



**NOTICE of PUBLIC MEETING**

**The Portage District Library Board**

**will meet in regular session**

**on**

**April 27, 2015 beginning at 6:00 p.m.**

**at the**

**Portage District Library**

**in the Lower Level**

**Long Lake & Gourdneck Lake  
Meeting Rooms**

*for the purpose of  
conducting library business*



# PORTAGE DISTRICT LIBRARY BOARD MEETING

April 27, 2015

Regular Meeting Lower Level Long Lake & Gourneck Lake Meeting Rooms at 6:00 pm 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
- IV. Adoption of the Agenda for the Regular Meeting of April 27, 2015
- V. Consent Agenda (5 minutes) (Vote)
  - A. Minutes of the regular board meeting held on March 23, 2015. *Pgs. 1-11*
  - B. Review of Art Exhibit Gift Policy. *Pgs. 12*
  - C. Review of Programming Policy. *Pgs. 13*
  - D. Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to accommodate for receipt of a \$50,000 unrestricted legacy gift, some of which may be used to establish a new library-wide endowment fund. *(Please see Item VIII-A below for more information). Pg. 14*
- VI. Special Guest (30 minutes)
  - A. Larry Shaffer, Portage City Manager. *Pg. 15 (Info)*
- VII. Governance (10 minutes)
  - A. Library Board linkage opportunities for April/May 2015. *Pg. 16 (Info)*
  - B. Scheduling of mid-year meeting with the Library Director. *Pg. 17 (Info)*
- VIII. Ends Development (1 hour)
  - A. Follow-up information on establishment of a Portage District Library Endowment Fund. *Pg. 18 (Info)*
  - B. Report from Jill Austin, Staff Liaison to the Friends of the Library. *Pg. 19 (Info)*
  - C. Progress Report on End Statement #1. *Pgs. 20-25 (Info)*
  - D. Update on the library's Book Drop Project. *Pg. 26 (Info)*
  - E. Staff Presentation by Chris Walker on Fundraising Plan for 2015. *Pg. 27 (Info)*
  - F. Information about changes needed to the library's wireless authentication & Internet Policy. *Pg. 28-29 (Info)*
- IX. Monitoring to Assure Compliance with Executive Limitations (10 minutes)
  - A. Report on Financial Condition for March 2015. *Pgs. 30-32 (Info)*
  - B. 1<sup>st</sup> Quarter Financial Report for FY 2015. *Pgs. 33-35 (Info)*
  - C. Monitoring Report on Executive Limitation: Fundraising Activities *Pgs. 36-38 (Info)*
- X. Library Director's Reports (10 minutes total)
  - A. Marketing Update for March 2015. *Pg. 39-40 (Info)*
  - B. Narrative Report for March 2015. *Pgs. 41-43 (Info)*
  - C. Statistical Report for March 2015. *Pgs. 44-45 (Info)*
  - D. Legislative Update for March 2015. *Pg. 46-47 (Info)*
- XI. Process Evaluation (5 minutes total)
  - A. Suggestions for Agenda Items to be included on the May 18, 2015 Board Meeting
    1. Minutes of the Regular Meeting held on April 27, 2015.
    2. Review of Disruptive Patron Policy.
    3. Review of Juvenile Patron Policy.
    4. Review of Smoking & Tobacco Products Policy.
    5. Special Guest: State Senator Margaret O'Brien and State Representative Brandt Iden.
    6. Presentation of Audit Report for Fiscal Year 2014 by Rehmann Robson staff.
    7. Follow-up information related to preparing for Strategic Planning in 2016.
    8. Follow-Up on mid-year meeting with Library Director.
    9. Plans for participation in the City of Portage's 2015 Memorial Day Parade.
    10. Plans for 2015 Summer Reading Kick-Off in June.

11. Discussion about upcoming changes in FOIA (PA 563) effective July 1, 2015.

B. Assessment of this meeting

C. Miscellaneous Items

XII. Adjournment

# PORTAGE DISTRICT LIBRARY BOARD

## Minutes of the Regular Board Meeting

held on

**March 23, 2015**

Regular Meeting Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

I. Start of Meeting: Board members and staff gathered on March 23 at 5:30 pm for dinner, (*Food from The Ample Pantry*) and the board meeting started at 6:00 pm.

II. Roll Call:

Board Members Present: Michele Behr, Stephanie Brown, Betty Lee Ongley, Martha Pacheco, Alisha Siebers Donna Vander Vries and Joe Yantis

Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Diane Delach, Rob Foti, Lawrence Kapture, Chris Walker and Laura Wright

Special Guest: Chris Buckley, Executive Director of Portage Community Center

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

Library Board Chair Alisha Siebers asked if any trustees or others present had comments they would like to make, and the following comments were made:

A. Comment about National History Month – Trustee Betty Lee Ongley said that March is National History Month and that the WMU’s “Raise Your Voice” series would be hosting Anita Hill in a speaking engagement on Monday, April 13<sup>th</sup> at 7 pm and Ongley said she had (2) tickets to give to anyone who might want to attend. Trustee Vander Vries thanked Trustee Ongley and accepted the complimentary tickets. Trustee Ongley also mentioned that another featured public speaker would be Tatyana Fazlalizadeh on April 2<sup>nd</sup> at 5:30 pm at the WMU Richmond Center for the Visual Arts and on April 3<sup>rd</sup> at 5:30 pm at the Black Arts & Cultural Center in the Epic Center on the downtown Kalamazoo Mall. Trustee Ongley concluded her comments by saying that the “Raise Your Voice” initiative hoped to bring Gloria Steinem to town in the fall if they can get sponsorship.

DISPOSITION: Library Board Chair Siebers thanked Trustee Ongley for her comments and for bringing these important dates to their attention.

B. Comment about ONEplace Helpful Information – Library Board Chair Alisha Siebers said that she has been participating in the ONEplace Nonprofit Leadership Academy and there was a recent session that was relevant to nonprofits knowing when to say “Yes” and when to say “No” and not spreading themselves too thin. Siebers said she thought this has relevance as they consider planning for the library’s future and that they need to be wise and choose what we will be doing well.

DISPOSITION: Library Board members acknowledged Library Board Chair Siebers’ comments and agreed that this would be important to keep in mind for planning the library’s focus for the future.

C. Comment about Trustee’s Recent Trip – Trustee Joe Yantis said that during his recent trip to Florida with his wife Sharon for a flower event, it was only in the low 50’s and there were only about 5 or 6 people lounging around the pool and all wrapped up in blankets! He also mentioned that baseball spring training was underway down in Florida and it was so cold that the players were hurting their fingers catching balls.

DISPOSITION: Library Board members smiled at the comments made by Trustee Yantis.

D. Comment about Upcoming Library Program being Planned – Lawrence Kapture, Head of Adult Services, said he wanted to alert trustees to an upcoming library program in case they might be asked about it. The topic of the program is “Medical Marijuana in Michigan.” Kapture said that there is a lack of synchronicity about the legal aspects of medical marijuana between local, state and federal agencies that confuses the public and it seemed like this would be a relevant topic to present in a library program. He asked if trustees had any questions and the following dialogue took place:

Q: Trustee Vander Vries asked if there would be an outside speaker

A: Kapture said they were talking to the local police and prosecutor

Q: Trustee Pacheco asked if there would be any others asked to participate

A: Kapture said they were also considering asking an attorney, a narcotics officer and someone from the Portage Community Development Department

Q: Trustee Yantis asked if they might also ask a medical professional

A: Kapture said yes, they could do that as well

**DISPOSITION:** Library Board members had no objections to the library conducting a program on “Medical Marijuana in Michigan” with the addition of a medical professional on the speakers list.

IV. Adoption of the Agenda for the Regular Meeting of March 23, 2015:

Library Board Chair Siebers asked if there were any changes needed to the agenda for the March 23, 2015 board meeting before its adoption, and there were no changes from trustees. Siebers asked for a motion to adopt the agenda.

**MOTION:** It was moved by Yantis, and seconded by Brown, that the agenda for the regular board meeting of March 23, 2015 be adopted as presented. Vote: 7-Yes, 0-No. Motion carried.

V. Consent Agenda:

Library Board Chair Siebers went over the list of items on the Consent Agenda for March 23, 2015 and asked if anything needed to be removed for further discussion.

- A. Minutes of the regular board meeting held on February 23, 2015
- B. Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to accommodate for \$950 in donations for the Nicolette Hahn Niman Author Visit/Speaking Engagement in April 2015.
- C. Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to transfer \$5,000 from the reserve fund into budget lines to cover expenses related to the library's Book Drop Project.
- D. Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to accommodate for a grant distribution of \$3,000 from the library's "Grandmother & CIG Endowment Fund" that will be used to support a special All Ears Theater performance at the library on March 28, 2015.

**MOTION:** It was moved by VanderVries, and seconded by Yantis, that the Consent Agenda for the regular board meeting of March 23, 2015 be adopted as presented. Vote: 6-Yes, 0-No. Motion carried.

VI. Special Guest

Library Board Chair Siebers welcomed special guest Chris Buckley, Executive Director of the Portage Community Center and invited him to begin his presentation. Mr. Buckley thanked Siebers and began by providing a little background information on himself. *[He is a Portage native and graduate of Portage Central High School and Grand Valley State University. He has been involved in various duties with the Boy Scouts of America over the years and was named the Executive Director for PCC last September 2014. He is married to Michelle and has two children, Elizabeth - 8 yrs. old and Kevin - 3 yrs. old.]*

Mr. Buckley said that the Portage Community Center faces a big stigma to overcome – that there is no poverty in Portage and no need for assistance. He said that they actually have an ever increasing demand for assistance and that, in fact, the schools in Portage are experiencing increased numbers of students who are eligible for free or reduced lunch based on low household income.

Mr. Buckley distributed an Annual Report and informational brochure about the Portage Community Center and gave an overview of the services offered. *[Services include: food & clothing, personal care items, eye exams & glasses, dental exams, medications, immunizations, help with evictions, tutoring, transportation, utility shut off, holiday assistance and providing a location for Head Start for preschoolers and a resource for multi-purpose meeting space rental.]* He said that all Kalamazoo County residents can get assistance with food, clothing and

transportation, but all other services are only available to Portage Residents or those residing in the Portage Public School District. He noted that proof of Portage residency, number of people in a household and monthly income for all household members – current within 30 days – is required to get emergency assistance services.

The Portage Community Center handles a lot of food donations and Mr. Buckley mentioned that Loaves and Fishes had indicated that PCC was the most requested source for food donations. People like the PCC volunteers, the convenient location and the layout of the building. He also said that PCC was providing emergency utility shut-off assistance and noted that the government will only give that kind of assistance during the crisis period between October 1<sup>st</sup> and May 31<sup>st</sup>, so from June 1<sup>st</sup> through September 30<sup>th</sup>, people still need help. He said that PCC is expecting to see a big increase in this request for utility assistance in the summer months.

Mr. Buckley stated that the previous long-time Executive Director, Dianne Schrock, had laid a very good foundation for PCC, and that they were going to initiate Strategic Planning with Kushner & Company and he was setting up meetings with PCC board members now. They hope to simplify PCC's mission and vision and Mr. Buckley said it was his intent to have the PCC logo and motto "*Making Life Better!*" everywhere. They have redesigning PCC's website and are currently examining everything they do. They are looking at what services could be improved and how they could implement new, innovative human service ideas. Mr. Buckley stated that 38% of PCC's funding comes from the United Way and the City of Portage and that he is working with PCC's Development Director to increase marketing efforts and engage more donors for financial support.

Trustees heard about some of the areas of focus for PCC, including setting up a permanent clothing bar for people to drop in and "shop" for clothing needs; designing programs for middle schoolers who often get left out; working with the community high students; improving holiday food baskets; raising awareness about the needs in the community and what assistance PCC can offer.

Mr. Buckley shared two human interest stories that validated for him the value of the Portage Community Center to the people in our community. One story involved a woman who had lost her job and was desperate and came to PCC for immediate help. She was given emergency utility shut off assistance and then directed to other resources. Later, he said he met her at the Borgess Hospital Agency Fair and she told him what a blessing PCC had been to her when she urgently needed help and that she had obtained another job and was doing much better. Another story involved a person from Community High who was an on-call employee at PCC and it was discovered that the person could not read. They were able to get tutoring for the person which helped both the individual and PCC as the person's employer.

