISPOSITION: The regular board meeting of January 23, 2023 was adjourned at 7:00 PM.

Recorded and Transcribed by,



Quyen Edwards, Library Board Secretary

Library Director's Narrative Report for February 27, 2023
(Activities in January 2023)

Library Director

During the month of January staff committees were created to focus on the following areas: DEIA (Diversity, Equity, Inclusion, and Accessibility), Events & Meeting Room Scheduling Software, Professional Development, Social Media, Staff Morale, Staff Scheduling Software, and Strategic Plan. The committees will begin to meet by the end of the first quarter.

Library Director Klien served as Greeter at the January Rotary Club of Portage meetings and is the co-chair for the Bulletin Committee for the service organization.

Library Director Klien participated in leadership training through Fast Forward Libraries and attended the ERACCE's Introduction to Systemic Racism Workshop.

Library Director Klien met with each of the Library's Department Heads individually for their new monthly check-in meeting and focused the discussions on 2023 goals and professional development.

Business Services

PDL welcomed a new employee to start the year. Jenni Chase has joined the Youth Department in the role of Youth Librarian. Her first day was Monday, January 2. Jenni completed the onboarding process in early January.

The Business Services Department has been actively updating all necessary information related to the new year and the change in benefits to employees account within payroll and with vendors. The updates include new pay rates with Mutual of Omaha for short and long term disability policies, new enrollments for flex spending accounts, updates to employee retirement accounts and changes to enrollments with benefit providers. Additionally the Library is reviewing job applications for the open Library Assistant position in the Circulation Department. As of the end of January, no interviews have been scheduled.

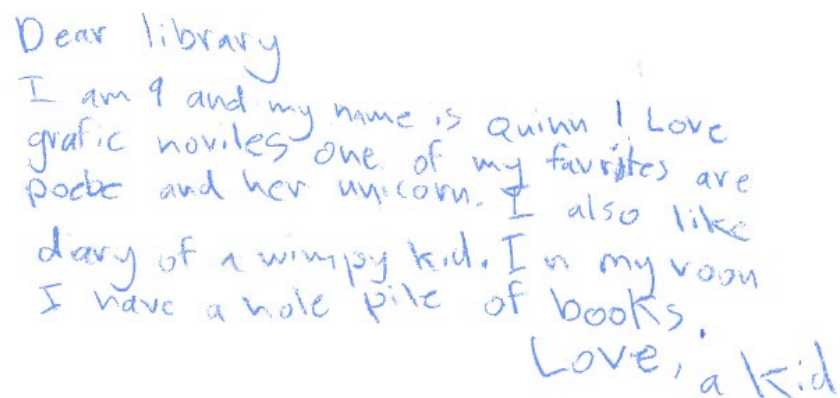
Marketing Manager's Update

PDL has taken a new approach to serving the community by launching quarterly focuses on service areas based on feedback from the recent strategic planning process. To kick off the first quarter, the library introduced the "Let's Get Digital"

campaign to coincide with new SMS notifications, access to The New York Times, and language learning through Mango Languages. These services have been met with great excitement with patrons responding to our materials with reactions like, "This is wonderful! Thank you!" The Marketing department worked closely with other departments to bring these services to life with backend system setup and communication plans to make sure patrons and staff were fully supported. The strategy for rolling out SMS is primarily focused on hand-selling and assisting patrons in setting up the service through one-on-one interactions. However, in two-week's time, the library has already seen 100 interactions from patrons who have pursued setting up SMS notifications on their own using the provided instructions online. This is a testament to the library's commitment to providing both personalized assistance and self-service options for patrons to easily access the services they need. In addition, over 800 interactions with the New York Times and 250 interactions on Mango Languages show just how much patrons are loving these new offerings. With the successful launch of the "Let's Get Digital" campaign, we are now eagerly preparing for the next focus area and preparing for other digital service upgrades to bring even more innovative and exciting offerings to the community.

Youth Services

Patron comment:



A handwritten note in blue ink on a white background. The text is written in a casual, slightly slanted cursive script. It reads: "Dear library I am 9 and my name is Quinn I Love graphic noviles one of my favorites are poebe and her unicorn. I also like diary of a wimpy kid. In my room I have a hole pile of books. Love, a kid". There are some small corrections and additions, like "noviles" instead of "novels" and "poebe" instead of "Poe".

Dear library
I am 9 and my name is Quinn I Love
graphic noviles one of my favorites are
poebe and her unicorn. I also like
diary of a wimpy kid. In my room
I have a hole pile of books.
Love, a kid

Note: The Juvenile Graphic Novel collection was started by Teen Librarian Olivia Pennebaker and has recently become the responsibility of Youth Librarian Emily Mingle. It has the highest turnover rate (circulation divided by the number of items) of any print collection over the past year and continues to be one of our most popular collections.

This month, Youth Staff would like to highlight the sewing classes taught by two of our Customer Service Assistants (CSA's), Mary Breuer and Annette Wendt. They put a great deal of effort into constructing a class series that is both engaging and useful. This class series - and an additional one as well – were registered to capacity with people requesting more. It provides a valuable opportunity for children and their caregivers to bond and learn together and is an excellent example of hands-on experiences at the library.

This year, Woodland Elementary is experimenting with a different way to utilize their media centers. Media Specialists and teachers are free to incorporate media center resources and time into classwork when it fits with the needs of the students. Portage District Library Youth Staff have spent the last four months collaborating in weekly sessions with PPS staff to bring experiential learning opportunities and library connections to students. They have impacted over 300 students to date. It is one of twenty-six new or re-established outreach collaborations with Portage Public Schools the Youth Staff has participated in this school year.

Adult Services Updates

Jane Fleming, STEM Librarian, had the opportunity to connect with many patrons in the Creation Station this month. One memorable interaction was with a woman and her grandson who learned how the 3D printer worked. They chose a design that could be printed quickly, learned how to slice the item, and printed it while they were here in the library.

Adult Services Outreach Librarian Sara Weyenberg made contact with Michigan Veterans Affairs Agency to begin the process of becoming a Michigan Veteran Connector and attended the Adult Literacy Collaborative Meeting, a monthly meeting between local organizations and professionals hosted by the Kalamazoo Literacy Council discussing community activities. She was able to present PDL offerings and programming to 15+ attendees as well as pick up some resources from them.

Adult Services Programming Librarian Katharyn Haas made changes to our Cookbook Club Challenge by expanding it so that patrons could participate via paper or email submissions in addition to the Facebook group. Our featured challenges for the first part of 2023 are all about spices, and we are distributing samples to engage more patrons. Over 50 copies of the winning December recipe (Easy Meatballs) were distributed to the public.

Adult Services Librarian Ruth Cowles led 15 students to follow along with Bob Ross, Season 5 Episode 5, to create their own unique version of "The Quiet Pond". Patrons thought: "What a great stress release!" and were grateful that "There was guide where the instructor gave us freedom, but not too much."



Heritage Room Updates

For the month of January, along with normal Heritage Room duties, Coordinator Steve Rossio processed an incredible collection of one-room school material from Brady Township with dates beginning in 1841 and ending in the 1870's. Special items in the collection include a one-hundred-and-forty-page record book detailing the operation of the school from 1841 through 1877; a contract for construction of the one-room school dated December 1844 and numerous teacher contracts.

This collection is extremely unique as it offers a detailed, first-hand glimpse into school construction from this time period along with teacher hiring practices and pay. It should be noted that in some of the teacher contracts pay was given in shillings instead of dollars with one teacher paid in "broken land."

A-64(b)

Article of agreement

It is agreed between Archibald Anderson director of school district No. 12 in the town of Brady and Almond A. Fisher teacher in the town of Brady. That the said Almond A. Fisher is to teach a primary school in the said district for the term of three months commencing on the eighth day of January in the year of our Lord one thousand eight hundred and forty four. And that for such services properly rendered the said Archibald Anderson is to pay to the said Almond A. Fisher the sum of forty five dollars said payment to be payed in breaking the said Archibald Anderson is to break or cause to be broke for the said Almond A. Fisher fifteen acres of land at three dollars per acre said breaking to be done on the south half of the south east quarter of section four Town five South range ten west lying in St Joseph Co Mich said breaking to be done on or before the thirtieth day of June A.D. 1844. In witness whereof we have hereunto set our names this fourth day of January A.D. 1844

N. A. Hills Assessor
Archibald Anderson Director
Almond A. Fisher Teacher

Article of agreement between Archibald Anderson, Director of School District No. 12 and Almond A. Fisher, Teacher – January 4, 1844

Circulation and Technical Services Updates

During the month of January, staff started training for the soft rollout of SMS messaging so that we would be ready to offer it by February 1. We are excited to finally offer this service to our patrons. Along with SMS, we have been actively keeping track of PASS card usage. In the month of January, we had 410 students utilize their library cards. Overall, people have been pleased with this department and our offerings and we receive multiple positive comments each week.

Please comment on your library experience.

I Love the Library.
The staff.
Are Professional.
- Welcoming
- Helpful -

Information Technologies (IT)

The Information Technologies Department finished replacing all of the new Self-Checkout stations and added receipt printing at its Automated BookDrop. The department applied for and received its E-Rate rebate totaling \$61,855.41 for its 2022 firewall/switch/wireless replacement project. The department also applied for a 50% discount on its 2023 Spectrum Fiber internet connection. The internet connection savings for 2023 will be \$10,500. The department also applied for a \$2,274.10 reimbursement for its 2023 basic firewall maintenance. The department placed an order through MI-Deal for replacement business copiers for the staff and the public service desks. Using MI-Deal's pre-bid contracts, the library saved between \$1,300 and \$1,600 per device. The department completed and submitted the Annual Library of Michigan State Aid Report. This report is required for Michigan Libraries and makes the library eligible for annual State Aid Revenue. The library is working together with Aunalytics, MetroNet and Cisco to troubleshoot a lingering issue with its Fiber EVC Circuit. The department provided technical assistance with staff in the Creation Station Area to install a new 3D Scanner and a wide format plotter/printer.

