

# MINUTES

From the April 27, 2026  
Regular Board Meeting

## I. Start of Meeting

## II. Roll Call

## III. Board Members Present: Board Members Absent: Library Staff Present:

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

**Board Members Absent:** Donna VanderVries (excused)

**Library Staff Present:** Library Director Christy Klien, Rolfe Behrje, Ben Chee, Quyen Edwards, Rob Foti, Lawrence Kapture, Jamie McKinney, Abby Pylar, Steve Rossio, Colin Whitehurst, and Laura Wright

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

Library Board Vice Chair Jeanne Friedman welcomed everyone to the April 27, 2026 Library Board Meeting. She asked if anyone present had any comments.

1. Comment from Library Director Klien - Klien provided an updated number for March 2026 Self Checkout Use Percentage on page 14. The number should read 54.4% .
2. Comment from Trustee Terry - Terry shared a recommendation for "the best book I've ever read". She highly recommended "The Greatest Sentence Ever Written" by Walter Isaacson.
3. The Board thanked Trustee Terry for the generous donation to the Youth Makerspace reference collection. Trustee Terry responded that she thinks our youth librarians do a fabulous job and wanted to support them in this project.
4. The Board commented on the Heritage Room display by Nick Meyle, and staff shared that Portage Public Safety came in to look at the material.

## V. Adoption of the Agenda for the Regular Meeting of April 27, 2026

Library Board Vice Chair Friedman asked if there were any changes to the agenda before its adoption and there were none. Friedman asked for a motion to adopt the agenda.

**MOTION:** It was moved by Trustee Baker and supported by Trustee Vance that the Library Board adopt the agenda for the regular meeting of April 27, 2026. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

## I. 2026 Marketing Plan

### A. Presentation of the 2026 Marketing Plan by Marketing Manager Colin Whitehurst

Marketing Manager Colin Whitehurst have his 2025 Marketing Plan presentation to the Board. He reviewed his Current Initiatives - discussing printed material, digital signage, social media, eNewsletters, the monthly Portager inset, and more.

He explained that Quarterly Focuses give more exposure to specific topics:

Q1 - Library Services - Makerspace, Friends Book Sales, ENewsletter

Q2 - Summer Reading is Coming Soon, eServices Updates

Q3 - Recollect & Heritage Room, Summer Reading

Q4 - New Notary Service, Recollect & Heritage Room

# MINUTES

The current focus for the Marketing Manager Colin Whitehurst and Digital User Experience Coordinator Jill Austin is ADA Title II Updates. In April 2024, the Department of Justice updated Americans with Disabilities Act to create requirements for libraries. Libraries over a population over 50,000 must be WCAG 2.1 Level AA compliant. Following an extension to the April 2026 deadline, PDL's website must be compliant by April 2027.

Work on the website includes selecting tools to assist in the process, identifying non-compliant vendors the website is linked to, remediating website content, testing changes, a 3rd party audit for compliance, and scheduling ongoing scans to ensure continued compliance.

Whitehurst discussed a new tool the library is interested in purchasing- Savannah by Orange Boy. It provides services such as customer lifecycle management which can categorize patrons into profiles to help the library staff make better decisions for services, collections, and going into the next Strategic Plan. Trustees wanted to ensure that patron privacy was protected. Library Director Klien said that this was a highly recommended and trusted service and that she and the library staff would do their due diligence reviewing the contract before implementing the service. The library's initial interest in the service came from the ability to renew or sign up for a library card online. It also offers options for automated reminders to patrons.

At the end of his presentation, Whitehurst opened the floor for questions. Trustee Terry asked what the cost was to review the website for certification and Whitehurst responded that we have budgeted \$10,000 for scanning and testing as a one-time cost.

## II. Consent Agenda (

- A. Minutes of the regular meeting held on March 23, 2026
- B. April 2026 Narrative
- C. Budget Amendment for Restricted Donation
- D. Financial Condition for March 2026
- E. Statistical Report for March 2026
- F. May 2026 Program Calendar
- G. Review Library of Things Policy
- H. Monitoring Report on Executive Limitation: Fundraising Activity

**MOTION:** It was moved by Trustee Behr and supported by Trustee Baker that the Library Board approve the consent agenda. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

## VI. Governance

### A. Scheduling of Mid-Year meeting with the Library Director

Library Director Klien reviewed the process with Trustees. She will meet with Library Board Chair Friedman in advance of the May Board Meeting for a checkin and discussion of progress towards her Board approved goals for the year.