The Portage Community Center also serves as a place for people in the community to come together for classes, meetings, social events and other purposes. Mr. Buckley said that they provide a 2-hour class for 1<sup>st</sup> time retail fraud offenders at a charge of \$50 and usually have 10 to 22 people per month take the class. Once they complete the class, their record is wiped clean. Trustee Brown said she had gotten immunizations for her sons at PCC and thought it was a very nice walk-in process. Mr. Buckley said he got his flu shot there too and noted that the only service that requires an appointment is resume assistance. Also, he mentioned that for all of PCC's "hosted" services, people just need to contact the specific agency directly.

A discussion followed about the collaborations between the Portage Community Center and the Portage District Library already such as: the Summer Middle School program; Personal Care Item Drive; Food for Fines Drive to fill PCC's food pantry and the Adopt-a-Family program at holiday time. Library Board Chair Siebers remarked that there is no Literacy Center in Portage and that reading tutors are really needed. Trustee Ongley commented that the Ladies Library Association has a "Books for Babies" program and they also offer resume help, so maybe that was something PCC could also do. Mr. Buckley said he could look into this. Trustee Behr said that maybe there could be collaboration between the organizations for career/job assistance.

Mr. Buckley said that another collaboration that PCC has done is with Memories Bridal Salon for their "Cinderella Project." PCC gets any formal wear that is donated and an event is held at the Girl Scout Office where any girl in Kalamazoo County enrolled in school can come in and pick up a free prom dress.

Trustee Yantis asked for clarification of the name. Is it Portage Community Outreach Center or Portage Community Center? Mr. Buckley said the legal name is the first one, but they typically go by the second name. Trustee Pacheco asked if there would be a name change and Mr. Buckley replied not necessarily, but that would be something decided during PCC's strategic planning process. Trustee Ongley commented that she had been on the first board for PCOC and had served as a board member for 12 years. They were originally located in a house around the corner near a tailor shop.

**DISPOSITION:** Library Board Chair Siebers and Library Director Klien thanked Chris Buckley for coming to the board meeting to share information about his intended direction for the Portage Community Center. All trustees gave Mr. Buckley a round of applause as he departed the meeting.

- VII. **Brief Intermission to Acknowledge a Trustee's Birthday** – Library Board Chair Siebers suggested that they take a few minutes to sing *Happy Birthday* to Trustee Michele Behr. Everyone sang and Trustee Behr thanked them for the birthday card, balloon and well wishes. Siebers invited trustees to get a piece of Grand Traverse pie.

**DISPOSITION:** The Library Board acknowledged Trustee Behr's birthday and wishes her many more.

## VII. **Governance**

- A. **Library Board linkage opportunities for March/April 2015** – Library Board Chair Siebers referred to the list on page 14 in the board meeting agenda packet and said it was a good reminder to trustees of upcoming library events and programs that would provide them good linkage opportunities. Library Director Klien emphasized that they were under no obligation to attend, but were welcome to any of the events and could just drop in with no pre-registration required.

**DISPOSITION:** Library Board members thanked Klien for the list of possible linkage opportunities.

- B. **Initial discussion about what needs to be done in 2015 for a Strategic Planning process in 2016**  
Library Director Klien reminded trustees that the Portage District Library's 2012-2015 Strategic Plan was set to end in December of this year. She said that since the FY 2016 Budget planning season will begin in April, she would need a directive from the Library Board about whether to include budgetary provision for strategic planning in 2016. She said she just needs to know if and when trustees may undertake strategic planning.

Trustees Ongley and Yantis expressed their feelings that the board should wait until 2017 when new board members would be seated (since four terms would be up at the end of 2016). Trustee Behr asked how Klien would feel about that. Library Director Klien stated that the library needs a focus and she needs "marching orders" to lead the library, so as long as the delay wouldn't be any longer than 2017, that would probably not pose a problem. Trustee Behr asked if there would be something they could do before then. Trustee Pacheco pointed out that the library would be done with its bond payment this year so that will have a big impact on our budget, and she also said they would be losing the knowledge and experience of Trustees Ongley and Yantis in helping to guide the library and in visioning (since their terms would be up at the end of 2016), so that is more reason to do strategic planning in 2016 while they are still with us. Trustee VanderVries agreed and said it was better to have institutional knowledge when doing strategic planning.

Trustee Brown asked if they would use an in-house or outside facilitator. Trustee VanderVries said that a good outside facilitator would be better and Trustee Ongley agreed because it would allow full participation by all trustees. Ongley asked if money had been set aside and Klien said that the FY 2016 Budget would be developed soon, so they would make provision for costs related to strategic planning. Trustee Pacheco said they could do a 2-year interim Strategic Plan and Trustee VanderVries said she preferred to do a full-scale Strategic Plan now and then have it updated when new trustees are seated on the Library Board in the future. Library Board Chair Siebers said she liked that idea better with the refresh with new trustees when they come on board. She commented that it had been a longtime since there was an in-depth survey of staff. Klien said that it was wise to focus on getting community input to find out what they want and expect. Trustee Yantis suggested that after the library's final bond payment

is made, they could publicize that the library was “free” of that obligation, and then use that as a lead in to seeking public input on how the library should plan for the future.

Library Board Chair Siebers commented that when the last Strategic Plan had been developed 4 years ago, the library’s circumstances were very different. She said she thought we needed a clear focus on our main core services. Trustee VanderVries asked if the public is asked to participate and Klien answered yes, public input is obtained through focus groups, etc. Trustee Behr said they could try holding some town hall type meetings too. Trustee Pacheco emphasized that they need to get input from people who are already patrons and using the library regularly.

Trustee Behr asked about what they would be looking for in a facilitator and what expertise would be needed. Siebers remarked that she thought it should be a facilitator familiar with libraries. Klien said that Kalamazoo Public Library had used Sandy Nelson who is an excellent facilitator, but also very expensive. She noted that there are librarian professionals who can facilitate strategic planning sessions. Klien stated that former board member Heather Ricketts had suggested a firm in Kalamazoo and Klien said she also knew that the Portage Community Center Board was using Kushner & Company to facilitate their current strategic planning process.

A discussion followed on how to get public input. Trustee Brown said that phone calling was done last time to try to get feedback from people. Library Board Chair Siebers said she felt that people do not like phone surveys. Trustee Brown said they were told it was the only way to get random sampling of the community. Trustee Behr said she would like to ask for feedback from people who have a vested interest in the library. Siebers said it would be more important to survey our own PDL patrons that we have right now and Pacheco agreed. Trustee said that they could engage in surveys, research, town hall meetings, etc. to get community feedback. Business Manager Foti said that the library had been doing a major community survey every two years and out of 2,000 surveys, the library got back 400 responses. Chris Walker mentioned that the first survey the library did with the Kercher Center ten years ago was a phone calling survey. There were several suggestions made about how to get public input for strategic planning purposes.

Library Board Chair Siebers asked what the Library Board needed to do now. Library Director Klien said that she needs to know if the board wishes to do Strategic Planning next year, so that she and Foti can make budgetary provision for it as they develop the FY 2016 Budget. Trustee Pacheco asked what amount they would include and Klien replied \$30,000. Trustee Ongley said that the Ladies Library Association had put together focus groups of 7-10 people all over the City of Kalamazoo. A committee had drawn up questions and they used their own facilitator. She said they did about six or eight focus groups and went various places around the city. Foti said he thought that they could do the same thing for the library and have the focus groups at different times of day too. Rolfe Behrje said he liked Trustee Behr’s idea about looking at the general demographics and analyzing statistics to determine what services to provide. There could be various facets to that kind of assessment, such as affluence, literacy, age, family size, etc. Trustee Yantis commented that any facilitator they might engage would want to know the library’s areas of focus and priorities.

Trustee Behr also suggested that they could allocate time at every upcoming board meeting to discuss methodology for Strategic Planning in 2016. Library Director Klien also suggested that they might consider setting up a Strategic Planning Committee.

**DISPOSITION:** The Library Board made the following decisions:

**Summary of Decisions about Strategic Planning**

1. Library Board members agreed that they would engage in Strategic Planning in 2016.
2. They will develop a full-scale Strategic Plan in 2016 and then it will be refreshed when new trustees are seated on the Library Board after the November 2016 election.
3. Library Director Klien will get cost estimates for an outside facilitator and bring that information back to the Library Board at their May 18, 2014 board meeting.
4. Library Director Klien will outline a Strategic Planning Committee concept and share that with trustees at the May 18<sup>th</sup> board meeting.

## VIII. Ends Development

- A. Information about creation of a library-wide Endowment Fund – Library Director Klien said she was pleased to announce that the library had received a \$75,000 check as partial distribution of a legacy gift from a generous benefactor (a former professor at WMU who was a library patron). Klien said that because this was an unanticipated and unrestricted gift, it would seem to be an opportune time to explore the possibility of setting up a library-wide endowment. She said it would be an advantageous way of saving for the library's future and funding special initiatives using investment earnings that would be distributed to the library at regular intervals from the endowment. Klien told trustees that she had met with Coby Chalmers, Donor Relations Officer for the Kalamazoo Community Foundation, to find out what would be entailed in setting up a library endowment fund. Basically, an amount of \$50,000 is required to initiate such a fund, along with a letter of direction from the Library Board.

Library Director Klien indicated that the Kalamazoo Community Foundation would set up and administer the library endowment, handle investment of the money, and issue monthly distributions from the fund. Klien also told trustees that in the event that Portage District Library ceased to exist, there would be language in the agreement that the endowment would be used in some way for library services. A discussion followed with these questions asked:

Q: Could the money turned over to Kalamazoo Community Foundation for the library endowment be pulled out at any time?

A: No. It is transferred permanently to KCF for investments in the community and the library gets financial benefit from the money earned on investments.

Q: How are requests for distributions from the endowment fund judged?

A: There is no judgment; regular monthly distributions are just made.

Q: Is the original legacy gift restricted or earmarked for any specific purpose?

A: No it is unrestricted and the library can determine how it is used.

Q: What is the fee charged to manage the endowment fund?

A: It is a percentage amount of the total.

Q: Is there any benefit to not setting up this endowment?

A: The legacy gift could be used for anything deemed beneficial to the library. The main benefit of setting up a library endowment would be to protect funds for the future.

Trustee Vander Vries suggested that the library could just invest the money on its own. Trustee Yantis said he thought there would be advantages to the library of investing funds through the Kalamazoo Community Foundation and that it could have a positive effect on future grant requests. Library Board Chair Siebers suggested just starting with the \$50,000 required and using the balance of the legacy gift for other things. Trustee Pacheco noted that the library was not in a financial squeeze right now and we might not have a windfall like this legacy gift again to use for this purpose. Klien said that the \$75,000 check had been deposited into the library's bank account and will be kept there pending Library Board's decision regarding its potential use to start a library-wide endowment. There was a brief discussion about what it would be called and Klien said that the advice given was to make it clearly identifiable, so it would likely be called the "Portage District Library Endowment Fund."

Trustee Ongley remarked that it would be more likely that other donors would give to an endowment fund through the Kalamazoo Community Foundation. Library Director Klien suggested that they might consider starting the library endowment fund with \$50,000 and then putting some of the remaining balance in the library's Grandmother & CIG Endowment Fund to bolster that too.

Trustee Yantis asked Klien what action was needed on this matter. Library Director Klien replied that this information was being shared with the board right now, but she would like board approval to proceed with the establishment of a library endowment. After that decision was made, there would need to be a letter of direction from the Library Board that would accompany the funds transferred to the Kalamazoo Community

Foundation. Trustee Behr and Trustee Pacheco asked if the donor had wished to remain anonymous or could they know who it was. Klien replied that she was not certain if this was intended to be an anonymous legacy gift or not so she would like to discuss it with the donor's attorney.