Maintenance and Building Services

Maintenance and building services were completed as scheduled or timely with staff requested services. Ongoing maintenance attention involves specific HVAC equipment adjustments, boiler operational control, snow removal services, preparing the new seed catalog stand for cleaning/painting and seeking the renewal of maintenance contracts.

Building services included pest control, building security alarm training, janitorial services invoice review with negotiations and coordinating required corrections with contractors that originated from the 11-month building renovation warranty walk-through with Walbridge.

Future efforts will involve contracted services from K9 pest inspections, life safety inspections, fire safety inspections, elevator safety inspections and building security improvements with the installation of motion sensors inside the library. Additional security cameras are also being investigated for both the interior and exterior of the library.

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
January 2023

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	\$ 4,233,306
Expenditures	\$ 1,740,971

Fund	12/31/2022	Changes	1/31/2023
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	86,944	-	86,944
Unassigned Fund Balance	5,560,903	-	5,560,903

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 January 2023

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 January 2023

**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.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 21, 2023
Subject: Budget Amendment to adjust the FY 2023 Budget for Unused FY2022 Creation Station/Maker Space funds.

BACKGROUND

In Fiscal Year 2022 the Library received a very generous donation for the purchase of equipment and supplies for the Creation Station. A portion of these funds have been used to purchase equipment, but a large amount still remains unspent. The Library is reviewing its needs and adding equipment that it feels patron will desire. At the end of FY2022 the Library had \$11,607.80 of unspent funds associated with this donation.

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2023 Budget to increase the Creation Station/Maker Space expenditure lines by \$11,607.80 for the use of these funds in FY2023.

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: February 1, 2023
SUBJECT: Library Statistical Report - January 2023

	Month Statistics			YTD Statistics		
	Jan-23	Jan-22	CHANGE	2023	2022	CHANGE
Circulation/Collections						
Total Library Circulation	74,060	58,137	27.39%	74,060	58,137	27.39%
Adult - Books	17,470	13,607	28.39%	17,470	13,607	28.39%
Adult - A/V	4,144	3,271	26.69%	4,144	3,271	26.69%
Youth - Books	29,356	19,563	50.06%	29,356	19,563	50.06%
Youth - A/V	2,664	1,678	58.76%	2,664	1,678	58.76%
Hot Picks	917	1,007	-8.94%	917	1,007	-8.94%
E-Material	17,168	16,870	1.77%	17,168	16,870	1.77%
ILL - PDL Requests	1,237	1,074	15.18%	1,237	1,074	15.18%
ILL - Other Lib. Requests	1,104	1,067	3.47%	1,104	1,067	3.47%
Self-Checkout Percentage	54.02%	54.16%		54.02%	54.16%	
Total Library Collection	177,351	178,756	-0.79%			
Adult - Books	72,936	76,757	-4.98%			
Adult - A/V	13,823	14,863	-7.00%			
Youth - Books	79,664	75,102	6.07%			
Youth - A/V	8,155	8,501	-4.07%			
Hot Picks	2,773	3,533	-21.51%			
Net Acquisitions	(643)	(3,264)	80.30%	(643)	(3,264)	80.30%
Purchased - Books	1,419	749	89.45%	1,419	749	89.45%
Purchased - A/V	134	244	-45.08%	134	244	-45.08%
Donated - Books	0	0	0.00%	0	0	0.00%
Donated - A/V	0	0	0.00%	0	0	0.00%
Material Discarded	(2,196)	(4,257)	48.41%	(2,196)	(4,257)	48.41%
Total In-House Usage*	0	0	n/a	0	0	n/a
In-House Periodical Usage	n/a	n/a	n/a	0	0	n/a
In-House Book Usage	n/a	n/a	n/a	0	0	n/a
Patrons						
Total Patrons	33,834	36,377	-6.99%			
Adult	16,492	17,765	-7.17%			
Youth	3,330	4,281	-22.21%			
Non-Resident	3,128	254	1131.50%			
Reciprocal	165	3,730	-95.58%			
Internet User	364	561	-35.12%			
PASS Users	10,295	9,730	5.81%			
Professional	60	56	7.14%			
Net Patrons	(3,423)	147	-2428.57%	(3,423)	147	-2428.57%
Adult	255	1,668	-84.71%	255	1,668	-84.71%
Youth	19	482	-96.06%	19	482	-96.06%
Non-Resident	4	4	0.00%	4	4	0.00%
Reciprocal	56	41	36.59%	56	41	36.59%
Internet User	36	33	9.09%	36	33	9.09%
PASS Users	1	0	100.00%	1	0	100.00%
Professional	0	0	0.00%	0	0	0.00%
Patrons Removed	(3,794)	(2,081)	-82.32%	(3,794)	(2,081)	-82.32%

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: February 1, 2023
SUBJECT: Library Statistical Report - January 2023

	Month Statistics			YTD Statistics		
	Jan-23	Jan-22	CHANGE	2023	2022	CHANGE
Library Building Usage						
Total Meeting Room Usage	543	0	100.00%	543	0	100.00%
Internal/Collaboration	22	0	100.00%	22	0	100.00%
External/Outside Usage	521	0	100.00%	521	0	100.00%
Total Program Audience	1,650	1,001	64.84%	1,650	1,001	64.84%
Adult	426	249	71.08%	426	249	71.08%
Youth	1,174	752	56.12%	1,174	752	56.12%
Heritage Room	50	0	100.00%	50	0	100.00%
Total Number of Programs	97	26	273.08%	97	26	273.08%
Adult	46	11	318.18%	46	11	318.18%
Youth	50	15	233.33%	50	15	233.33%
Heritage Room	1	0	100.00%	1	0	100.00%
Total Volunteer Hours	211	63	234.92%	211	63	234.92%
Adult	50	18	177.78%	50	18	177.78%
Youth	51	0	100.00%	51	0	100.00%
Technical	28	11	154.55%	28	11	154.55%
Circulation	43	2	2050.00%	43	2	2050.00%
Administration	35	32	9.38%	35	32	9.38%
Community Service	4	0	100.00%	4	0	100.00%
Total Front Door Traffic	18,907	8,025	135.60%	18,907	8,025	135.60%
Total Youth Services Traffic	13,245	5,438	143.56%	13,245	5,438	143.56%
Total Business Center Traffic	0	0	0.00%	0	0	0.00%
Information Access/Reference/Research						
Total Reference Transactions	7,411	4,770	55.37%	7,411	4,770	55.37%
Adult Phone	463	422	9.72%	463	422	9.72%
Adult Ready Reference	2,134	1,418	50.49%	2,134	1,418	50.49%
Adult Reference	217	130	66.92%	217	130	66.92%
Youth Phone	65	65	0.00%	65	65	0.00%
Youth Ready Reference	2,872	1,302	120.58%	2,872	1,302	120.58%
Youth Reference	339	172	97.09%	339	172	97.09%
HR Phone	9	13	-30.77%	9	13	-30.77%
HR Ready Reference	203	243	-16.46%	203	243	-16.46%
HR Reference	8	13	-38.46%	8	13	-38.46%
Circ Phone	321	478	-32.85%	321	478	-32.85%
Circ Ready Reference	454	358	26.82%	454	358	26.82%
Circ Reference	326	156	108.97%	326	156	108.97%
Total Edutainment LAN Use	124	0	100.00%	124	0	100.00%
Total Internet Computer Use	1,363	803	69.74%	1,363	803	69.74%
Youth Computers	134	0	100.00%	134	0	100.00%
Adult Computers	1,226	801	53.06%	1,226	801	53.06%
Laptop Computer Circulated	3	2	50.00%	3	2	50.00%
Total Electronic Transactions	80,769	41,271	95.70%	80,769	41,271	95.70%
WebSite Hits	69,576	30,121	130.99%	69,576	30,121	130.99%
WebCatalog Sessions	8,879	8,938	-0.66%	8,879	8,938	-0.66%
Licensed Database Hits	2,314	2,212	4.61%	2,314	2,212	4.61%

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

Christy Klien, Library Director

MLA ADVOCACY NEWS

News - Advocacy

Friday, January 27, 2023 12:00 AM

A New Legislative Cycle Begins...A New MLA Bill Tracker

Check out [MLA's Bill Tracker](https://www.milibraries.org/bill-tracker) (<https://www.milibraries.org/bill-tracker>) to view a full list of legislation that the Advocacy and Legislative Committee is watching.

As the 102nd Legislative Cycle begins, we are excited to begin anew and have introduced a new MLA Bill Tracker on our website. Each year, the MLA membership has the opportunity to choose priority issues that directly affect Michigan libraries. MLA then works with the Michigan Legislature to move these issues through the legislative process. The MLA Bill Tracker is updated monthly by the MLA Advocacy and Legislative Committee to inform our members of the Senate and House bills MLA is watching and addressing, our position if any, and actions that we are taking to support or oppose the legislation.

Get to Know Michigan's 102nd Legislature

Library advocates need to reach out to their new legislators to begin building collaborative relationships. Lawmakers need to know how valuable libraries are to their communities and be educated about the library profession and libraries' role in upholding intellectual freedom, privacy, and access for all.

Find out who is representing you! Working directly with legislators and the administration to secure positive results is one way to advocate. But advocacy starts well before we meet with a legislator in Lansing. It starts with educating and building relationships. One phone call or message from you makes an impact.

The 102nd Legislature Committee Assignments have been confirmed. If your legislator is on a committee it will be even more important to connect with them about the importance of libraries! House committees can be found [here](https://www.house.mi.gov/Committees) (<https://www.house.mi.gov/Committees>) and Senate committees can be viewed [here](https://committees.senate.michigan.gov/) (<https://committees.senate.michigan.gov/>) .