### B. Friends of the Portage District Library

Trustee Terry and Trustee Baker reported on the recent Friends Board meeting. They noted that Friends membership is rebounding which they attributed to access for the Friends only presale.

# MINUTES

The April Book Sale raised \$4,400 which they were pleased with. They have also been distributing bookmarks with more information about Friends of the Library activities.

Friends noted that collectively they have raised in excess of \$342,000 in book sale total to date.

## C. Programming Policy

Trustees discussed the information provided on the memo accompanying the Programming Policy. Library Director Klien said that the Programming Staff have requested that if a patron has 3 no-shows for a registration required event that they can be moved to the waitlist. This procedure was requested primarily with Adult and Makerspace programming in mind. At this time, Youth is not interested in implementing this procedure, but it gives them the ability if they start to see that there are program attendance issues in the future.

**MOTION:** It was moved by Trustee Behr and supported by Trustee Terry that the Library Board approve the change to the Programming Policy as proposed. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

## III. Ends Development

### A. First Quarter 2025 Financials

Business Manager Rob Foti said that there is nothing unexpected in the First Quarter Financial statements. Tax collections on target (we collect about 90% at the beginning of the year), waiting for the county to let us know the amount outstanding. In Other Revenue, fines and fees are on track. Penal Fines will be collected in July. Interest income remains high. There have been large gifts to the library from three estates totaling over \$550,000.

### B. First Quarter 2026 Strategic Plan Report

Library Director Klien discussed activities from January -March as reported in the First Quarter 2026 Strategic Plan Report. Staff is continuing to make great progress on projects. Klien noted that this plan is expiring at the end of the year and asked trustees to begin to consider if we will extend this plan to give staff more time to accomplish goal or if it is time to go through the process to create a new strategic plan. Trustees would like feedback from the staff before making a decision. Klien said staffing changes have adjusted projects. We may discover that the overarching theme is where we still want to be, but may propose different projects for future years. Klien said supervisors will have discussions with their staff and will provide feedback at a future board meeting.

## IV. Library Director's Reports

### A. Final remarks by Library Director for the April 27, 2026 Library Board Meeting.

Klien reminded trustees that Monday, May 18th is the next board meeting - it will be held one week earlier due to Memorial Day closure. We will be in Long/Gourdneck because of Genealog and we will host guest speaker Dan Jaqua who will give a community update.

Klien highlighted the last page of packet with its updated organizational chart.

Makerspace Assistant Carolyn Douglass started last week and is doing well.

In Circulation - we have a new category of staff called Library Aides who will be focused on shelving in Youth Services because they are the highest circulating collection.

# MINUTES

Klien will be at MLA ThinkSpace for Directors May 14-15.

## VIII. Process Evaluation

### A. Suggestions for Agenda Items to be included on the May 18, 2026 Board Meeting

1. Guest Dan Jaqua
2. Minutes of the Regular Meeting held on April 27, 2026.
3. Review of Patron Behavior Policy
4. Follow-Up on mid-year meeting with Library Director
5. Plans for 2026 Summer Reading Program

### B. Miscellaneous

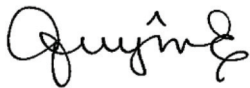
## IX. Adjournment

Library Board Chair Friedman said if there was no further business to be considered, that she would accept a motion to adjourn the regular board meeting of April 27, 2026.

**MOTION:** It was moved by Trustee Behr and supported by Trustee Terry that the Library Board adjourn the regular meeting of April 27, 2026. Vote 6-Yes, 0-No, 1-Absent (VanderVries) Motion carried.

**DISPOSITION:** The regular board meeting of April 27, 2026 was adjourned at 6:43 PM.

Recorded and Transcribed by,



**Quyen Edwards**

*Library Board Secretary*