**MOTION:** It was moved by Yantis, and seconded by Behr that the Library Board authorize the Library Director and Business Manager to proceed to set up a Portage District Library Endowment with the Kalamazoo Community Foundation, and upon approval, specific documents would be completed and a budget amendment would be brought to the April 27, 2015 board meeting to handle the financial arrangements. Vote: 7-Yes, 0-No. Motion carried.

**B. Update on the Staff Lounge Project** – Library Director Klien announced that the Staff Lounge Project has been completed and that it looks great. Library staff was shown the finished room at a staff meeting on March 10<sup>th</sup> and everyone was pleased with the results. Klien invited trustees to stop upstairs after the board meeting if they wanted to take a look at the Staff Lounge for themselves.

**DISPOSITION:** The Library Board received the news that the Staff Lounge Project was completed and congratulated Klien and staff on accomplishing the job.

**C. Information about the Book Drop Project** – Library Director Klien told trustees that since the last project update, there had been several meetings held with TMP Architecture to representatives to look at the design concepts and to analyze how the space around the book drop would be used in the future. Klien distributed design drawings and began a Power Point presentation to show trustees how the proposed plans have been modified to make the book drop solution more expansive and beneficial. She said that they had begun to realize that they needed to take into account future growth potential (such as an automated book sorter system) and how the space would need to be changed to allow for that evolution in function. Klien went through slides describing for board members how the revised design would utilize the southeast area of the library building where there was already a walkway leading out from a fire exit door. She said that the walkway already had a natural grade to it and could be adapted to allow for book carts to be wheeled back and forth to a book drop at the end. She said the design calls for the walkway (over the south patio) to be glassed in and for the book drop room to be moved out 5 feet. There would be an island in the parking lot for cars to drive around and directional signs would need to be put up to guide the flow of traffic.

Library Director Klien said that one of the questions that would need to be answered with the revised book drop design was whether or not to have an overhang canopy for vehicles to drive under to get to the book drop. (Similar to a drive through bank). She pointed out that it would necessitate moving a water line and would require footings which would be expensive. Trustee Brown asked if the City would help with the cost to relocate the water line and Klien replied no that it would be the library's responsibility. Trustee Ongley asked about the timeline for the Book Drop Project now and Klien said construction would likely begin in the fall and the asphalt work would have to be done by November 15<sup>th</sup>.

Trustee Behr said that this revised design seemed like the best practical use of space. Jill Austin pointed out that pushing book carts full of books over a long ramp was easier and safer than pushing up or down a short span. Laura Wright commented that this design was the only one so far that allowed enough space for the possible addition of an automatic book sorter system in the future. Klien pointed out that there would be a significant cost increase with this design and with the addition of an overhang canopy. Trustee Ongley said that the cost was to be expected because this is a major project. Trustees agreed and had no problem with the addition of a washer/dryer hook-up in the plans.

The discussion about an overhang canopy continued with concerns expressed about how delivery trucks would maneuver around it. Behrje pointed out that the height of the top of the overhang canopy would be the same as if an overhang canopy was installed, as well as concerns about vehicle height clearance. Business Manager Foti said that he was doing a study of variable heights of vehicle windows and that their goal was to be make it possible for 80-90% of vehicles to be able to drive up and return books from their open window into the book drop. Jill Austin said that the comments she hears from library patrons is that the book drop is unprotected which makes it difficult in inclement weather. They also don't think

the location of the book drop is real obvious, so an overhang canopy would make it much more visible to the public. Library Director Klien asked how board members felt about the revised book drop design and the increase in cost. The following survey was taken of individual trustees:

Brown – She agreed with the revised design to expand out the building because planning for long-term is smart. She was not sold on the overhang canopy concept because of the concern about if it might cause delivery truck accidents. She said she was not against it though.

VanderVries – She was fine with the expansion of the building but not the overhang canopy. She said yes to the washer/dryer hook-up.

Yantis – He said yes to the expansion of the building but felt there could be some liability for the library with the overhang canopy so No on that. He said he would prefer to have people return their books inside the library but he knew they wouldn't do that.

Ongley – She said she thought they needed to do this right! She said the library wouldn't be doing the book drop again so it needed to be done well now. She said she thought the washer/dryer hook-up was a good idea but she wasn't sure about the overhang canopy and had mixed feelings about it. However, she was not opposed to it.

Pacheco – She said she liked the revised design with the long ramp that would use the existing space well. She said that an overhang canopy would give good shade so she was not opposed to it. She said that the south patio was pretty much unusable space and so utilizing the walkway over it would be a good idea.

Behr – She said that she thought the revised design looked good and also felt that they needed to do this right. For her, \$18,000 for an overhang canopy was not a deal breaker and she thought it would be nice to have weather protection for both the patrons and the library materials. Also, if people see the overhang canopy, it would be more obvious to them where the book drop is located. The overhang canopy was not a deal breaker for her.

Siebers – She said that she likes the revised design, especially with glass, and that she likes the idea of a installing a washer/dryer hook-up and suggested they get the stackable appliances. She said she didn't like the overhang canopy idea and we just need to have a drive-up book drop. Then, she said, they could spend the \$18,000 on something else.

Trustee Yantis asked what would be done about patrons returning library materials during the construction of an expanded book drop area. Klien responded that they were assessing the situation now but that it might be likely that they would temporarily suspend exterior book drop service and just require materials to be returned inside the library building. She said that they had looked into renting book drop units but did not find any, and there would be a concern about patron and staff safety with a temporary outdoor book return.

Trustee Brown thanked Klien and Foti and library staff for all the time and effort that has gone into researching and planning for an improved book drop at the library. She said it is a big deal and their work was much appreciated. Klien said that they will continue to gather information and work with TMP Architecture to refine the design and she would keep board members apprised.

**DISPOSITION:** The Library Board received information about the Book Drop Project and commended Library Director Klien and the staff involved in the project for the careful attention to details and all the ramifications of the proposed book drop design.

D. American Red Cross Blood Drive at the Library scheduled for March 30, 2015 – Library Director Klien informed the board that the library would be hosting an American Red Cross Blood Drive on March 30<sup>th</sup> from 11:00 am to 4.45 pm in the lower level meeting rooms of the library.

DISPOSITION: The Library Board received the news of the American Red Cross Blood Drive to be held at the library on March 30, 2015 and trustees expressed approval that the library is a blood donation site.

IX. Monitoring to Assure Compliance with Executive Limitations

A. Report on Financial Condition for February 2015 - Business Manager Rob Foti said that the financial condition of the library was stable and on track for the beginning of this fiscal year. He said that the predominant focus for him in February had been on human resource matters such as: (1) working with HRM Innovations on updating the library's Employee Handbook, (2) writing a job description and posting for a part-time custodian; (3) writing job descriptions and posting for part-time Adult Associate and a part-time Youth Library Associate; and (4) interviewing for Library Aides in Circulation. Trustee Pacheco asked what would be happening with the Assistant to the Director position (when Delach retires in fall) and if there would be overlap. Klien responded that it would depend on how they choose to fill the position when and how they would fill it, and said yes, there would be a transition and overlap period. Klien commented that the library was converting the two part-time Intern positions to Library Associate positions because location proved to be a problem - having the library school located on the east side of the state was a deterrent for students who wanted to work while attending school.

DISPOSITION: The Library Board received the Report on Financial Condition for February 2015 and the human resource updates and thanked Klien and Foti for keeping them up-to-date on staffing changes.

B. Monitoring Report on Executive Limitation: Asset Protection – Library Director Klien referred to pages 28-31 in the board meeting agenda packet and asked if trustees had any questions or comments. Trustee Yantis said it was good to know that board members are bonded against impropriety for up to \$1 million as a standard rider on the library's liability insurance.

DISPOSITION: The Library Board received the Monitoring Report on Executive Limitation: Asset Protection and found the library to be in compliance with its provisions.

C. Monitoring Report on Executive Limitation: Financial Planning & Budgeting - Library Director Klien referred to pages 32-33 in the board meeting agenda packet and asked if trustees had any questions or comments. Library Board Chair Siebers said she thought that they were very good with money at the library and managed it conservatively.

DISPOSITION: The Library Board received the Monitoring Report on Executive Limitation: Financial Planning & Budgeting and found the library to be in compliance with its provisions.

D. Monitoring Report on Executive Limitation: Financial Condition & Activities - Library Director Klien referred to pages 34-36 in the board meeting agenda packet and asked if trustees had any questions or comments. Library Board Chair Siebers said that the board always sees monthly financial activities and there is good reporting, so that trustees are assured of the library's financial condition. Trustee Ongley remarked that there are good checks and balances in place.

DISPOSITION: The Library Board received the Monitoring Report on Executive Limitation: Financial Condition & Activities and found the library to be in compliance with its provisions.

X. Library Director's Reports

A. Marketing Update for February 2015 – Marketing Manager Chris Walker told trustees that the library would be hosting a Donor Thank You Lunch on April 28<sup>th</sup> to share information with donors and get their feedback. Walker said she was calling donors to invite them and hoped to get about (10) people.

DISPOSITION: The Library Board received the report from Marketing Manager Chris Walker. Library Board Chair Siebers said she would like to participate in the Donor Thank You Lunch.

B. Narrative Report for February 2015 – Library Director Klien referred to pages 39-40 of the board meeting agenda packet and went over highlights of the monthly activities. She said that the focus had been on interviewing, revising the Employee Handbook and meeting with TMP Architecture personnel about the Book Drop Project. Klien invited other library administrators to give updates on their areas as follows:

Facilities:

Rolfe Behrje, Systems Administrator, said that during February, the library's boiler had accidentally been shut down which had caused a big leak, but the problems was successfully resolved. He also reported that the library would be going through spring check-ups and would be expecting the annual visit from the City's Fire Marshall to check the library building for safety.

Technology:

Behrje said that the library was preparing to launch E-Resource Central which would integrate all electronic media into the library's public catalog so there would be just one place that library users would go to get access to a variety of e-resources (Freegal, Hoopla, etc.)

Youth Services:

Laura Wright, Head of Youth Services, told trustees that the Youth Services staff had conducted mid-winter break activities and that they had lots of fun with students who came to the library looking for something to do while school was out of session. Wright said they had a number of drop-in activities over several days and there were over 100 participants, so it was very well received. Library Board Chair Siebers remarked that there is a huge need for something for kids to do during mid-winter break so this was very much appreciated. Wright said that it seemed to be a good plan to have a little something for a long period of time with one big event, and the youngsters who attended seemed to really enjoy themselves. She said that Youth Services will definitely be doing more during periods of time when school is out of session.

Adult Services:

Lawrence Kapture, Head of Adult Services, said that during the month of February there had been regular adult programming conducted, as well as "Enroll Kalamazoo" (assisting people with the Health Insurance Market and understanding the Affordable Care Act), and also guiding people in getting access to the tax forms that they needed.

Circulation Services:

Jill Austin, Circulation Supervisor, said that in February, the library had conducted a "Personal Care Items" Drive that was very successful. She said there were 488 items donated that were taken over to the Portage Community Center to be distributed to those in need. This year, Austin said donations came primarily from library staff, but that there were a lot more donated by the public this year than last year. Library Board Chair Siebers commented that as the public becomes more aware of the "Personal Care Items" Drive conducted at the library each year, donations would build over time. Trustee Behr asked if information on this drive had been placed on Facebook and Chris Walker answer yes, it was.

**DISPOSITION:** The Library Board received the Narrative Report and updates from the library administrative team members and trustees thanked them for their efforts.

- C. *Statistical Report for February 2015* - Library Director Klien referred to pages 41-42 in the board meeting agenda packet and asked if trustees had any questions or comments and there were none.

**DISPOSITION:** The Library Board received the Statistical Report for February 2015.

- D. *Legislative Update for February 2015* – Library Director Klien noted that the Michigan Library Association was conducting a lot of surveys to get supporting information to share with legislators about the significant impact that libraries have on communities.

**DISPOSITION:** The Library Board received the Legislative Update for February 2015.

**XI. Process Evaluation**

- A. *Suggestions for Agenda Items to be included on the April 27, 2015 Board Meeting*
1. Minutes of the Regular Meeting held on March 23, 2015.
  2. Review of Art Exhibit Gift Policy.