Celebrating the Introduction of Bills to Amend the Elliott-Larsen Act

On the first day of the 2023-2024 session, our new legislators took immediate action to introduce two important bills that MLA is proud to endorse and support. [Senate Bill 0004](#) and [House Bill 4003](#) which mirror each other in language, were presented by a large group of senators and house members to amend the [Elliott-Larsen Civil Rights Act 453 of 1976](#) to include sexual orientation, and gender identity or expression as part of the long list of discriminatory practices. The Act currently prohibits discriminatory practices, policies and customs in the exercise of those rights based on religion, race, color, national origin, age, sex, height, weight, familial status, or marital status.

We are in full support and will work with our legislators to help make this a reality!

Equality Michigan is asking us to show support for the amendments to the Elliott-Larsen Civil Rights Act by having our friends, families and allies sign a petition. Their statement reads, "Today's action by legislators sends a clear message that discrimination has no home in our state. Modernizing the Elliott-Larsen Civil Rights Act would ensure LGBTQ+ people have explicit, comprehensive, statewide protection against discrimination."

Sign the petition here: <https://act.myngp.com/Forms/1251319703265086976>

Michigan's Budget Process Begins

The good news and the bad news at January's Consensus Revenue Estimating Conference.

Michigan's Consensus Revenue Estimating Conference (CREC) took place on Friday, January 13, 2023. The CREC meets in January and May of every year and brings together the state's leading economists to discuss the national and state economic outlook, and issue revenue forecasts that help inform state policymakers ahead of the state budget process. The budget process is expected to formally begin in early February when Governor Whitmer releases her Fiscal Year 2024-2025 Executive Budget Recommendation. [View the full CREC report \(pdf\).](#)

January 2023 Consensus Forecast

(millions)

Net Revenue Estimates								
	FY 2022	FY 2023			FY 2024		Change	FY 2025
	Preliminary	May 2022 Consensus	Jan 2023 Consensus	Change From Consensus	May 2022 Consensus	Jan 2023 Consensus	From Consensus	Jan 2023 Consensus
Net GF-GP Revenue	\$15,205.5	\$13,973.5	\$14,777.9	\$804.4	\$14,228.9	\$15,092.2	\$863.3	\$15,545.5
Percent Growth	16.9%	-1.5%	-2.8%		1.8%	2.1%		3.0%
Dollar Growth	\$2,201.8		(\$427.7)			\$314.3		\$453.3
Net SAF Revenue	\$17,825.2	\$17,195.3	\$17,635.1	\$439.8	\$17,444.9	\$17,846.0	\$401.1	\$18,257.6
Percent Growth	11.0%	-0.8%	-1.1%		1.5%	1.2%		2.3%
Dollar Growth	\$1,768.8		(\$190.0)			\$210.9		\$411.6
Combined	\$33,030.7	\$31,168.8	\$32,413.0	\$1,244.2	\$31,673.8	\$32,938.2	\$1,264.4	\$33,803.1
Percent Growth	13.8%	-1.1%	-1.9%		1.6%	1.6%		2.6%
Dollar Growth	\$3,970.6		(\$617.7)			\$525.2		\$864.9

While revenues are up over May 2022 estimates, net General Fund/General Purpose revenue for FY 23 was forecasted downward 2.8 % from FY 22 at \$14.7 billion, and School Aid Fund revenue is expected to be down 1.1 % at \$17.6 billion, for a combined total of \$32.4 billion. Budget Director Chris Harkins stated, “The nature of this forecast reminds us that revenues may fluctuate, and it remains important that we continue to ensure that any available one-time revenues be used for one-time investments to grow and build Michigan.”

In FY 24, estimates were revised upward 1.6 % with combined General Fund/General Purposes and School Aid Fund at \$32.9 billion.

In FY 25, the CREC estimates 6.7 % growth year over year for a combined General Fund and School Aid Fund total of \$33.8 billion.

Meanwhile, the state's surplus has climbed to an unprecedented \$9.2 billion (\$5.1 billion General Fund, \$4.1 billion School Aid Fund), according to information shared during the conference. And it should be noted that nearly \$6 billion of the surplus is considered one-time money, meaning it's not recurring tax revenue that can be used to fund state agencies and programs in future years.

Is there a recession on the horizon? Economists from the University of Michigan's Research Seminar in Quantitative Economics forecast a 60 to 65 percent chance the United States will enter a recession in late 2023 – also stating that it will be mild and growth is predicted to resume the following year. The Senate and House Fiscal Agencies as well as the Dept. of Treasury all predict Michigan will enter a recession as well predicated on the response from the Federal Reserve. The estimates were based on a projected unemployment rate of 4.8% by 2024, which was the indicator of a mild recession.

PDL MARCH EVENTS

Middle School Grand Battle of the Books

Wednesday, March 1 | 4:00 PM - 9:00 PM

Drop-in Hours @ The Makerspace

Wednesday, March 1 | 2:00 PM - 4:00 PM

Family Storytime

Wednesday, March 1 | 9:30 AM & 10:30 AM

Muffins and the Market

Thursday, March 2 | 9:00 AM - 10:00 AM

Make It @ The Library: Laser Cut Garden Markers

Thursday, March 2 | 3:30 PM - 5:00 PM

Drop-in Hours @ the Makerspace

Thursday, March 2 | 6:00 PM - 8:00 PM

Baby & Toddler Storytime

Thursday, March 2 | 9:30 AM & 10:30 AM

Saturday Sound Immersion

Saturday, March 4 | 10:00 AM - 11:00 AM

Kalamazoo County Historical Society

Monday, March 6 | 7:00 PM - 8:30 PM

Drop-in Hours @ The Makerspace

Monday, March 6 | 2:00 PM - 4:00 PM

Baby & Toddler Storytime

Monday, March 6 | 9:30 AM & 10:30 AM

Middle School Maker

Tuesday, March 7 | 3:30 PM - 4:30 PM

A Conversation & Reckoning:

K College Uncovers Its Racial & Colonial Past

Tuesday, March 7 | 7:00 PM - 8:00 PM

Make It @ The Library:

Laser Engraved Garden Markers

Tuesday, March 7 | 10:00 AM - 11:30 AM

Family Storytime

Tuesday, March 7 | 9:30 AM & 10:30 AM

Middle Grade Book Club

Wednesday, March 8 | 6:00 PM - 7:00 PM

Early Elementary Book Club

Wednesday, March 8 | 6:00 PM - 7:00 PM

Teen Time (Games, Snacks, Art, & More!)

Wednesday, March 8 | 3:30 PM - 4:30 PM

Drop-in Hours @ The Makerspace

Wednesday, March 8 | 2:00 PM - 4:00 PM

Family Storytime

Wednesday, March 8 | 9:30 AM & 10:30 AM

International Mystery Book Discussion:

"The Templar Legacy"

Thursday, March 9 | 7:00 PM - 8:00 PM

Drop-in Hours @ the Makerspace

Thursday, March 9 | 6:00 PM - 8:00 PM

Baby & Toddler Storytime

Thursday, March 9 | 9:30 AM & 10:30 AM

Documentary and Donuts: "For Sama"

Friday, March 10 | 10:00 AM - 12:00 PM

STEM Storytime - The Wind

Friday, March 10 | 9:30 AM - 10:30 AM

Book Buddy Work Day

Saturday, March 11 | 10:00 AM - 12:00 PM

Plots and Pages: A Local Writers' Group

Monday, March 13 | 6:30 PM - 8:00 PM

Drop-in Hours @ The Makerspace

Monday, March 13 | 2:00 PM - 4:00 PM

Baby & Toddler Storytime

Monday, March 13 | 9:30 AM & 10:30 AM

Elementary Maker

Tuesday, March 14 | 4:30 PM - 5:30 PM

SF/F Discussion: Dungeons & Dragons

Tuesday, March 14 | 7:00 PM - 8:00 PM

Drop-in Hours @ The Makerspace

Tuesday, March 14 | 10:00 AM - 12:00 PM

Mysteries, Codes, and Treasure Hunts

Tuesday, March 14 | 6:00 PM - 7:00 PM

Family Storytime

Tuesday, March 14 | 9:30 AM & 10:30 AM

Cookies and Conversation:

"The Authenticity Project"

Wednesday, March 15 | 2:00 PM - 3:00 PM

All Creatures Deserving

Wednesday, March 15 | 7:00 PM - 8:00 PM

Drop-in Hours @ The Makerspace

Wednesday, March 15 | 2:00 PM - 4:00 PM

Family Storytime

Wednesday, March 15 | 9:30 AM & 10:30 AM

How to Write a Novel

Wednesday, March 15 | 6:30 PM - 7:30 PM

Muffins and the Market

Thursday, March 16 | 9:00 AM - 10:00 AM

Plant Journal Class

Thursday, March 16 | 6:00 PM - 8:00 PM

Baby & Toddler Storytime

Thursday, March 16 | 9:30 AM & 10:30 AM

Yoga and Journaling

Friday, March 17 | 1:30 PM - 3:00 PM

Kalamazoo Macintosh Users Group

Saturday, March 18 | 9:00 AM - 12:00 PM

Kalamazoo Valley Genealogical Society

Monday, March 20 | 6:30 PM - 8:30 PM

Drop-in Hours @ The Makerspace

Monday, March 20 | 2:00 PM - 4:00 PM

Portage District Library Board Meeting

Monday, March 20 | 6:00 PM - 8:00 PM

Broadway for Babies & Kid with Soprano Sara Emerson

Monday, March 20 | 9:30 AM & 10:30 AM

Open for Discussion: "The Personal Librarian"