3. Review of Programming Policy.
4. Special Guest: Larry Shaffer, City Manager for the City of Portage.
5. Report from Trustee Martha Pacheco, Board Liaison to the Friends of the Library.
6. Scheduling of mid-year meeting with the Library Director.
7. Progress Report on End Statement #1
8. Staff Presentation by Chris Walker on Fundraising Plan for 2015.
9. Information about changes needed to the library's wireless authentication (for security) & Internet Policy.
10. 1<sup>st</sup> Quarter Financial Report for FY 2015
11. Monitoring Report on Executive Limitation: Fundraising Activities
12. Invitation to Library Board members to the Volunteer Recognition Luncheon on May 5, 2015.

Library Board Chair Siebers asked if there was anything else to be added to the agenda for the April 27, 2015 board meeting. Trustee Pacheco said that she would not be able to attend the Friends' board meeting so would not be able to make a report. Jill Austin, Library Staff Liaison to the Friends, said that she would be glad to provide a report about the Friends' board meeting to the Library Board at the April board meeting on Pacheco's behalf.

- B. Assessment of this meeting – Trustees agreed that the Guest Speaker, Chris Buckley, Executive Director of the Portage Community Center, had been an interesting speaker and that it had been a good board meeting. Trustee Behr thanked everyone again for their birthday well wishes and the delicious pie.

C. Miscellaneous Items:

Trustee Ongley said that she came to the library to hear Celtic music during the week of St. Patrick's Day but the gentleman who was supposed to perform had unfortunately passed away that week. She said that the alternate activity was the Danny Kaye movie "The Five Pennies" instead, which everyone enjoyed.

Library Board Chair Siebers said she was very thankful to the library for the craft books that her children borrowed and brought home to create bows & arrows & quivers. She said it kept them happy and busy for 4-5 hours!

Jill Austin shared that a former library patron who had moved to Cadillac, MI had recently purchased a Portage District Library non-resident card because he loved the library and wanted to use it even from that distance away!

XII. Adjournment

Library Board Chair Siebers said if there was no further business to come before the board, she would adjourn the meeting.

DISPOSITION: There was no further business to come before the Library Board and the meeting was adjourned at 8:43 pm.

Recorded and Transcribed by,



Diane Delach,  
Library Board Secretary

# PORTAGE DISTRICT LIBRARY

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## Art Exhibit and Gift Policy

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Art exhibits in different formats are welcome at Portage District Library. Exhibits stimulate interest in a variety of library materials, provide information, develop aesthetic appreciation, and offer an opportunity for individual and/or groups to display artistic and educational materials.

### I. General Principles

- A. It is not the goal of the Portage District Library to build an art collection.
- B. The Library Board may choose to accept artistic works as unrestricted gifts for the library to do with as the board sees fit.

### II. Temporary Exhibits

- A. Acceptance and placement of an art exhibit will be determined by the Library Director. Permission for hosting an art reception, and for conducting any activities or mounting displays during an art reception, will be granted at the discretion of the Library Director.
- B. Exhibits will be displayed for up to two months, unless otherwise approved by the Library Director. Set-up and removal dates will be determined in advance.
- C. Sales transactions may occur on the library premises during gallery hops or special art receptions. However, artists must delay delivery of any purchased artwork to buyers until the agreed upon exhibit schedule at the library had concluded. No price tags may be affixed to any artwork on exhibit at the library, but price lists will be made available to the public at each Information Desk for the duration of the art exhibit. Subject to the approval of the Library Director, artists may display their names, addresses, and telephone numbers on their artwork.

# PORTAGE DISTRICT LIBRARY

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## Programming Policy

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### A. POLICY STATEMENT

It is the policy of the *Portage District Library* to encourage library staff to continue their efforts in both youth and adult programming in order to develop new and evaluate existing programs which are consistent with the library's Mission Statement and Ends Statements.

### B. SCOPE of POLICY

This Programming Policy applies to all types of programs whether conducted directly by or indirectly, through co-sponsorship, with the *Portage District Library*.

### C. POLICY OBJECTIVES

Programming is a method by which the library provides life-long learning experiences for library patrons. Programs provide a forum for public discussion and self-expression while sharing ideas, skills, knowledge and experiences. Programming is also a way for the library to promote community resources. The library may use donations, co-sponsorships, grants and fees to recover some library costs for special programs.

### D. POLICY RESTRICTIONS

During a library-sponsored presentation, the presenter may display his products, or books for purchase. No library personnel will be involved in the sale of said items. However, when a presenter rents space to do a public demonstration, books, products, or services may not be displayed for purchase. The program presenter may display his or her name, company name, and pertinent contact information. All contacts regarding said books, products or services must take place off library property.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 20, 2015  
**Subject:** Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to allocate \$50,000 of an unrestricted legacy gift for establishment of a PDL Endowment Fund

**BACKGROUND:**

At the March 23, 2015, information was provided to the Library Board about a \$75,000 check that the library had received as partial distribution of a legacy gift from a generous benefactor (a former professor at WMU). I have been advised that there will be a subsequent payment at some future date, although the exact amount is not known at this time.

I had indicated that because this was an unexpected gift for the library, that it would be an ideal opportunity to use some of this legacy gift to establish a library-wide endowment. This would be an advantageous way of saving for the library's future and funding special initiatives with investment earnings that would be distributed to the library at regular intervals. I also indicated that the amount required to establish the Portage District Library Endowment Fund with the Kalamazoo Community Foundation would be \$50,000.

**UPDATE:**

Library Board members voted at the March 23, 2015 board meeting to authorize the Library Director and Business Manager to proceed to establish a Portage District Library Endowment Fund with the Kalamazoo Community Foundation, and to return to the April 27, 2015 board meeting with specific documents that would need to be completed.

**Budget Amendment Request:**

I request that the Library Board approve a Budget Amendment to adjust the library's FY 2015 Budget to transfer \$50,000 of an unrestricted legacy gift to the Kalamazoo Community Foundation to establish a Portage District Library Endowment Fund.

**NOTE:** The allocation of the remaining \$25,000 of the legacy gift to the library will be determined in the future.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 20, 2015  
**Subject:** Special Guests at April 27, 2015 Board Meeting – Larry Shaffer, Portage City Manager

We will be joined by Larry Shaffer, Portage City Manager, as our special guests at the Library Board meeting to be held on April 27, 2015. He will share information about his vision for the City of Portage.



**Larry Shaffer**  
**City Manager for the City of Portage, Michigan**

<p><b><u>30+ Years Working in Local Government</u></b></p> <ul style="list-style-type: none"> <li>Ø Assistant City Manager – Keene, New Hampshire</li> <li>Ø Town Administrator – Durham, New Hampshire</li> <li>Ø Town Administrator – Vernon, Connecticut</li> <li>Ø Town Manager – Amherst, Massachusetts</li> <li>Ø City Manager – Jackson, Michigan</li> <li>Ø Acting City Manager – Portage, Michigan (May 2014)</li> <li>Ø City Manager – Portage, Michigan (November 2014)</li> </ul> <p><b><u>Education</u></b></p> <ul style="list-style-type: none"> <li>Ø Masters of Public Administration, Nelson A. Rockefeller School of Public Administration and Policy, University of New York at Albany</li> </ul> <p><b><u>Grantsmanship</u></b></p> <ul style="list-style-type: none"> <li>Ø Community Development Block Grant Program</li> <li>Ø Small Cities Program</li> <li>Ø Urban Development Action Grant Program</li> <li>Ø Economic Development Agency Program</li> <li>Ø Farmer’s home administration grants</li> </ul>	<p><b><u>Other Accomplishments and Interests</u></b></p> <ul style="list-style-type: none"> <li>Ø Glass and paper recycling programs</li> <li>Ø Historic Preservation</li> <li>Ø Connecticut State Historic Preservation Council</li> <li>Ø Environmental Mediation</li> </ul> <p><b><u>Volunteering</u></b></p> <ul style="list-style-type: none"> <li>Ø President, Opportunities for Otsego – Cooperstown New York (Community Action Agency)</li> <li>Ø President, Southwest Community Services of – Keene, New Hampshire (Community Action Agency)</li> <li>Ø President, Otsego County Rural Housing Corporation</li> <li>Ø President, Central Corridor Passenger Rail Corporation (Not for Profit)</li> <li>Ø Paul Harris Fellow, Awarded by Elm City Rotary – Keene, New Hampshire</li> </ul> <p><b><u>Personal</u></b></p> <ul style="list-style-type: none"> <li>Ø One Son – Erick</li> <li>Ø One Granddaughter – Marin</li> </ul>
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**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 15, 2015  
**Subject:** Upcoming Library Board linkage opportunities for consideration

**BACKGROUND:**

Library Board linkage is a feature of Policy Governance that encourages connections between trustees and stakeholders. Often these connections happen naturally for trustees within their own circle of colleagues and acquaintances, but a wider connection requires a more deliberate approach. For this reason, it was decided that information would be provided in each board packet of upcoming library activities and events for the end of that month and the following month that might provide good linkage opportunities. These are just suggestions and are provided so trustees will be aware of them in the event they chose to take advantage of them.

**LINKAGE OPPORTUNITIES for APRIL-MAY 2015:**

<b>Date</b>	<b>Time</b>	<b>Activity or Program Description</b>
4-25-15	11am – 4 pm	Annual award winning Astronomy Day at PDL for all ages!
4-28-15	6:30 pm	Nicolette Hahn Niman, Author of “Defending Beef” presentation
4-30-15	7:00 pm	Bad Poetry Night - Read Your Own Poetry to Group (PDL)
5-02-15	2:00 pm	Introduction to Amateur Astronomy - lecture by Richard Bell
5-05-15	Noon	Volunteer Recognition Luncheon at PDL
5-07-15	6:30 pm	10 <sup>th</sup> Anniversary Book Talk Soiree – What Some are Reading
5-11-15	7:00 pm	Top Shelf Reads Book Discussion at Latitude 42 Micro-brewery
5-12-15	6:30 pm	Author Loreen Niewenhuis talks about 1,000 mile Great Lakes trek
5-14-15	7:00 pm	International Mystery Book Group
5-16-15	2:00 pm	Introduction to Amateur Astronomy - lecture by Richard Bell
5-17-15	2:00 pm	Notable Book award winners Lisa Lenzo & Monica McFawn

**To:** Portage District Library Board Members  
**From:** Alisha Siebers, Library Board Chair  
**Date:** April 15, 2015  
**Subject:** Mid-Year Meeting in FY 2015 with the Library Director

April is the month that a mid-year meeting with the Library Director is scheduled in order for the Library Board to assess current activities and to make sure that things are progressing appropriately and everything is on track with activities to accomplish the Ends.

This will be an agenda item for the April 27, 2015 board meeting and we can discuss the mid-year meeting with the Library Director at that time.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 17, 2015  
**Subject:** Follow-up information on establishment of a Portage District Library Endowment Fund

**BACKGROUND:**

At the March 23, 2015 board meeting, a motion was made, voted on and passed by trustees to authorize the Library Director and Business Manager to proceed to set up a Portage District Library Endowment within the Kalamazoo Community Foundation and to return to the April 27, 2015 board meeting with the necessary documents to be signed.

**UPDATE:**

Since then, conversations were held with Coby Chalmers, Donor Relations Officer for the Kalamazoo Community Foundation, to go over the requirements and process to establish the Portage District Library Endowment Fund. After careful review, it was decided to proceed with the minimum required amount of \$50,000 that would need to be transferred to the Kalamazoo Community Foundation for this purpose and to have the necessary letter of direction signed by the PDL Board Chair. For this reason, the following request is being made:

**REQUEST:**

I request that the Library Board Chair sign a "Letter of Direction" indicating the Library Board's intent to establish the Portage District Library Endowment Fund within the Kalamazoo Community Foundation, in compliance with their requirements for a designated endowment fund.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 15, 2015  
**Subject:** Report from Library Staff Liaison to the Friends of the Portage District Library

Portage District Library Board Member Martha Pacheco is the Board Liaison to the Friends of the Library, and as such, attends Friends' board meetings and shares information about Friends' book sales and activities. However, Trustee Pacheco will be away for the Friends board meeting in April, so Jill Austin, Library Staff Liaison to the Friends, will be reporting on her behalf at the April 27, 2015 board meeting.

# PORTAGE DISTRICT LIBRARY

## PROGRESS REPORT on END STATEMENT #1 *Optimize access to resources for information, education, and entertainment*

### **Library Director’s Interpretation:**

In 2015, optimizing access to the library’s resources will be a major focus that will involve a number of significant initiatives utilizing various access modes. Underlying this entire effort is the library’s important technology infrastructure that will be expanded and strengthened to ensure that our library users will be successful in accessing the library and will be safe in doing so. We will be implementing and promoting new tools and resources as well, including circulating iPads, e-Resource Central, upgraded web services, new mobile circulation and interactive social media that will give the library a stronger online presence, exploring podcasting and entering into the realm of MOOC (massive open online courses) with a new “Lifelong U” online education resource web page. Along with optimizing access, we will also be doing data mapping and user analytics to know our users better and reach out to them in more specific ways and will be addressing borrowing policies and staffing patterns for optimal delivery of services. It should be a very exciting year with a lot of positive changes occurring at the library.

### **Library Director’s Opinion on Progress Achieved to Date on End Statement #1:**

With four months of 2015 already passed, it is obvious that this is going to be a remarkable year for technology upgrades and improved user accessibility at the library. The complexity of our integrated library automation system and all the inter-connections and security features that are required to maintain a safe and highly functional service environment are exceptionally important and I believe it is all going very well so far. Preliminary work is well underway to plan for the installation of a new switch in the library to support a new wireless access infrastructure, and more work will be done over the next few months to replace the library’s firewall for maximum security and to improve routing capability for Internet traffic at the library. There is also a big push going simultaneously to launch e-Resource Central at the library, which will enable “one stop searching” for our library users giving them access to e-resources and physical titles through the same catalog. At the same time that these infrastructure improvements are being made, there is also an equally significant initiative underway to enhance library users’ experience through various means, such as: development of a new technology demo table, launch of new “Lifelong U” featuring online educational self-teaching resources and tutorials, and a venture into podcasting. In addition, the library’s website is being redesigned to better support library users’ increased use and interest in digital resources, as well as making it accessible with mobile devices. The changes and improvements to optimize patron access to all library resources are exciting and the first stage is going well at this point.

### **Documentation of Progress on End Statement #1**

#### **1. Deployment of an upgraded, standardized and structured Wireless Infrastructure and services**

[BEHRJE]

- Ø The 15 new cable drop locations have been identified from a structured wireless coverage survey completed in 2014.
- Ø Bulk plenum grade wire for these drops has been purchased.
- Ø Wire is scheduled to be pulled and terminated in May 2015.
- Ø The purchased of the Cisco 2960G PoE X-Stack switch, 15 Cisco 2702i access points, Cisco ASA/Meraki firewall and replacement router are awaiting a decision and may change with a decision regarding public wireless access.
- Ø A structured wireless coverage survey was conducted in 2014 and will be done again in 2015 to ensure proper wireless coverage. This is expected to be completed in the fall of 2015.

**2. Deployment of an upgraded firewall and router services**

[ BEHRJE]

- Ø The firewall has not yet been selected and is dependent on a decision regarding public wireless Internet access at the library.
- Ø When the decision about public wireless Internet access is made, the library will purchase a firewall/router combination commensurate with the services required.
- Ø The library has reviewed solutions from various providers, including Fortinet, Cisco, Meraki and Lightspeed. The library's firewall/router will support failover scenarios and multiple ISPs (Internet Service Providers), CMS (Content Management System) solutions and UTM (Unified Threat Management) solutions, and will also be embedded, regardless of the decision about public wireless Internet access.

**3. Deployment of the library's circulating iPad service**

[ BEHRJE]

- Ø The iPads have been purchased. The recharging/syncing station and Macbook have been purchased. The iPads are currently being asset tagged.
- Ø The iPads are currently being configured as supervised devices. The iPads are currently being configured to report to MDM (Mobile Device Management) software for OTA (over the air) management and tracking.
- Ø The iPads will be entering their pre-production phase in May and June 2015. These devices will be tested for circulation procedures, charging periods and security of personal information. After the testing phase, documentation of circulation procedures and staff training will be performed followed by a soft launch of this new service.

**4. Deployment of (4) upgraded RFID (Radio Frequency Identification) Self-Checkout Machines**

[BEHRJE]

- Ø The library has a range of self-checkout machine models to select from and is awaiting the decision from the Circulation Checkout team. Upon confirmation of design, the library will deploy (4) new Self-checkout machines.
- Ø The upgrades will include PCI-DSS (Payment Card Industry – Data Security Standard) certified software, opportunities for marketing other library services and Novelist Select integration.

**5. Deployment of upgraded Symphony, upgraded web services, eResource Central and MobileCirc**

[AUSTIN]

- Ø Following the December 15, 2014 upgrade of Symphony, we spent time learning about and testing new functionality in Symphony that could assist with staff functions. While some features have already been implemented, this process is continuing, as there are still many new pieces of functionality to consider.
- Ø A brief training session for eResource Central (eRC) was offered to those on staff responsible for managing e-book collections. Prior to the Customers of SirsiDynix User Group Inc. Conference (COSUGI), Jill Austin attended further training regarding the use of all features of the BlueCloud Central administration interface that eRC uses. This training included how to create and manage collections in eResource Central, as well as how to administer and work with free cloud-based products offered by SirsiDynix, such as BlueCloud cataloging.
- Ø

**6. Deployment of the Library Staff Printer/Copier Replacement Project**

[BEHRJE]

- Ø All Printers have been purchased and installed
- Ø Group Policies have been updated to map printers appropriately.
- Ø Staff Copiers are being quoted. This includes Main Level and Lower Level copier.

- Ø Quotes are being requested to include paper size and weight, scanning capabilities and Mac OSX native drivers.
- Ø Copiers are expected to be installed in May/June 2015.

**7. Improve policies and procedures regarding collection usage to provide better access to materials.**

[AUSTIN]

A list of considerations for improving user access to collections was given to administrative staff at the end of 2014 to facilitate departmental conversations about the impact of changing certain library policies or procedures. The next step will be for library administration to review staff ideas and concerns before proceeding to the Library Board with recommendations for policy changes. Additionally, the Library Board requested that administration undertake a broader review of fines and fees with comparison to other libraries. Information is being gathered for this presentation.

**8. Prepare Symphony database of users and items for potential use with future analytic or data mapping products or services.**

[AUSTIN]

Some investigation of common library standards for record deletion and record keeping requirements for fines and fees has begun. Prior to any cleanup process, we would like to establish and document a clear set of definitions and procedures for deletion of obsolete user records. Any data cleanup service cost, either in-house or outsourced, would be determined by the number of records to be reviewed, so it is important not to waste time or money on obsolete data.

**9. Continue to make self-checkout usage a priority with a target of 65% of annual checkouts being processed through self-checkout stations.**

[AUSTIN]

In the past two years, self-checkout usage has risen from 54.8% to 61.3% and continues to climb at a slow but steady pace. The potential growth of self-checkout usage is limited, as any changes we make to improve acceptance will automatically be limited by all of the reasons a user would be required to seek out staff assistance, such as membership renewal, RFID items that won't read properly, account questions, or the desire to pay by cash or in an amount not select-able at the self-checkout station. We expect that usage will continue to increase slowly, as we strive for ways to improve the self-checkout experience, while maintaining a commitment to personal service. We will seek service improvements by leveraging the capabilities of our new MobileCirc product and we will look forward to the potential for improving the placement and functionality of the self-checkout stations themselves. While attending the COSUGI Conference, Jill Austin took the opportunity to review the self-checkout products from SirsiDynix strategic partner, Bibliotheca, as well as Comprise and Envisionware to compare with what 3M is currently offering.

**10. Re-evaluate circulation staffing model and schedules to take best advantage of time when staff are not assisting library users.**

[AUSTIN]

As we have moved to a new staff evaluation tool, the Circulation Department has been working to identify and incorporate appropriate goals for those who have not previously utilized professional goal setting tools. Because we are focusing on providing time in the schedule for the goals of all (10) part-time personnel, additional tasks will be added later. In the meantime, as other departments are settling into their personnel changes and anticipate potential retirements, department supervisors will be identifying support tasks that will best match the type of assistance the Circulation Department can provide.

**11. Promote our electronic collections, including Freegal and OverDrive, with a hands-on demo table.**

[KAPTURE]

- Ø Right now, the Technology Table Demo table "kit" consists of a checklist for what we will use on the table, including all of the devices from the Staff Technology Petting Zoo, and a set of fliers that show how to use Overdrive, Hoopla, Freegal, and promote the library's newsletters, Apps,

Facebook, Databases, Tumblebooks and similar resources. We will use the Adult Services department digital-picture frame to show tutorials or ads for services, and will design an attractive sign or banner to advertise the new Technology Demo Table.

- Ø Dates will be set to use the Tech Table at the April staff meeting. The handouts for the table, including the obstacle course, will be created late April/Early May.
- Ø Discussion about the library's potential selection of an electronic periodical service is ongoing. Our current action is to see if similar sized libraries are using the Zinio digital magazine product, and what their usage statistics are and what their experiences have been with it.

**12. Build a continuing/online education resource page called "Lifelong U" to help Portage residents access and navigate online to enhance their education and future employment opportunities.**

**[KAPTURE]**

- Ø Preparation for the Lifelong U has centered on the collection of free and paid online resources--tutorial web links within and outside the Open Educational Resources Commons and institutions such as Khan Academy; tutorials from the Learning Express and SIRS databases, and some additional tutorial material from our financial literacy databases.
- Ø Nicolette Sosulski is taking classes to bolster her understanding of online instructional resources. Instruction and Assistance Systems from the School of Library and Information Science at the University of Illinois will help her to better choose and vet self-teaching tutorials, and she is also taking a seminar on Open Education Resources also at the University of Illinois.
- Ø Resources chosen will be assembled into a web collection, organized by subject matter such as computer and financial literacy and foreign language learning. This will encourage patrons to search for and find educational training material on the library's website. We are targeting August 1, 2015 for rollout of our "Lifelong U" initial collection which will be continually augmented.
- Ø With regard to our fair presenting different forms of online education, we are going to move the fair online education to late summer/early fall, when education is on people's minds. Because the Open Educational Resources Commons is such a large resource Nicolette Sosulski is trying both to become more conversant with some of the online learning OERs as well as meet with the people at KVCC's student success center and the Continuing Education department of the Portage Public Schools to see what resources they use.
- Ø Nicolette Sosulski is also looking at a general MOOC (Massive Open Online Course) support group modeled on writers groups or groups such as runners or walkers groups, and is collecting information from the 21st Century grant group, and will begin writing a report on potential use of MOOC's at PDL in May 2015.

**13. Host Nicolette Hahn Niman, author of "The Righteous Pork Chop" & "Defending Beef" for a public speaking event.**

**[KAPTURE]**

- Ø The Nicolette Hahn Niman Program is scheduled for April 28<sup>th</sup>. Nicolette Hahn Niman's new book, *Defending Beef: The Manifesto of an Environmental Lawyer and Vegetarian Turned Cattle Rancher*, describes how we can eat a more balanced diet and support a food stream that is humane, ecological, and sustainable. She shows how foods from cattle-milk and meat, particularly when raised entirely on grass- are healthful, nutritious, and an irreplaceable part of the world's food production.
- Ø It is Co-sponsored by The Arcus Center for Social Justice Leadership at Kalamazoo College, and The Mary Jane Underwood Stryker Center for Civic Engagement at Kalamazoo College, Kalamazoo College Library, Kalamazoo College Department of Biology, People's Food Co-op and Barrett's Smokehouse with major funding from the John E. Fetzer Institute Fund of the Kalamazoo Community Foundation.