Tuesday, March 21 | 10:30 AM - 11:30 AM

Middle School Maker

Tuesday, March 21 | 3:30 PM - 4:30 PM

Make Your Own Beeswax Wraps

Tuesday, March 21 | 7:00 PM - 8:30 PM

Teen LGBTQ+ Meet-Up

Tuesday, March 21 | 6:30 PM - 8:00 PM

Viking Combat

Tuesday, March 21 | 7:00 PM - 8:00 PM

Drop-in Hours @ The Makerspace

Tuesday, March 21 | 10:00 AM - 12:00 PM

Family Storytime

Tuesday, March 21 | 9:30 AM & 10:30 AM

Drop-in Hours @ The Makerspace

Wednesday, March 22 | 2:00 PM - 4:00 PM

Kalamazoo Area Wild Ones: Be a Part of the Homegrown National Park

Wednesday, March 22 | 7:00 PM - 8:00 PM

Book Tasting

Wednesday, March 22 | 11:00 AM - 1:00 PM

Family Storytime

Wednesday, March 22 | 9:30 AM & 10:30 AM

Just Craftin' Around

Thursday, March 23 | 6:00 PM - 8:00 PM

Drop-in Hours @ the Makerspace

Thursday, March 23 | 6:00 PM - 8:00 PM

Baby & Toddler Storytime

Thursday, March 23 | 9:30 AM & 10:30 AM

Book Launch: The Cursed Souls Series

Saturday, March 25 | 11:00 AM - 1:00 PM

Make It @ The Library: Laser Cut Garden Markers

Monday, March 27 | 6:30 PM - 8:00 PM

Drop-in Hours @ The Makerspace

Monday, March 27 | 2:00 PM - 4:00 PM

Simple Steps to Boost your Immunity

Monday, March 27 | 6:00 PM - 7:00 PM

Elementary Maker

Tuesday, March 28 | 4:30 PM - 5:30 PM

Purl for Portage: A Yarn Arts Club

Tuesday, March 28 | 7:00 PM - 8:00 PM

Teen Cupcake Wars

Tuesday, March 28 | 6:30 PM - 7:30 PM

Spring Break Family Craft and Activity Drop in

Wednesday, March 29 | 1:00 PM - 3:00 PM

Drop-in Hours @ The Makerspace

Wednesday, March 29 | 2:00 PM - 4:00 PM

Grow Financial Literacy with Michigan Works

Wednesday, March 29 | 6:00 PM - 7:30 PM

Drop-in Hours @ the Makerspace

Thursday, March 30 | 6:00 PM - 8:00 PM

Women's History Month Presentation: Remembering Lorraine Beebe

Thursday, March 30 | 7:00 PM - 8:00 PM

Friends of the Library Members Only Sale

Friday, March 31 | 4:00 PM - 5:30 PM

CONFIDENTIALITY POLICY: DISCLOSURE OF LIBRARY RECORDS

I. Policy; Library Records

It is the policy of the Portage District Library (“Library”) to preserve the confidentiality and privacy of Library Records (“Library Records” or “Library Record”) to the fullest extent permitted by law.

II. Definitions of Library Record

A. *Agent or Employee.* An agent or employee includes an employee of the Library, a member of the governing body of the Library, an individual who is specifically designated as a volunteer and who is acting solely on behalf of the Library, and any other person who is lawfully performing services on behalf of the Library under a written contract, including a collection agency.

B. *Crime.* A crime means that term as defined in section 5 of the Michigan penal code, 1931 PA 328, MCL 750.5

C. *Law Enforcement Officer.* A law enforcement officer means an individual licensed under the Michigan commission on law enforcement standards act, 1965 PA 203, MCL 28.601 to 28.615.

D. *Library Record.*

1. Definition. As defined by the Michigan Library Privacy Act, for the purpose of this policy means:

“a document, record, or other method of storing information retained by a library that contains information that personally identifies a library patron, including the patron’s name, address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library.”

For example, a Library Record would include, but not be limited to patron circulation records, internet browsing history, and program attendance records.

2. Excluded from Definition. The following are specifically excluded from the definition of Library Record.

a. *Non-Identifying Material.* Library Record does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.

b. *Certain Video Surveillance.* A Library Record also does not include recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from the Library.

3. Library Director Determination of “Library Record.” The Library Director, or his/her designee, shall be responsible for determining whether a particular document meets the definition of Library Record or whether the video surveillance footage contains any images that would require it to be considered a “library record.”

III. Disclosure of Library Records

The Library takes seriously its obligation to protect the privacy of every patron, as required by law, even if this commitment to patron’s privacy may appear to cause inconvenience on occasion. To that end, Library Records or other confidential information shall be released or disclosed only as provided for herein or otherwise provided by Michigan or federal law.

A. *Freedom of Information Act Requests.* All requests for public records that are not subpoenas, court orders or other legal process must be processed according to the Michigan Freedom of Information Act (“FOIA”) and the Library’s FOIA Procedures and Guidelines. See Procedures and Guidelines and Written Summary for additional information. Library Records are exempt from disclosure under the FOIA.

B. *Subpoenas, Court Orders or other Legal Process.* Any employee of the Library who is served with a subpoena, court order, or other legal process to release or disclose any Library Record or other Library document from (1) a state or local law enforcement agency or (2) a federal law enforcement agency shall promptly notify the Library Director, or his/her designee. If neither is available, the Library Board President shall be contacted.

1. Consultation with Attorney. The Library Director, his/her designee, or the Board President has the authority to consult with the Library Attorney regarding the sufficiency, scope or any other matter related to the subpoena, court order or other legal process.
2. Action by Library Director. After review of the subpoena, court order or other legal process, the Library Director, his/her designee, or the Board President shall take appropriate action to respond.
3. Opportunity to be Heard. Depending upon the type of subpoena, court order or other legal process, the Library may appear and be represented by counsel at a hearing on the request for records.

4. Confidentiality. If a subpoena, court order or other legal process is submitted to the Library, the Library shall keep the subpoena, court order or other legal process confidential if required by court order, Michigan law or federal law. To that end, the Library may not be able to inform the patron that his/her records were sought. The Library Board acknowledges that the Library Director, if required by a non-disclosure order or law, may not be permitted to inform the Board or its individual members that a local, state or federal agency has sought or obtained requested records.

C. *Consent.* In compliance with the Michigan Library Privacy Act, a person who is liable for the payment or return of the materials identified in a Library Record or portion of a Library Record may provide written consent for the release of that Library Record.

D. *Voluntary Disclosure without Court Order and Consent.* A library or an employee or agent of the Library may disclose Library Records without a court order or written consent under either of the following circumstances:

1. Collection Agency. The library or an employee or agent of the Library may report information about the delinquent account of a patron who obtains materials from the library to a collection agency under contract with the library. The Library or an employee or agent of the Library shall provide the collection agency with only the library records necessary to seek the return of overdue or stolen materials or to collect fines from the patron.
2. Interlibrary Loan. The Library or an employee or agent of the Library may disclose library records to another library or library cooperative for the purpose of conducting interlibrary loans. The Library Records must be limited to those required for providing interlibrary loans.

IV. **Disclosures Regarding Alleged Crimes in this Library.** The Library Privacy Act does not prohibit an employee or agent of a library from providing a sworn statement or testimony to a law enforcement officer based solely on the personal knowledge of the employee or agent of the Library regarding a crime alleged to have occurred at the Library.

To: Portage District Library Board Members
From: Christy Klien, Library Director
Date: February 10, 2023
Subject: Presentation of the 2023 Marketing Plan by Marketing Manager Colin Whitehurst

At the February board meeting, Marketing Manager, Colin Whitehurst, will present the 2023 Marketing Plan. He will discuss his vision for the future of marketing at our library, provide an overview of our current marketing efforts, and outline some strategies the library will investigate to address the needs identified in the strategic planning process.

PORTAGE DISTRICT LIBRARY
Library Board By-Laws

Article I Incorporation and Name:

The Portage District Library was formed under the Michigan District Library Establishment Act, May 22, 1989 PA 24 (MCL 397.171, et seq.) (the “Act”), through an agreement entered into on January 27, 1998, by and between the School District of the City of Portage, the County of Kalamazoo Michigan, and the City of Portage to provide library services to their combined populations. The Library of Michigan formally approved the agreement to form the Portage District Library and officially recognized the Portage District Library as a legally established district library on March 22, 1998 and approved an amendment to the agreement on June 1, 1998. The address of the main office is as follows:

**Portage District Library
300 Library Lane
Portage, Michigan 49002**

Article II Membership:

In accordance with the provisions of the Portage District Library agreement, the Portage District Library shall consist of seven members who shall be elected by the electors of the District Library at the regularly scheduled school elections in the month of November in even-numbered years. Terms are for four years and commence on the January 1st following the November election. Members are elected on a rotating basis with four members elected to four year terms at one school election and three members elected to four year terms at the succeeding school election.

Before assuming the office of Library Board Member, each person elected shall take the oath of office prescribed for public officers by the Constitution and shall file the oath with the staff Board Secretary.

The expectation is that no elected board member shall be unexcused for more than (1) meeting per fiscal year.

The office of a Library Board member becomes vacant when the incumbent dies, resigns, is convicted of a felony, is removed from office by the governor pursuant to Section 10, Article V of the State Constitution of 1963, or ceases to be a resident of the district. In the event that a Library Board member cannot fulfill the length of his term, the Portage District Library Board shall appoint a replacement who will be a qualified elector of a participating municipality. The appointed Library Board member’s term will come up for election at the next Portage District Library Board election and shall be for the length of the remaining term.

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 Board Meeting, for a term of one year commencing at the first board meeting in January.

The Library Board Chairperson may appoint a board member as official Secretary when needed, such as to take minutes for a closed session. The staff Library Board Secretary shall record minutes at meetings, maintain official Library Board files and records and produce Library Board correspondence as required. The staff Library Board Secretary shall, in collaboration with the Chairperson and Library Director, prepare the agenda. The agenda-planning meeting shall be two weeks prior to the Library Board meeting. It is the responsibility of the staff Board Secretary to provide the Library Board with the agenda and supporting materials 96 hours (4 days) prior to the Library Board meeting.

In the event an office becomes vacant, the office shall be filled by a Library Board election at the next regular meeting. However, in the case of the Chairperson the current Vice-Chairperson shall fill the vacancy and a new Vice-Chairperson shall be elected.

Article IV Meetings

The Library Board shall meet at times and dates approved by the Library Board at the December Library Board meeting. Special meetings may be called by the Chairperson, or upon written request of two members, for the transaction of business as stated in the call. Written notice stating the time and the place of any special meeting and the purpose for which it is called shall be given to each member of the Library Board 18 hours in advance, and posted for the public in accordance with the Michigan Open Meetings Act.

The meeting will commence as soon after the hour of the meeting as there shall be a quorum present. In the absence of the Chairperson, the Vice-Chairperson shall call the meeting to order. If neither the Chairperson nor the Vice-Chairperson is present, then board members may elect a temporary Chair for the limited purpose of moderating the meeting.

A quorum for the transaction of business shall consist of a simple majority. Members of the Library Board who are unable to attend a meeting will notify the staff Board Secretary (24) hours prior to the meeting. In the absence of a quorum the Library Board shall meet as a committee of the whole, however no binding decisions may be made.

Roberts Rules of Order, the latest revised edition, shall govern the parliamentary procedure of the Library Board.

Sufficient time will be provided at the beginning of the meeting for any person, not a member of the Library Board, to address the Library Board on any matter within the scope of the provision of District Library Law.

Article V Committees

The Chairperson of the Library Board may nominate members to special committees, with Library Board approval, as the need arises.

The Personnel Committee will consist of the Chairperson of the Library Board and two members of the Library Board nominated by the Chairperson and elected by the full Library Board at the next regular board meeting. The purpose of the Personnel Committee is to conduct the annual evaluation of the Library Director.

Article VI Powers and Duties of the Library Board

The powers and duties of the Portage District Library Board are set forth in the District Library Law, PA 24 (MCL 397.171, et seq.) (the “Act”), and include the following:

Section 1: The Library Board may exercise any and all of the powers granted to it in the Act. The Library Board may delegate such powers to the Officers of the Library Board and/or the Library Director, as it deems necessary.

Section 2: The fiscal year of the Portage District Library shall be the annual period commencing January 1st and ending December 31st.

Section 3: The Library Board shall adopt and publish an annual operating budget in accordance with the Uniform Budgeting and Accounting Act, being Act No. 2 of the Public Laws of Michigan of 1968, *as amended* (“UBAA”).

Section 4: The Library Board shall have exclusive control of the budget of the Portage District Library except as provided by delegation to the Library Director in accordance with the Uniform Budgeting and Accounting Act.

Section 5: The Library Board shall adopt Policies, Rules and Regulations for the operations of the library, not inconsistent with law or with these by-laws.

Article VII Conflict of Interest

Members of the Library Board shall disclose any conflict of interest in accordance with legal requirements. (Current conflict of interest statute, MCLA 15.323, states that 7 days is required.) Conflict of Interest statements will be completed and signed annually by Library Board members at January board meeting.

Article VIII Amendments

These bylaws may be amended at any regular meeting of the Library Board with a quorum present by a majority vote of the members present providing the amendment was stated in the call for the meeting and that it is done in accordance with legal requirements.

NOTE:

These by-laws were adopted by the Portage District Library Board at its regular meeting on December 14, 2000, and last revised and reviewed and approved on February 28, 2022. All prior bylaws are hereby repealed.

To: Portage District Library Board Members
From: Colin Whitehurst, Marketing Manager
Date: February 22, 2023
Subject: Review and Consideration of Patron Social Media Policy

BACKGROUND:

As a public institution with social media pages, we are considered a public forum, and thus it is important to have a policy in place to guide us in the event we need to remove or delete comments.

The library's lawyer, Anne Seurynk, has drafted this Policy based on experience and recent precedent to ensure that social media is used effectively to promote the library's services, resources, and events, and to establish a reputation for outstanding community engagement and customer service on social media.

The Policy provides clear guidelines for social media use, addressing violations, and appeals.

RECOMMENDATION

The Library recommends that the Board approve the proposed policy as drafted by our attorney.

PORTAGE DISTRICT LIBRARY
PATRON SOCIAL MEDIA POLICY

I. Purpose.

The purpose of the Social Media Policy is to ensure effective promotion and discussion of the Portage District Library (“Library”) services, resources, and events, and to ensure a reputation for outstanding community engagement and customer service on social media. The purpose of the social media accounts is to discuss library programs, events, and materials.

II. Definition of Social Media.

Social media is defined as electronic communication through which users create online communities to share information, ideas, personal messages, and other content. Social media would include any webpage or app through which the Library has an account and interacts with other users.

III. Authority over Social Media Accounts.

The Library Board has the authority to determine whether a particular social media account is used by the Library. This Policy only applies to official Library social media accounts. The social media accounts of individual employees or Board members are not subject to this Policy.

IV. Usage Rules.

The Library operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events, and activities. Although the Library welcomes the comments, posts, and messages of other social media users that relate to the Library and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. The Library reserves the right to (but is not required to) remove any comment, post, or message that it deems in violation of this Policy. The Rules are as follows:

1. Privacy: Users should have no expectation of privacy when commenting on Library posts or tagging the Library. Comments and posts may be read by anyone once posted, regardless of one’s friends, followers, or subscribers list. The Library advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.
2. Library’s Rights: The Library reserves the right to reproduce comments and posts tagging the Library in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.

3. No Endorsement: The Library is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers, and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees, or any individual Board member.
4. Unauthorized Content: To ensure a healthy, safe space to discuss Library services, resources, and events, content containing any of the following may be removed immediately from any Library social media forum:
 - Obscene, illegal, sexually harassing, threatening or abusive speech or nudity in profile pictures.
 - Any post that affects the safety and security of the Library, its property, patrons and staff or creates a hostile work environment.
 - Private or personal information, including phone numbers and addresses, or requests for personal information.
 - Any statement by a user under a false name or any falsification of identity.
 - Comments, links, or information unrelated to the purpose of the limited public forum.
 - Spam or other commercial messages.
 - Any postings that would violate the Michigan Campaign Finance Act, the Library Privacy Act or other Michigan or federal laws.
 - Solicitation of funds.
 - Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
 - Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
 - Any post that violates any Library policy.
 - Any images, links, or other content that falls into the above categories.
 - Any post that requires immediate action because the Library does not monitor its social media 24 hours a day.
 - Any document, information, or image that would be considered a Library record that is posted without permission of the patron or person identified in that record. For example, no picture of a Library program shall be posted without permission of every person in that picture.

5. Third Party Usage Rules: In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state law.

V. Violations and Appeals.

The Library reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent the Library has sufficient contact information and the Library will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the Library Board. The appeal should be sent to the Library Director within 10 business days of the (1) decision to block or ban or (2) deletion of the post or comment, whichever is applicable. The Library Board shall decide the appeal.

VI. General Complaints.

The Library asks that individual user complaints be sent directly to a manager or the Director so that they can be addressed efficiently. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

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To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 23, 2023
Subject: Makerspace Large Format Printer Pricing

BACKGROUND:

With the expansion of the Creation Station and the new Makerspace area, a usage policy was created based on the best practices and recommendations from other libraries who provide similar services. The Library worked with our attorney to craft the policy and release of liability agreement that was approved in June 2022.

This month, the Library has added an HP DesignJet T650 Large Format Printer to the equipment available in the Makerspace. While the general use of this item is covered in the policy approved last year, there is a need to add prices for the cost of using the printer. STEAM Librarian Jane Fleming researched other libraries and businesses that offer large format printing. Her recommendations are based on what she learned there as well as calculations on the cost of printer ink, paper, and wear and tear on the machine. Her proposed fee structure includes 24 and 36 inch roll standard paper as well as 24 and 36 inch glossy paper. When this service is introduced, the Library will only offer 36-inch roll standard paper. That will be the only pricing to appear on the Creation Station, Makerspace, and 3D Printing Policy, but we will be prepared if there is a need to include additional options to the service in the future.

Feet	1	1.5	2	2.5	3	3.5	4	4.5	5	5.5	6	6.5
Inches	12	18	24	30	36	42	48	54	60	66	72	78
24-inch Roll Standard	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50	\$4.00	\$4.50	\$5.00	\$5.50	\$6.00	\$6.50
36-inch Roll Standard	\$1.50	\$2.50	\$3.50	\$4.50	\$5.50	\$6.50	\$7.50	\$8.50	\$9.50	\$10.50	\$11.50	\$12.50
24-inch Roll Glossy	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00	\$8.00	\$9.00	\$10.00	\$11.00	\$12.00	\$13.00
36-inch Roll Glossy	\$2.50	\$3.50	\$4.50	\$5.50	\$6.50	\$7.50	\$8.50	\$9.50	\$10.50	\$11.50	\$12.50	\$13.50

RECOMMENDATION:

I recommend that the Library Board approve the fee structure for large format printing.

Creation Station, Makerspace, and 3D Printing Usage Policy

The Makerspace and Creation Station, including 3D printing, will fulfill the following purposes:

- To facilitate the exploration of new technology, which will help participants gain practical skills and experience with that technology.
- To encourage participants to utilize their creative and “maker” skills as they create new things.
- To encourage creativity, collaboration, the sharing of skills/knowledge, and social connections among participants.