**14. Utilize our social media networks to engage our community as well as to promote library programs and resources.**

**[KAPTURE]**

- Ø On balance, we are building more social capital than we are spending. For the first quarter, we have published 40 community engagement posts, which we regard as building social capital. These include: (1) posting an image link to an article about a community that converted an abandoned

Walmart into an indoor farmers market and public library (1,221 views/17 likes/discussion 4 comments/1 share), and posting an image link to a BuzzFeed.com list of "22 Stages of Visiting Your Public Library" (799 views/ 7 likes/1 comment). We have posted 15 promotional posts, which we regard as spending social capital. These include A. promoting an upcoming (February) program "Read All about It" with two photos (136 views/10 likes) and promoting our "Weekend Bag" collection with a description and photo of two sets (402 views/3 likes).

- Ø The Social Media Committee reconvened and met in March to discuss a more structured plan for posting on Facebook, Twitter and other channels. An online calendar and Google Drive was set up for the group to utilize as supplements to HootSuite. The Committee will resume meeting on a monthly basis; all group members are expected to come to the meeting with content prepared for the upcoming month. The ratio of engagement vs. library promotion will be reviewed.
- Ø We started at the end of January with 1,744 total likes of the various Facebook post, and ended March with 1,793, which is an increase of one to two percent per month and nineteen percent since last year. In March, Facebook deleted from their servers voluntarily deactivated or memorialized user accounts. These user "likes" were removed from a Page's like count. Our PDL page did experience a dip in likes on 3/15/15, losing a total count of 27. See attached Facebook announcement for details.
- Ø Our twitter followers have increased from 300 to 318, and we receive from 3 to 9 mentions from other twitter users each month.

**15. Develop a podcast series as a new format to connect patrons to community and library resources related to sensitive personal topics.**

**[KAPTURE]**

- Ø The Podcast group met in February to collaborate on Podcast format. Having brainstormed prior to the meeting, content ideas were exchanged, show "segments" were identified, a general format and schedule was roughly put together.
- Ø A 'practice' podcast will be assembled for May with the first "live" podcast set for June.
- Ø Jessica Enget has established a discussion board on the Intranet under Adult Services for ongoing group discussion/collaboration.
- Ø We reviewed microphones for digital recording, and posted her three recommendations to the discussion board for the group.
- Ø We reviewed available podcast recording software and hosting services, selected three recommendations for each and posted to the discussion board.
- Ø Dates were set for the group to meet and begin recording (Recording May 19<sup>th</sup>, release date May 26<sup>th</sup>. Recording June 23<sup>rd</sup>, release date June 29<sup>th</sup>. Recording July 21<sup>st</sup>, release date July 27<sup>th</sup>).
- Ø A new library podcast series will be made available on a monthly basis, beginning in July 2015 and will conclude in December 2015.

**16. Develop and market introductory and welcome materials regarding library services to be provided to new members and to those new to the community through collaborations with local realtors and "Welcome Wagon" services.**

**[WALKER]**

- Ø Currently designing a new Welcome Brochure for new library card holders.
- Ø Researching list of local Realtors if they currently have a relocation packet.
- Ø Currently designing a new library information brochure tailored to Realtors relocation packets.
- Ø Met with local "Welcome Wagon" and obtained pricing. Currently researching if costs can occur in 2015 budget.

**17. Investigate our current monthly e-Newsletter to explore a new service to better enhance our capabilities and rate of readership.**

**[WALKER]**

- Ø We have chosen 2 new e-Newsletter services to evaluate.

**18. Improve access to web-accessible services and information.**

**[WRIGHT]**

- Ø To better understand user needs and priorities, surveys were created in collaboration with Fusionary Media and the Marketing Director. They were distributed to staff and patrons. Results were compiled and sent to Fusionary and staff members. Possible changes to the site are being discussed based on this input, and a committee with representatives from each public service area is being formed to finalize these decisions.
- Ø This project is slated for later in the year after the website redesign is completed.

**[WALKER]**

- Ø Conducted a web survey of patrons in April and it is currently still running.

**19. Explore the utilization of new technology in the Heritage Room**

**[WRIGHT]**

The exploration of new technology for the Heritage Room is on track as of April, 2015. Local Historian, Steven Rossio has been in contact with both a representative of the State Archives to discuss their use of iPads in copying historic material; and with Todd Swanson of T.H. Media in regards to cost and placement of a flat screen monitor for the Heritage Room. In conjunction with the meetings with Mr. Swanson of T.H. Media, Mr. Rossio has also been in touch with several historical societies and archives throughout the state where he has discussed the pros and cons of the implementation of such a flat screen in an archival setting.

**Assessment of End Statement #1 Accomplishments**

- Ø A Progress Report will be given to the Library Board in April 2015 with details about the degree of accomplishment of End Statement #1
- Ø A Final Report will be given to the Library Board in December 2015 with a summarization of all that was accomplished in 2015 to fulfill End Statement #1.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 15, 2015  
**Subject:** Update on the Library's Book Drop Project

**BACKGROUND:**

At the March 23, 2015 board meeting, trustees were shown revised design drawings for the library's Book Drop Project. They were advised that the modified design will utilize an existing walkway in the southeast area of the library building that already has a natural grade and can be adapted to allow for book carts to be wheeled to a book drop at the end. The revised design also calls for the walkway (over the south patio) to be glassed in and for the book drop room to be moved out an additional 5 feet. There will be an island in the parking lot for cars to drive around and directional signs positioned to guide the flow of traffic. Trustees gave their opinions about the revised design for the book drop and discussed the pros and cons for either installing an overhang canopy or choosing a covered drive through option.

**UPDATE:**

Since the last update on the Book Drop Project provided to board members at the March 23rd board meeting, the following actions have been taken:

- Ø Internal meetings were conducted following the Library Board meeting to discuss trustees' responses to the revised book drop design and to identify issues that needed to be taken up with the architect.
- Ø A meeting was held at the library on 4-01-15 with TMP Architecture personnel to give feedback from the Library Board about the revised design for the book drop and to go over areas of concern that still need to be resolved. A proposed project timetable was shared for first review.
- Ø Contact was made with the library's attorney Dick Butler to have him review the standard AIA (American Institute of Architects) contract to be entered into with TMP Architecture for the Book Drop Project to see if any modifications were needed.
- Ø A phone conference was held on 4-15-15 to go over the proposed contract language with Attorney Butler and consider any amendments that he felt should be made to the standard AIA contract.
- Ø A modified AIA contract was returned to TMP Architecture for their review and a meeting will be set up to finalize the contract and prepare it for signatures.

**STATUS:**

The Book Drop Project is moving forward with a revised design that incorporates features to maximize patrons' convenience and safety, as well as providing for future growth with the possible addition of an automated book sorting system in years to come. The contract with TMP Architecture is in the review stage and more information will be shared with Library Board members at the point at which we are ready to sign the contract and initiate construction. A construction timetable will be shared with trustees as well.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 17, 2015  
**Subject:** Staff Presentation by Chris Walker on Fundraising Plan for 2015

At the April 27, 2015 board meeting, Fund Development & Marketing Manager Chris Walker will give a presentation to the Library Board and go over highlights of the library's Fundraising Plan for 2015.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** April 22, 2015  
**Subject:** Information about changes needed to the library's wireless authentication & Internet Policy

**BACKGROUND:**

The Portage District Library began offering public wireless access back in 2005. At that time, a decision was made to begin offering wireless Internet access as an authenticated and multi-layered filtered service. That design allowed the library to protect its patrons through head-end antivirus, spyware and Internet filtering. It also allowed the library to balance bandwidth resources between patrons and staff while supporting hundreds of devices. As the volume and impact of Internet resources has grown, so too has the library's dependency on this hardware, design and service.

The second generation of this wireless service has expanded the bandwidth allocated through the upgraded fiber connection, thus also expanding the capacity of this hardware and the security of its services. The library's wireless authenticated service is a carefully designed matrix of products that must interact together. It requires a special device to watch for and redirect Internet traffic to a controller which authenticates users and assigns profiles to them. It also requires a firewall that is capable of creating and managing multiple levels of filtering and programming to authenticate users against the library's patron database. Altogether, this design configuration governs how users access the Internet (filtering, bandwidth and time) via the library's connection.

Up to now, this mode of Internet access has served the library and its patrons well. However, now in 2015, the public uses the Internet and its services in a much more extensive and vastly different way. A larger array of devices are being used to access the Internet via the library and patrons have come to expect easy and quick access to the world wide web, their email and a variety of library-hosted resources. A key component in our current configuration is the wireless controller which, due to business decisions made by Adtran (Bluesocket), is no longer being produced and will reach end-of-life on December 31, 2015. In summary, the library's wireless Internet access program has become antiquated and needs to be updated.

**CURRENT ISSUE:**

The Portage District Library must make a decision regarding its wireless Internet access program. The ability to access the Internet has become a basic library service and essential resource for patrons and now permeates many classes of electronic devices. Our library users' expectations for having a convenient, non-intrusive means of gaining access to the library's Internet service, coupled with this new array of user devices (some of which do not interact well with our current service) is pushing the library to reconsider its wireless Internet service design. In 2015, the library has a planned replacement of its core security firewall, along with an expansion of its wireless access points. These enhancements are intended to provide a more robust, reliable and secure environment for the staff network, wireless phone operation and network usage. It will also be designed and extended to simplify and secure the library's public access network. The results of these improvements will be: (1) a simplification of the library's login to Internet service, (2) a streamlining of the Internet filtering program, (3) a network design that is easier to manage, and (4) an expanded list of supported devices. By moving forward with this new wireless design configuration, the library will be able to offer a modern, user-friendly and open wireless access service that our library users have come to expect at the Portage District Library.

**RELATED ISSUES:**

Because wireless access technology has evolved significantly and the library's current design configuration will no longer be supported, and because patron demand is high, actions need to be taken to respond appropriately. It will be necessary to change the manner in which users are authenticated, as well as how Internet filtering is handled. As we proceed with the necessary changes to the library's wireless Internet access program, the Library Board will be kept informed of the new configuration being deployed, any revisions to the library's Internet Policy that may be required, and any budgetary implications.

**ACTIONS to be TAKEN:**

The Portage District Library will be revamping its wireless access Internet service by taking the following actions:

- 1) Eliminating the SIP2 (Standard Interchange Protocol) authentication and replacing it with a simple agreement that will state that the user agrees to comply with certain rules of use;
- 2) Simplifying the library's method of Internet filtering which will still comply with CIPA (Children's Internet Protection Act) standards while paying special attention to youth access and specific areas of the library which may require more monitoring;
- 3) Eliminating the dual firewall/wireless controller network design at the library thereby reducing the additional points of failure and simplifying the management of the library's wireless network and services.

PORTAGE DISTRICT LIBRARY  
Library Director's Report on the Financial Condition  
for  
March 2015

*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	\$ 3,761,321
Expenditures	\$ 1,022,743

Risk reserve (13% of operating budget)	\$ 458,948
Building Reserve	\$ 50,000
Technology Reserve	\$ 32,305
Debt Reserve	\$ 60,000
Benefits Reserve	\$ 68,392
Book Drop Reserve	\$ 134,254
HVAC Control Reserve	\$ 15,000
Patio Feasibility Reserve	\$ 7,500
Lobby Feasibility Reserve	\$ 7,500

**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.**

*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.

**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 2<sup>nd</sup> 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.