Participants may use the Makerspace and Creation Station supplies and equipment in the following ways:

1. As part of a program or workshop.
 - a. These workshops will involve all participants working on the same project or activity and will generally not require advanced technological skills.
2. During a “drop-in” lab time.
 - a. The Portage District Library will strive to hold as many “drop-in” times as possible, during which times the Portage District Library staff will be available to assist users with the materials and equipment. A few devices are considered Appointment Only devices and will not be available for use during Drop-In times.
3. One-on-One
 - a. The Makerspace and Creation Station will be available by appointment for users who wish to have more assistance with their project. 3D printing is available only by appointment or through direct submission.
4. On their Own
 - a. The Makerspace and Creation Station will be available for independent use during all hours the Portage District Library is open and when no other program is scheduled. However, Portage District Library staff members will not be available to assist during these times. This option is

best for participants that are comfortable using the Creation Station and Makerspace equipment and supplies independently.

- i. Note: Some equipment will not be available for use during these times.

5. Electronic Submission

- a. In addition to an appointment, 3D printing is available via electronic submission.

Conditions Prior to Use

1. Prior to using the Makerspace or participating in a Library hosted “workshop” for the Makerspace, patrons must sign a Release of Liability Agreement. The patron will be considered the “User” for the purpose of the Release of Liability Agreement. If the patron is under the age of 18, a parent or legal guardian must sign the Release of Liability Agreement. Patrons must also participate in a mandatory training session with a librarian or participate in a Library hosted “workshop” for using the equipment from the Makerspace and review this Policy before using the Makerspace.

2. Users under age 14 must be accompanied by a parent or caregiver over the age of 18 while using the Makerspace unless they are attending a sponsored Library workshop involving the use of the Makerspace.

The following policy establishes terms of use:

1. Portage District Portage District Library’s policies, including but not limited to the [Patron Behavior Policy](#) and [Internet Policy](#), apply to the Makerspace and Creation Station. Failure to comply with Portage District Library policies may result in loss of Portage District Library privileges.

2. Equipment in the Makerspace and Creation Station, including but not limited to 3D printing, may be used only for lawful purposes subject to any condition set forth in this policy or any other Portage District Library policy. The public will not be permitted to use the equipment in the Makerspace of Creation Station to create material that is:

- a. Prohibited by local, state, or federal law or regulation.
- b. Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others.
- c. Obscene, sexually explicit, or harmful to minors.

d. In violation of another's intellectual property rights. The patron will be responsible for compliance with all intellectual property laws, including patent, trade dress, trademark, and copyright laws. Responsibility for possible copyright or any other intellectual property infringement lies solely with the user and the Portage District Library disclaims any responsibility or liability resulting there from. The person requesting to use Makerspace and Creation Station equipment is liable for any infringement.

e. Weapons or weapon replicas of any kind.

f. Produced for commercial purposes or goods to be sold for profit.

3. The Portage District Library is not responsible for any manufacturing defects, issues with quality of workmanship, safety, or flaws or failures in materials associated with the use of the Makerspace and Creation Station's tools or equipment. Portage District Library is not responsible for failed 3D prints, although we will do our best to assist in completing successful 3D prints.

4. Computers in the Makerspace and Creation Station are to be used for programming, digital content creation, and creative work only.

5. The Portage District Library is not responsible for any loss of digital data, injuries, property damage or other damage to materials provided by users or caused by objects or materials using 3D printers.

6. Some of the Makerspace and Creation Station equipment can only be operated under the supervision of designated Portage District Library staff.

7. Equipment in the Makerspace and Creation Station and 3D printing via electronic submission is available for use on a first-come, first-served basis unless a patron has reserved a specific time to use the equipment.

8. Patrons are responsible for bringing their own materials except for 3D printing filament and when attending Portage District Library sponsored workshops. Portage District Library staff must approve all materials before they are used.

9. Users (or, if minors, their parents/guardians) are responsible for any fees incurred for loss or damage to Portage District Portage District Library property, not associated with normal wear and tear, that is the result of inappropriate or unauthorized use of tools, equipment, or consumable materials, or for clean-up of the tools, equipment, or space. Portage District Portage District Library is not responsible for any damage to or

loss or theft of users' personal property including electronic files left on Portage District Portage District Library computers.

10. The Portage District Library Director and designated staff reserve the right to:

- a. Refuse any request/service.
- b. Review and approve all materials before using equipment in the Makerspace and Creation Station. If there is a problem with designs and/or production, the patron will be informed. The Portage District Library cannot guarantee a successful project or time frame of completion. Failed projects may be attempted two more times.
- c. Halt, delete, or disallow the creation of items that violate any Portage District Library policy.
- d. Stop a request due to time or equipment capabilities.
- e. Set a limit as to the maximum number of projects.
- f. Close the Makerspace and Creation Station at any time for programs or maintenance with little or no notice.

11. The Patron agrees to follow the safety policies and procedures involved with the Makerspace, including the following:

- a. The Patron will follow all equipment safety procedures as documented in either a training session, workshop and/or detailed in the owner's manuals. Owner's manuals will be available for review by the User.
- b. The patron agrees that if any tool or piece of equipment becomes unsafe or in a state of disrepair, he/she will immediately discontinue use of the tool and notify Portage District Library staff.
- c. The Patron must report any accident/incident that occurs to a Portage District Library staff member, at the time of the accident/incident.

12. The patron agrees that items used in the Makerspace and Creation Station are to be returned in the same condition as they were issued, barring normal wear and tear. The Patron agrees to pay for the loss or damage to any items and further agrees to accept the Portage District Library staff's assessment of fair restitution for damage, dirtiness, delinquency and/or loss of items in part or total.

13. The Patron agrees to take precautions to avoid causing unnecessary mess. The Patron agrees to clean up his/her workspace following use and will inform a Portage District Library staff member if they are unable to return a work surface, tool, or equipment to its original state.

14. The Portage District Library is not responsible for the following:

a. The Portage District Library does not accept responsibility if a project is destroyed, does not print correctly, or does not work.

b. The Portage District Library will not offer refunds for supplies used.

c. The Portage District Library does not accept responsibility if a patron's personal equipment (VHS, DVD) is damaged or destroyed while using the tools.

15. Food and drinks are prohibited when using the Makerspace or Creation Station.

16. Users must save their work on their own external memory source – external hard drive, CD, DVD, cloud storage, or flash drive.

17. It is the responsibility of the User to delete and/or remove any files (digital or print) from the Portage District Library equipment in the Makerspace. The Portage District Library is not responsible for equipment or files (digital or print) left behind by Users.

18. Portage District Library staff will provide very limited assistance in using the equipment and software or transporting of supplies, equipment, or furniture to and from the Makerspace.

19. While the Portage District Library makes every effort to oversee the use of the equipment, usage of the equipment is not under the direction or control of the Portage District Library. Approval to use the Makerspace does not constitute endorsement by Portage District Portage District Library of the uses to which the space is put or the products produced therein. The Portage District Library is not responsible for any object created with the use of the equipment, including any harm or injury incurred because of any usage of the equipment.

20. The Makerspace and Creation Station are not single occupancy rooms. More than one patron/group may be in them at a time, working on different projects.

21. All equipment in the Makerspace and Creation Station must stay in the Makerspace and Creation Station.

3D Printing

In addition to the above policy provisions, the following are applicable to 3D printing:

1. If submitted electronically, the print file submitted must be sent in .stl format.

2. Only one print request per person will be accepted and printed at a time. A person may submit one request every two weeks.
3. The print object must be smaller than 9.8" x 8.2" x 8.2". Library staff reserve the right to resize projects unless dimensions are specific in the request.
4. The nature of 3D printing does not allow complete member privacy, but the library will comply with the Library Privacy Act.
5. The printer will only print an object in a single color. Color preferences may be submitted and we will do our best to accommodate requests, but the library staff will determine the color of the filament based on availability.

Fee Schedule for Makerspace

3D Printing

The cost for 3D printing is by the hour. It is \$1.00 per hour up to four hours. After that it is \$0.50 per hour.

Button Making Machine

Patrons may make two buttons for free. If patrons want to make more than that, the cost is \$0.10 per button.

Smart Cutting Machines

Patrons are encouraged to bring in their own supplies to use the Cricut or Cameo. The library will have a supply of vinyl for patrons who are interested in purchasing some. The cost is \$1.00 per 12 x 12 sheet, including transfer tape.

HP DesignJet T650 Large Format Printer

Patrons must bring their files for printing on an external USB Flash Drive.

Feet	1	1.5	2	2.5	3	3.5	4	4.5	5	5.5	6	6.5
Inches	12	18	24	30	36	42	48	54	60	66	72	78
36-inch Roll Standard	\$1.50	\$2.50	\$3.50	\$4.50	\$5.50	\$6.50	\$7.50	\$8.50	\$9.50	\$10.50	\$11.50	\$12.50

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 21, 2023
Subject: Report from Library Board Liaison to the Friends of the Portage District Library

Portage District Library Board Trustees Ken Baker and Cara Terry are the Board Co-Liaisons to the Friends of the Library in 2023, and as such, one of them will attend Friends' board meetings and share information about Friends' activities.

There will be an item on the agenda for any Library Board meeting that immediately follows a Friends book sale or board meeting. Since the Friends had a board meeting on February 13th, there will be an item on the agenda for the February 27, 2023 Library Board meeting.

To:	Portage District Library Board Members
From:	Christy Klien, Library Director
Date:	February 21, 2023
Subject:	Follow-up Discussion about Guests to be Invited to Library Board Meetings in 2023

At the beginning of each year, it has been the practice of the Library Board to consider guests to be invited to board meetings throughout the year or presentations to be heard that would be beneficial. At the January 23, 2023 meeting, Library Director Klien said one or two guests could fit into the Board meeting schedule. Klien recommended Library attorney Anne Seurynk and new Portage City Manager Pat McGinnis as potential guests. Trustees were interested in these recommendations and also suggested a Portage Public School Librarian representative or both high school librarians.

Klien asked for clarification of a ranking of guests in order of highest priority.

Portage District Library

Donations Report for Funds Received in Fiscal Year 2022

February 2023

DONATIONS RECEIVED in 2022	AMOUNT
Grants:	736.59
Support for Programming:	41,150.00
Restricted Materials:	8,000.00
Memorials:	-
Unrestricted:	31,688.46
TOTAL: <i>(without in-kind donations included)</i>	\$ 81,575.05

In Kind Gifts: <i>(estimated value of donated items - not money)</i>	\$ 10,550.00
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TOTAL: *(with "In Kind" Donations Included @ Estimated Value.....)* **\$ 92,125.05**

<u>DONATIONS RECEIVED in 2022 – (Previously Allocated)</u>	AMOUNT
<i>Note: The following designated donations were previously allocated through Budget Amendments approved by the Library Board during 2022 or 2023.</i>	
Friends' Donation for 2022 Summer Reading	9,500.00
Donations for Creation Station Equipment & Programming	30,000.00
Donations for Adult Programming in 2022	1,600.00
Grants & Donations for Restricted Material in 2022	8,900.00
TOTAL: <i>(donations designated for specific purposes)</i>	\$ 50,000.00

TOTAL DONATIONS to be ALLOCATED in FISCAL YEAR 2023		
Total Donations <i>(without "In-Kind" donations)</i>	\$ 81,575.05	
Less Donations <i>(previously allocated in 2022)</i>	<u>\$ 50,000.00</u>	
Donations from 2022 to be Allocated: (Per Donors' Request):	\$ 31,575.05	
Adult Programming	\$ 240.00	
Seed Library	\$ 250.00	
Youth Services	\$ 300.00	
World Language & Immigrant Interest	\$ 8,000.00	
Unrestricted	<u>\$ 22,785.05</u>	
TOTAL Donations from 2022 to be Allocated:	\$ 31,575.05	

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 21, 2023
Subject: Budget Amendments and Allocation of FY 2022 Gifts and Donations Revenue

BACKGROUND:

It has been our usual practice to ask the Library Board to consider endorsing the expenditure of a certain amount of gifts and donations revenue that had been received in the previous fiscal year. These monies come to the library as unsolicited and unrestricted donations for discretionary use for library purposes.

In the past, gifts and donation funds have been used to bolster purchases of library materials or to acquire needed equipment or furnishings, or to supplement adult and youth programming budgets. Year by year, we have identified targeted needs and allocated gifts and donations revenue accordingly.

A review of donations received by the library in FY2022 has determined that there is **\$31,575.05** in gifts and donation funds available for allocation in FY2022.

Of the \$31,575.05 of donation that have yet to be brought to the board for allocation: **\$8,000.00** of those donations was directed to be used for the Library's World Language collection; **\$240.00** for Adult Programs; **\$250.00** for the Seed Library; and **\$300.00** for Youth Services. That leaves **\$22,785.05** of donations to be allocated at the Library's discretion.

RECOMMENDATION for USE of FY 2022 GIFTS & DONATIONS REVENUE:

The Library recommends that the FY2023 budget be adjusted for FY2022 donations designated for specific purposes for the following expenditure lines: World Language collection, \$8,000.00; Adult Unrestricted Programming, \$240.00; Creation Station/Maker Space, \$250.00; and Youth Programming Unrestricted, \$300.00.

It is also requested that the FY2023 Youth Programming Unrestricted expenditure line be adjusted for a \$100.00 donation received in FY2023.

Additionally, at this time, staff is still discussing the best use of the remaining funds. A recommendation for use of donation funds with a balance of \$23,575.05 will be brought to the Library Board at a future time.

PORTAGE DISTRICT LIBRARY

Monitoring Report

For Executive Limitation Policy: Emergency Library Director Succession
Temporary and Long-Term

In order to protect the Library Board from sudden loss of the Library Director's services, the Library Director will identify two other public service professionals familiar with Library Board and Library Director issues and processes who would be able to successfully substitute during the Library Director's absence on an emergency temporary or long-term basis. Accordingly, the Library Director shall not:

POLICY ITEM #1:	Fail to have a plan in place for emergency Library Director succession, (temporary) which would utilize internal library public service professionals.
Director's Response to Item #1:	<p><u>EMERGENCY (TEMPORARY) SUCCESSION</u> (Short-Term absence up to 6 weeks)</p> <p>In the event that the Library Director must be absent from the Portage District Library on an emergency (temporary) basis for a period of more than (3) days and not exceeding (6) weeks, then the succession plan is as follows:</p> <ul style="list-style-type: none"> A. Either the Head of Adult Services or the Head of Youth Services will be designated as a substitute for the Library Director during his/her emergency (temporary) absence from the library, with the support of the Library Administrative Team. B. The Library Director will notify the Library Board Chair in advance (if possible) about the need for an emergency (temporary) absence and the expected duration of the short-term leave. C. While substituting for the Library Director during his/her short-term absence, the Emergency (Temporary) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or any board action needed. D. The Library Business Manager will oversee all financial transactions, during the Library Director's short-term absence. E. During the Library Director's short-term absence, the Emergency (Temporary) Successor will act on behalf of the Library Director in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings. F. During the Library Director's short-term absence, any personnel issues that may arise will be handled jointly by the Emergency (Temporary) Successor and the Library Business Manager. G. During the Library Director's short-term absence, the Emergency (Temporary) Successor will comply with all Executive Limitations Policies and will consult with the Library Board Chair as necessary. H. The Emergency (Temporary) Successor's substitution assignment will end when the Library Director returns from his/her short-term absence, or by a Library Board directive.
POLICY ITEM #2:	Cause a "conflict of interest" by designating the Library Business Manager as an emergency successor.
Director's Response to Item #2	The Library Business Manager has not been designated as the Library Director's Emergency (Temporary) Successor during any short-term absence. To avoid any conflict of interest, the roles and duties of the Library Business Manager and the

Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession

	Library Director are clearly defined and separated. For example, the Business Manager generates purchase orders and expends funds, and the Library Director monitors expenditures and signs checks to pay invoices, so there is always a check and balance system in operation.
POLICY ITEM #3:	Fail to have a plan in place for Library Director succession/ replacement that would utilize either an internal public service professional or an outside professional designated by the Library Director and approved by the Library Board.
Director's Response to Item #3:	<p><u>EMERGENCY (LONG-TERM) SUCCESSION</u> (Long-Term Absence 6 wks. to 1 Year)</p> <p>In the event that the Library Director must be absent on an emergency (long-term) basis from the Portage District Library for a period of more than (6) weeks and up to (1) year, then the succession plan is as follows:</p> <ol style="list-style-type: none"> A. The Library Director (if possible), in consultation with the Library Board, will identify a professional either inside or outside of the library who will substitute for the Library Director during his/her long-term absence from the library. B. The Library Director will notify the Library Board Chair in advance (if possible) about the expected length of his/her absence and make a recommendation for the person to serve as Emergency (Long-Term) Successor. C. The Library Board will hold a special meeting to consider appointment of an individual as the Library Director's Emergency (Long-Term) Successor, and will also identify the terms and conditions of the assignment as well as the probable duration. If the professional is from <u>inside</u> the library, an adjustment will be made to the individual's compensation according to the length of substitution time for the Library Director. If the person is from <u>outside</u> the library, compensation for the substitution period covering the Library Director's long-term absence will be negotiated with the Library Board. D. During the Library Director's long-term absence, the Emergency (Long-Term) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or board action needed. E. All financial transactions, during the Library Director's long-term absence, will be reviewed by the Emergency (Long-Term) Successor in consultation with the Library Business Manager. F. During the Library Director's absence, the Emergency (Long-Term) Successor will act on behalf of the Library Director, with the support of the Library Administrative Team, in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings. G. During the Library Director's long-term absence, any personnel issues will be handled by the Emergency (Long-Term) Successor in consultation with the Library Business Manager. H. During the Library Director's absence, the Emergency (Long-Term) Successor will comply with all Executive Limitations and Policies of the

Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession

	<p>Library Board and will consult with the Library Board Chair as necessary.</p> <p>I. The Long-Term Emergency Successor's substitution assignment will end upon return of the Library Director from his/her long-term absence, or by a Library Board directive.</p> <p>J. In the event that the Library Director's long-term emergency absence changes to a resignation or termination, the Library Board will then refer to the "Library Director Succession/Replacement Plan" that was updated and presented to the Library Board in February 2018.</p>
POLICY ITEM #4:	Fail to produce a monitoring report about emergency Library Director succession to the Library Board on an annual basis.
Director's Response:	<p>The Library Board's annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director.</p> <p>The Monitoring Report for the Executive Limitation on Emergency Library Director Succession appears on the board's annual calendar in the month of February. In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 27, 2023.</p>

PORTAGE DISTRICT LIBRARY

Library Director **Succession/Replacement Plan** Updated February 28, 2022

If the Library Director departs from his/her position through resignation, retirement or removal, or is deemed incapable of carrying out his/her responsibilities for any reason - other than an emergency situation - the following Succession/Replacement Plan would be implemented immediately by the Library Board:

1. The normal operations of the library would continue under the guidance of the Library Board and with the leadership of the Library Administrative Team in their respective areas of responsibility, as shown below.