<b>Revenue</b>		Percent of Year Gone -->				25%		
General Ledger Category	1st Qtr. Budget	1st Qtr. Actual	1st Qtr. % Received	2015 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Received	
Total Tax Revenue	\$ 2,985,939	\$ 3,266,880	109%	\$ 3,316,418	\$ 3,266,880	\$ 3,266,880	99%	
Other Revenue	40,488	126,594	313%	200,400	126,594	126,594	63%	
Revenue from Reserves	367,847	367,847	100%	367,847	367,847	367,847	100%	
State Aid Revenue	15,000	-	0%	30,000	-	-	0%	
<b>Total Revenue</b>	<b>\$ 3,409,274</b>	<b>\$ 3,761,321</b>	<b>110%</b>	<b>\$ 3,914,665</b>	<b>\$ 3,761,321</b>	<b>\$ 3,761,321</b>	<b>96%</b>	

<b>Expenses</b>								
General Ledger Category	1st Qtr. Budget	1st Qtr. Actual	1st Qtr. % Spent	2015 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Spent	
Total Salaries & Wages	\$243,388	\$243,388	100%	\$1,299,610	\$289,641	\$289,641	22%	
Total Fringes & Benefits	105,070	105,070	100%	507,337	105,070	105,070	21%	
Total Library Materials	172,317	172,317	100%	708,147	172,317	251,662	36%	
Total Utilities	19,283	19,283	100%	134,900	25,488	25,488	19%	
Total Buildings	28,257	28,257	100%	167,661	28,257	78,042	47%	
Total Furnishings & Equipment	5,136	5,136	100%	57,391	5,136	35,824	62%	
Total Supplies	23,192	23,192	100%	119,653	23,192	29,555	25%	
Total Professional Services	44,390	44,390	100%	253,956	44,390	92,582	36%	
Total Other Charges	50,311	50,311	100%	280,770	50,311	54,473	19%	
<b>TOTAL OPER. EXPENSES</b>	<b>\$ 691,344</b>	<b>\$ 691,344</b>	<b>100%</b>	<b>\$ 3,529,425</b>	<b>\$ 743,802</b>	<b>\$ 962,337</b>	<b>27%</b>	
<b>TOTAL CAPITAL PROJECTS</b>	<b>\$ 30,844</b>	<b>\$ 30,844</b>	<b>100%</b>	<b>\$ 377,778</b>	<b>\$ 30,844</b>	<b>\$ 60,406</b>	<b>16%</b>	
<b>TOTAL EXPENSES</b>	<b>\$ 722,188</b>	<b>\$ 722,188</b>	<b>100%</b>	<b>\$ 3,907,203</b>	<b>\$ 774,646</b>	<b>\$ 1,022,743</b>	<b>20%</b>	

EFFECT ON FUND BALANCE *	\$ 2,687,086	\$ 3,039,133		\$ 7,462	\$ 2,986,675	\$ 2,738,578
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Cash Flow Analysis of 2015 money only		Cash Flow Analysis of all money including prior year(s)	
2015 cash as of 12/31/2014	\$ -	12/31/14 Audited Total cash (Fund Equity*) minus liabilities	\$ 2,973,909
+First Quarter Revenues	3,761,321	+ 2014 Revenues	3,761,321
- First Quarter Operating Expenses	691,344	- 2014 Operating Expenses	743,802
- First Quarter Capital Projects	30,844	- Capital Projects	30,844
		- General Reserves	458,948
		- Building Reserves	50,000
		- Debt Reserves	60,000
		- Benefits Reserve	68,392
		- Technology Reserve	32,305
		- Book Drop Reserve	134,254
		- HVAC Control Reserve	15,000
		- Patio Feasibility Reserve	7,500
		- Lobby Feasibility Reserve	7,500
		- Encumbrances	248,097
2015 cash as of 3/31/2015	\$ 3,039,133	Total available cash as of 3/31/2015 (Fund Balance*)	\$ 4,878,588

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

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

**Property Taxes** - Property Tax collections are on pace for this time of year. The library has approximately \$49,000 of outstanding property taxes as of March 31, 2015. The Library estimates the uncollectible portion of personal property taxes that will be delinquent and paid in future years and budgets for that amount. All delinquent real property taxes are paid by the county in July. The library has received its IFT tax payment for this year and it was as budgeted.

**State Aid Revenue** - The library has not received its 1st State Aid payment for FY2015. It is expected anytime. The 2nd payment is expected in late summer or early fall of 2015.

**Revenue from Reserves** - This category is used to track the inflow of funds from the various Reserve accounts, as well as from Unassigned funds. As part of the library's FY2015 budget, the library set aside 13% of its budget into a General Reserve. In doing so, the General Reserve from the prior year was increased by \$7,462. Funds have been added to the FY2015 budget for the following items: prior year encumbrances; and funds to be used for design services for the Book Drop Remodel Project.

**Other Revenue** - Other Revenue is ahead of pace for this time of year. The majority of this category is comprised of Fines and Fees and Penal Fines. Fines and Fees are slightly ahead of pace for this time of year. Penal Fines are not expected to be collected until July. The Library received a donation of \$75,000 during the year. This donation is \$69,000 higher than what the library budgets for the entire year.

**Salaries & Wages** - Salaries & Wages are slightly below pace for this time of year. The Library had several open positions in the Circulation Department, Youth Services Department, Adult Services Department and its Facilities Coordinator position throughout the 1st Qtr. The Library has filled all of those positions, except the open positions in the Circulation Department. Those two (2) positions are expected to be filled in the 2nd qtr..

**Fringes & Benefits** - Fringes & Benefits are less than the 25% expended as of March 31, 2015. The Library switched its health insurance provider beginning December 1, 2014, and in doing so was able to acquire a lower rate than budgeted for. Additionally, the library did not fill its Facilities Coordinator position with a full-time employee, as budgeted for. This has contributed to a small savings.

**Library Materials** - This category is slightly higher than the target % due to encumbrances from the prior year. The encumbered material is typically received in the first quarter and into the second quarter. This means that a higher percentage of goods are received in the first quarter and thus a higher percentage of expenses. There were approximately \$153,000 of encumbrances brought forward into the first quarter of FY2015.

**Utilities** - Utilities are under budget for this time of year. Gas & Electric comprise the largest expenditure line in this category and expenditures are trending below budget for the year. The Library lowered the Gas & Electric budget for FY2015 from FY2014 when it felt confident that savings from the boiler replacement and LED lighting upgrades were being realized.

**Building** - Year-to-date actual and encumbrances are greater than the 25% target due to the Purchase Orders being set up for the entire year for the building cleaning service, window cleaning, elevator service, etc. The largest of these services is the building cleaning service. Snow Removal for FY2015 was only 55.0% spent. This should leave sufficient funds for the beginning of winter in late 2015.

**Furnishings & Equipment** - This category is over its target for this time of year. This category has several projects budgeted for FY2015 that are in various stages of completion. These projects include the re-upholstering of furniture, and replacement of furniture in the preschool room. Most of these projects have begun and all should be done before the end of 2015.

**Supplies** - The supply category is on target for this time of year. There were \$22,193 of encumbrances brought forward into the current year from FY2015. The accounts in this category are used on an as needed basis. The library has tried to adopt a very conservative approach to its spending for lines such as supplies. Additionally, the increased use of email notification for fines has helped to keep the postage line to a manageable level.

**Professional Services** - This category is slightly higher than the 25% target. There are several accounts that have front loaded their expenditures and are causing this line to be more heavily used. The Library has prepared Purchase Orders for all of the Portager Inserts for the year. Additionally, the Library has paid the majority of its audit fees in the 1st Qtr.

**Other Charges** - This category is slightly below the 25% target. The largest line in this category is the Computer Repair & Maintenance line accounting for approximately 60.0% of the budget. This line is typically used in the 3rd and 4th Qtr for the renewal of computer support and licensing agreements.

**Capital Projects** - This category is under the 25% target because most projects in this category are not yet underway. The FY2015 Technology Project will not begin until the 4th qtr. The Library's debt payment is not due until July. The Library has completed the Lounge Remodel Project slightly under budget and will have some additional funds to use towards wall decorations and additional lighting.

# PORTAGE DISTRICT LIBRARY

## Monitoring Report

For

### Executive Limitation Policy on Fundraising Activities

April 27, 2015

The Library Director shall not allow library assets to be unprotected, inadequately maintained or unnecessarily risked. Accordingly, the Library Director shall not:

**Policy: Utilize programs within the realm of normal library operation as fundraising vehicles.**

*Director's Response:* There have been no instances of any library programs being used as fundraising vehicles within the realm of normal library operations. In the case of library programs that require extraordinary supplies, a nominal fee may be charged program registrants but it is just enough to recover the cost of the program provisions.

**Policy: Allow library facilities to be used by outside agencies for the purpose of fundraising, unless the funds being raised are going to be used for library purposes.**

*Director's Response:* The library adheres to a strict rule about no outside agencies using the library facilities for the purpose of fundraising. The library's Community Meeting Room Policy states that: "Approved use of the library's community meeting rooms does not include selling or moneymaking enterprises except those that may be sponsored by the Portage District Library itself, or the Friends of the Portage District Library."

**Policy: Permit the presentation of any fundraising program at the library without the approval of the Library Director and the knowledge of the Marketing/Fund Development Manager.**

*Director's Response:* There have been no instances of any fundraising programs being conducted at the library. The fundraising conducted by the library is done via the Annual Campaign mailing to donors and the Spring Appeal.

**Policy: Allow donor lists to be shared with any other entity or charitable agency.**

*Director's Response:* The library is in complete compliance with the rule to never share donor lists with any other entity or charitable agency. The Portage District Library Fundraising Plan includes an Annual Campaign direct mailing initiative that is carried out at the end of each year. We send this solicitation to all of our previous donors and to all active library users requesting financial assistance to further enhance the library's special initiatives. In September, a request is made to the Library Board to allow the Portage District Library to enter into a contract with our regular printing vendor to use the library's patron database for the restricted, confidential and sole purpose of sending a direct mailing to previous donors and to active library users in October. The contract with our regular printer stipulates that the printer or any associate or partner of the printer will not use the library's patron database for any other purpose, nor will the printer share the confidential patron information with any other parties.

**Policy: Enter into any fundraising agreement that requires the library to permanently endorse a product or [promote an individual or business], without prior knowledge and approval of the Library Board.**

*Director's Response:* There have been no instances of the library entering into any fundraising agreement that requires the library to permanently endorse a product or promote an individual or business. However, at the August 24, 2009 board meeting, permission was obtained from the Library Board for the library to add a new feature to the library's website and to enter into an "Associates Agreement" with Amazon which would allow the library to capture book information and book graphics from Amazon in exchange for placement of a button on the library's website linking directly to Amazon.

**Policy:** **Enter into any fundraising agreement that requires the library to take on responsibility, financial or otherwise, that would be above and beyond the provisions in the current budget or that would necessitate an increase in staffing level, without prior knowledge and approval of the Library Director.**

*Director's Response:* The library is in full compliance with this mandate and has not entered into any fund-raising agreement that would obligate or burden the library financially or otherwise.

**Policy:** **Receive any funds for the library that have restrictions placed on their use, without prior knowledge and approval of the Library Director.**

*Director's Response:* The only instances of funds received by the library that have restrictions placed on their use are memorial donations made specifically in memory of someone with requests for the purchase of particular materials, or in the case of donations made to the library's Grandmother & CIG Endowment fund which are restricted gifts used only to benefit children.

**Policy:** **Place the library in potential jeopardy by accepting any funds derived from questionable sources, or connected to any entity or program that might not be in the best interest of the library.**

*Director's Response:* The library is in complete compliance with this mandate and has not accepted any funds from questionable sources.

**Policy:** **Utilize fundraising to supplement regular, day-to-day library operations.**

*Director's Response:* All donated funds are reported annually to the Library Board and every February a request is made to the board to approve the allocation of gifts and donations funds received in the previous year for specific purposes in the current year. .

**Policy:** **Fail to recognize donors, in some special manner, who contribute gifts to the library of \$5,000 or more.**

*Director's Response:* All donors are properly recognized with a letter of thanks following their donation, and periodic donor recognition events have been planned in the past. To date, there have been no single contributions to the library of \$5,000 or more – other than the original donation that created the Grandmother & CIG Endowment Fund in 1997, and a legacy gift made to the library in 2009, both of which have been significantly recognized through letters, personal contacts, and the creation of a special brochure to encourage further donations to the Grandmother & CIT Endowment Fund

**Policy:** **Allow fundraising plan to be executed without board approval.**

*Director's Response:* The Fundraising Manager gives updates to the Library Board on the library's future fundraising activities for the year and provides details of everything that will be done in relation to fundraising at the library. All plans are outlined clearly to the Library Board and executed only with board endorsement.