a. Assistant to the Director b. Business Manager c. Head of Circulation and Technical Services d. Head of Adult Services e. Head of Youth Services	f. Marketing Manager g. Systems Administrator h. Facilities Manager
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2. The library would continue to operate under the provisions of the District Library Law, any mandates from the Library of Michigan, and would stay in compliance with all Michigan laws and City of Portage ordinances.
3. The Library Board would meet with the departing Library Director (if appropriate) and Business Manager to discuss procedures to be followed for the public announcement of the Library Director's departure and the appointment of an Interim Library Director from the Administrative Team (either the Head of Adult Services or Head of Youth Services). The Library Board Chair would contact the library's attorney about a contract for the Interim Library Director that would define the duration of the temporary appointment and appropriate compensation.
4. The Library Board, the departing Library Director (if appropriate) and the Administrative Team would meet in special session to discuss the process to be followed by the Library Director's succession/replacement. A timeframe would be developed, and specific responsibilities during the interim administration would be identified. A schedule for regular progress meetings with the Library Board Chair would also be established.
5. The Library Board and the departing Library Director (if appropriate) and the Library Marketing Manager would put together and issue a news release to the media about the impending departure of the Library Director and would contact the following individuals and institutions to inform them of the administrative change taking place at the library:

a. Library Attorney b. City of Portage (Manager) c. Kalamazoo County Clerk d. Library of Michigan (State Librarian)	e. Media f. Michigan Library Association g. Portage Public Schools (Superintendent) h. SMLC Members (Directors)
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6. The Library Board and departing Library Director (if appropriate) and the Interim Library Director would work together to identify a list of “priority action items” that would need to be addressed at the library during the interim administration and would determine how to allocate resources best to preserve the library’s culture and maintain momentum.
7. The departing Library Director (if appropriate), the Interim Library Director and the Administrative Team would develop a “transfer of knowledge” plan. The plan would include accounting information, administrative procedures, bank information, Board policies, budget documents, circulation procedures, current contracts, emergency procedures, facilities checklists, institutional benchmarks and standards, legal requirements, security codes and any other important information. This information would later be conveyed to a replacement Library Director.
8. The Library Board Personnel Committee would work with the departing Library Director (if appropriate) and the Business Manager to review and update the Library Director’s job description and prepare a job posting advertisement.
9. The Library Board Personnel Committee or an appointed Search Committee would investigate and then recommend a search process to be followed to replace the Library Director, and the Library Board would vote to accept it. The following decisions would need to be made by the Library Board:
 - a. Selection criteria to be used in the search process (*requirements for Library Director position*)
 - b. The scope of the search (*national search?*)
 - c. Method of searching (*engage an outside search firm?*)
 - d. External involvement (*community input in the selection process?*)
 - e. Internal involvement (*staff and peer input into selection process?*)
 - f. Budgetary implications (*acceptable cost for search process?*)
 - g. The timetable for replacing Library Director (*6 to 9 months?*)
 - h. Who will evaluate the first-round candidates? (*Search firm and Library Board?*)
 - i. Who will interview final candidates? (*Search firm, Library Board, Community in Meet the Candidates open session?*)
 - j. Compensation package to be offered to the successful candidate? (*Library Board Personnel Committee and labor attorney*)
10. Once interviews have taken place and a final decision has been made by the Library Board a formal job offer with a compensation package is extended to the candidate.
11. After the offer has been accepted, a public announcement of the selection of the new Library Director will be made by the Library Board with the assistance of the Library’s Marketing Manager and the Assistant to the Director.
12. The Library Board and the Administrative Team would jointly plan a community event to welcome the newly hired Library Director.
13. The Library Board and new Library Director would meet to decide on initial first steps to be taken and future direction for the library.
14. The new Library Director would begin administration of the library.

PORTAGE DISTRICT LIBRARY

Monitoring Report

for

Executive Limitation Policy: Treatment of Consumers

February 27, 2023

With respect to interactions with consumers or those applying to be consumers, the Library Director shall not cause or allow conditions, procedures, or decisions, which are unsafe, undignified, which invade privacy, or are unnecessarily intrusive, and shall not:

POLICY ITEM #1: Use application forms that elicit information for which there is no clear necessity.

Director's Response to Item #1: The application form used by the Portage District Library contains standardized language that is appropriate for a non-profit, tax-supported institution, and that has been examined by legal counsel for compliance with federal and state laws. In addition, there are no questions on the form that attempt to elicit information for which there is no clear necessity. The library has been using this application form since 1998 when it became a district library, and there have been no challenges by applicants or others to its content. In 2019, the Library Director and Business Manager made the decision to remove the requirement to provide a social security number on the application.

To further ensure that all library forms and activities are in compliance with this Executive Limitation Policy, the Library Employee Handbook reinforces these requirements as follows: *"Portage District Library will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct."*

POLICY ITEM #2: Use methods of collecting, reviewing, transmitting, or storing client information that fails to protect against improper access to the material elicited.

Director's Response to Item #2: Currently, the library has the following procedures in place to protect the privacy of patron information.

PROTECTION of PRIVACY:

- Symphony (library automation system) updates with password protections.
- Measures have been taken to ensure the security of online e-mailing of overdue and reserve notices to patrons.
- Procedures are in place at all desks to guard against revealing private information.
- Patron data base is reviewed on a schedule to update old information.
- There is a regular schedule in place (quarterly) for deletion of unused patron accounts going forward. The purging process assures that we do not keep any unnecessary personal information in our patron database.
- Self-serve computer print stations with vending capability are available to patrons to print and retrieve their own personal print jobs without the assistance of library staff for more convenience and to ensure their privacy.
- Fax service (outgoing only) is also available to patrons to enable unassisted personal fax transmissions.

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

- The Library Confidentiality Policy was reviewed and approved by the Library Board and at the February 28, 2022 board meeting. All employees are informed about the policy and trained to follow the specific process for safe-guarding patron privacy.
- The library reapproved the FOIA Policy on December 12, 2022 as required on the Library Board's Annual Calendar.

POLICY ITEM #3: Fail to provide appropriate accessibility and privacy in facilities.**Director's Response to Item #3**

- The Portage District Library is ADA compliant with a wheelchair accessible entrance, elevators, computer stations and restroom facilities. There is also a wheelchair available for use upon request on the premises, and elevators that provide barrier-free entrance & transport.
- Privacy is also ensured for our patrons' information by having an employee code of conduct at the library that requires staff to maintain confidentiality of all patron information.
- More seating has been provided in areas near the entrance to afford those with special needs a place to sit upon arrival, in preparation for leaving, or while waiting for assistance.
- The Adult Services areas are arranged for accessibility and privacy with advantageous placement of furnishings, wider aisles and pathways, lower, easier-to-reach shelving with wide open sight lines and unobstructed seating space.
- Youth Room is arranged to make children's browsing areas more accessible and to create less obstructed sight lines for staff to monitor activities in that area.
- There is a Staff Lounge on the second floor, away from the public area, for employees to take break periods so as not to interfere with patron activities and to provide privacy for staff.
- Privacy is offered to patrons by providing patrons access to study rooms on the main level, youth and teen only meeting rooms on the lower level, and (5) other meeting rooms that are available for public use for a rental fee. There are numerous, individual study table & chair groupings throughout the library that provide places for people to read, study and work in an uninterrupted manner.
- Meeting room rentals are handled confidentially and are listed on the calendar only according to information that the renter provides to the library.
- More casual seating has been provided throughout the library to present a friendlier more comfortable atmosphere for all visitors.
- The Teen Room has been furnished in an appealing way to make it more accessible and comfortable to that age group.
- The Preschool Room has age appropriate learning toys and the floor plan is safe for small children and enables parents and caregivers to easily observe them. There is an attached family bathroom and two nursing/quiet rooms for patrons to utilize.

POLICY ITEM #4: Fail to establish with consumers a clear understanding of what may be expected and what may not be expected from the service offered.**Director's Response to Item #4:**

The library continues to handle its communications with library patrons in an excellent manner, using clear cut and easy-to-understand signage, flyers, posters, brochures, e-newsletters, and website information. All promotional materials are

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

carefully developed to convey important messages to library users that will specifically describe new services (i.e., New York Times online subscription, Scholastic Teachables, Mango Languages, etc.) or changes in services (i.e., Curbside Service, Changes in Non-Resident Fee; Library Closings, Friends' Book Sale dates, etc.) Any enhancements to library services are conveyed to library users via the library's monthly e-newsletter, inserts in The Portager, large posters placed throughout the library and with banner advertisements on the library's website. The library also uses digital signage to advertise upcoming programs to patrons.

The library's e-newsletter transmits useful library related information to patrons. In addition, other methods are used to communicate, such as:

- The library's website content was updated so that content in several areas of the site is current and dynamic and visually pleasing when viewed on a mobile device.
- The library has a Social Media Committee that is focused on developing meaningful, engaging, and newsworthy content for the library's Facebook and Instagram accounts.
- Newsletters are sent via e-mail and are used to highlight library resources, programs, and services.
- Special phone, and e-mail communications are directed to homebound patrons to make sure they are up-to-date on library events, resources and services.
- Recorded message on the library's phone system are used to direct callers to the appropriate service points in the library and advertises any new services.
- Special promotional campaigns are conducted to "get the word out" about any new services available at the library.
- Any time that library resources and services are changed in any way, there is a publicity initiative undertaken to get the message out, through news releases, newspaper articles, and website alerts as was done with our new SMS Notifications initiative.
- Public surveys (both online and paper) are conducted regularly to gather information and feedback from patrons and then responses are used to assess library operations and services and to make any necessary changes.

POLICY ITEM #5: **Fail to inform consumers of this policy, or to provide a way for persons to be heard who believe they have not been accorded a reasonable interpretation of their protections under this policy.**

Director's Response to Item #5: Currently, the library has the following procedures in place to ensure that patrons are heard:

- All public service staff is trained to ask library patrons, during interactions with them, if they found what they were looking for at the library.
- Electronic comment cards are available on the Library's website for users to submit online comments and paper comment cards are available at service desks.
- Evaluation forms are regularly handed out to patrons after library programs to get input on current and future program offerings.
- Patron surveys are conducted at regular intervals, both paper and electronic.

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

- All Library Board meeting notices are posted in high traffic locations and on the library's website and Library Board meetings are held onsite and open to the public at any time.
- Comments from library patrons are prompted by postings on the library's Facebook page.

POLICY ITEM #6: Fail to provide a written monitoring report to the Library Board once a year.

Director's Response to Item #6: The Library Board's annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director. The Monitoring Report for the Executive Limitation on Treatment of Consumers appears on the board's annual calendar in the month of February.

In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 27, 2023.