# PORTAGE DISTRICT LIBRARY

## Marketing Update

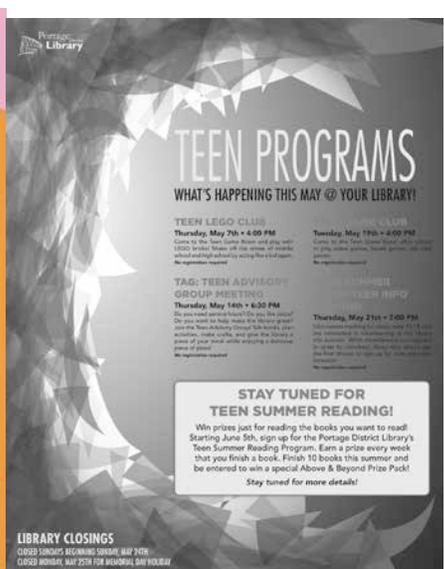
April 2015

*The following marketing activities were conducted at the library during the months of March and the beginning of April 2015*



An April library e-Newsletter was sent out the first week of April to over 15,000 library patrons. Content included: library programs; information about a special visit from author Nicolette Hahn Niman; a new survey inviting patrons to share their experiences about their interaction with the library's digital resources; Friends of the Library Book Sale; an article on the library's TumbleBooks service and library closings - including Sunday summer hours.

May event posters were designed and printed early this month to promote programming the first week of May. Youth, Teen and Adult posters were placed in the display units within the library.



**Portage District Library**  
**MAY PROGRAMS**

**ADULT PROGRAMMING**

**Art Exhibit:**  
*Farm Animals* - multimedia  
May 8th - June 20th

Helen Smith/Andrea Allen  
Photography  
May 8th - June 20th

**Author Visits & Book Groups**

**SCIENCE FICTION/FANTASY**  
May 6th • 7:00 PM  
Clones: What is the meaning of cloning in science fiction?

**TOP SHELF READS**  
May 11th • 7:00 PM  
Closest to the End of the Line by Neil Gaiman

**INTERNATIONAL MYSTERY**  
May 18th • 7:00 PM  
Belshazzar's Daughter by Barbara Nadel

**GREAT BOOKS**  
May 17th • 7:00 PM  
Selected readings from Immigrant Voices

**OPEN FOR DISCUSSION**  
May 19th • 10:30 AM  
The Remains Sisters by Helen Redford

**What Some Are Reading: Tenth Anniversary Book Talk**  
Soara  
Thursday, May 7th • 6:30 PM  
Susan Ramsey and Beth Amidon are back again to share their favorite titles. Gloria Tyler (Kacoo Books) and Joana Parosko (Book Bug) will talk about current and upcoming titles.

**A 1000-Mile Great Lakes Island Adventure**  
Tuesday, May 12th • 6:30 PM  
Lorenz Remondino will share stories from his new book, 1000-Mile Great Lakes Island Adventure. A book signing and reception will follow. Books will be available for sale by Kacoo Books.

**LIBRARY CLOSINGS**  
CLOSED SUNDAYS BEGINNING SUNDAY, MAY 24TH  
CLOSED MONDAY, MAY 25TH FOR MEMORIAL DAY HOLIDAY

**Performance from the Pope**  
Sunday, May 17th • 2:00 PM  
Join us as two Michigan Notable Book Award winners, Lisa Laroia and Monica McPhee bring their stories to life in an entertaining "pagan-chapel" event, followed by an author Q & A and book signing.

**Business**  
**Hustles on the Market**  
1st & 3rd Thursdays • 9:00 AM

**Resume Hacks**  
1st Friday • 11:00 AM  
**Registration Required**

**How to Become a Research Ninja**  
Monday, May 13th • 12:30 PM  
An introduction to research and online searching

**Grow Your Business Book Group**  
Sundays, May 12th & 26th • 9:00 AM

**Computer Classes One-On-One Computer Help**  
By appointment only. Call to schedule. Group help also available. Call adult desk for more information.

**How-To**  
**POL Writers Group**  
2nd & 4th Thursdays • 6:00 PM

**Amateur Astronomy**  
led by Richard Bell  
Saturdays, 2:00-4:00 PM  
May 2nd - Telescope Tutorial  
May 16th - The Art of Astrophotography  
Please register at the Shelburne Astronomical Society's web site: [www.shelburne.org/astro](http://www.shelburne.org/astro)

**Portage District Library**  
2000 Main Street  
Portage, MI 49782  
www.portagedistrictlibrary.org

**Summer Reading Programs June 5th-August 12th**

Visit the Portage District Library for a summer full of exciting adventures and quiet reading! Starting June 5th, sign up for any of our free summer reading programs online or in-person at our participating schools or by coming to the library. Happy Reading! Books are the heart of our summer programs for the next season. See the 2015 Summer Reading Program and website.

**Where are all the May Events for Families and Youth?**

It may not feel like it, but summer is right around the corner! During the month of May we will visit all the Portage schools and invite your children about our Summer Reading Programs, share the importance of reading during the summer, and present some of the exciting events we have planned.

Because our visits are very important to us, and we are putting the final touches on our summer activities, we take a short break from regular programming. We have lots of groundswell June 5th!

**— SAVE THE DATE! —**  
**SUMMER KICKOFF**  
Saturday, June 13th  
10:00 AM - 1:00 PM

Celebrate summer with us! Sign up for Summer Reading and stay for some family-friendly fun. There will be face painting, crafts, bubble fun and so much more!

**10:00 AM - 11:30 AM:**  
Bubble Fun

**11:00 AM - 12:30 PM:**  
Egg Drop

Be sure to visit our special guests, Strike Force Robotics Team, and don't miss our annual mini Bookcase Parents who need a little refreshment can stop by the coffee bar sponsored by the Adult Services Department.

**There's something for everyone at this all-ages event!**

**TEEN PROGRAMS**

**TEEN LEGO CLUB**  
Thursday, May 7th • 4:00 PM  
Come to the Teen Lego Room and play with LEGO bricks! Make all the items of your choice and get prizes by using 10x10 signs.  
No registration required.

**TEEN GAME CLUB**  
Tuesday, May 19th • 4:00 PM  
Come to the Teen Game Room after school to play video games, board games, and more!  
No registration required.

**TEEN SUMMER VOLUNTEER INFO MEETING**  
Thursday, May 21st • 7:00 PM  
Informational meeting for teens ages 13-18 who are interested in volunteering at the library this summer. While attendance is not required in order to volunteer, those who attend get the first chance to sign up for June volunteer breaks.  
No registration required.

**TAG: TEEN ADVISORY GROUP MEETING**  
Thursday, May 14th • 6:30 PM  
Do you need advice? Do you have ideas? Do you want to help make the library great? Join the Teen Advisory Group! Talk, brainstorm, share ideas, make crafts, and give the library a piece of your creative energy. A delicious pizza party!  
No registration required.

A City of Portage “Portager” insert was created and will be distributed to Portage residents the first week of May. Content in the “Portager” included programs for the month of May and the first week of June. An additional 2,000 have been printed to be distributed to Texas Township district residents. The insert for the month of May also highlights all of the library’s summer reading programs.

**TEEN SUMMER READING VOLUNTEERS NEEDED!**

Every summer, the Portage District Library hosts a Summer Reading Program for all ages, and the program is run by area teen volunteers. We need your help!

**What would I be doing?**  
Teens and adults sign up and participate in our Summer Reading Program. This includes helping people with online forms, handing out prizes, and promoting our summer events. This opportunity is best for someone who is outgoing, comfortable talking to people of all ages, and able to work independently.

**When would I start?**  
Volunteer opportunities from the beginning of June through mid-August. Sign up by stopping by the Youth Information Desk after Thursday, May 21st. Signups in first come, first serve.

**How do I sign up?**  
Sign up is done through an online beginning at the information meeting on May 21st. June dates will be open for sign-up on June 15th, August dates will be open for sign-up on July 15th. To sign up for a shift, stop by the Youth Information Desk.

**What are the requirements?**  
You need to be at least 13 years old.  
You need to commit to at least 3 shifts throughout the summer.  
You must be a "person person."  
You should be a good communicator, patient, outgoing, and comfortable talking to people of all ages.

**When are the volunteer time slots?**  
We are offering 3 volunteer shifts:  
Monday-Thursday: 8AM-10AM, 10AM-12PM, 3PM-6PM, 6PM-9PM  
Friday-Saturday: 10AM-12PM, 2PM-4PM  
Sunday: 10AM-12PM, 2PM-4PM  
The library is closed on Sundays during the summer.

**I want to sign up!**  
Come to the **TEEN SUMMER VOLUNTEER INFO MEETING**  
Thursday, May 21st • 7:00 PM

While it is not required that volunteers attend the info meeting, it's a great way to find out more! Volunteers who attend the meeting will get the first chance to sign up for June volunteer shifts. June volunteer shifts sometimes fill up at the info meeting. There is no registration required to attend the meeting.

**Questions?**  
Contact Glavia Pennabaker, Teen Services Librarian:  
openbaker@portagedistrictlibrary.org or call (269) 585-8728

**Portage District Library**

A Teen Summer Reading Volunteer flyer was created to encourage teens to volunteer this summer at the library. The flyer explains what they would be doing, when they could start, how they should sign up and what the requirements are for being a teen volunteer. These flyers will be distributed within the library and taken on the teen school visits. The library’s Summer Reading Program relies heavily on teen volunteers to assist patrons in signing up for Summer Reading Program activities, as well as passing out reading incentive prizes.

# PORTAGE DISTRICT LIBRARY

## Library Director's Narrative Report for April 27, 2015

(Activities in March 2015 and part of April 2015)

### Administrative Activities:

During the months of February 2015 and the first part of March 2015, Library Director Christy Klien engaged in the following activities:

- ✓ Participated in weekly Administrative Team meetings on Thursday mornings.
- ✓ Participated in regular library-wide staff meetings on Tuesday mornings for all library employees.
- ✓ Participated in Technology Team meetings on Tuesday mornings.
- ✓ Attended the Portage Rotary Club lunch meetings on Wednesdays.
- ✓ Conducted interviews with Business Manager Rob Foti to screen applicants for the Adult Services and Youth Services part-time Library Associate positions during March and April.
- ✓ Conducted interviews with Business Manager Rob Foti to screen applicants for the part-time custodian position.
- ✓ Gave a presentation at the March 23<sup>rd</sup> Library Board meeting to show trustees the revised design plans for the library's Book Drop Project and to answer questions and address any concerns.
- ✓ Met with key library personnel to review book drop design plans and identify any issues to be brought up with the architect.
- ✓ Participated in the 6<sup>th</sup> annual "*Building a Community of Belonging*" forum on 3-26-15. (an event of The Arcadia Institute and its Community Partners to build awareness about inclusion and a community of belonging)
- ✓ Met with a representative from West Michigan Office Interiors on 3-31-15 and with Custer Office Equipment on 4-03-15 to look at the possibilities for reconfiguring office workers' space in the Adult Services Office area.
- ✓ Met with TMP Architecture staff on 4-01-15 to share feedback obtained from PDL board members about the revised design plans for the library's Book Drop Project, and to discuss a timetable for the project.
- ✓ Hosted a Pizza "Thank You" Lunch for PDL staff to express appreciation to employees for participating in the March Mission Challenge (staff was challenged to make people smile in their daily interactions).
- ✓ Met with Business Manager Rob Foti and representatives from HRM Innovations on 4-02-15 to go over changes and revisions to the library's Employee Handbook.
- ✓ Consulted with the library's attorney on 4-15-15 about the terms and conditions to be included in the contract that will be entered into with TMP Architecture for the library's Book Drop Project.
- ✓ Participated in a Portage Public Schools Curriculum Instruction Council meeting on 4-15-15.
- ✓ Participated in a Portage Public Schools District Advisory Committee on 4-16-15.
- ✓ Attended a "FOIA" (Freedom of Information Act) workshop in Lansing on 4-21-15 to learn about upcoming changes in the law that will become effective July 1, 2015 and that will need to be reflected in the library's FOIA Policy and practices.
- ✓ Participated in a Portage Community Center board meeting on 4-22-15.

### General Facilities Work:

Facilities work during the last part of March 2015 and the first part of April 2015, included:

#### A. Maintenance:

- Ø Managed Cleaning contractor
  - Continued quality control monitoring and management reviews.
  - Managed cleaning supplies inventories
- Ø Coordinated HVAC Repairs for the following
  - Lower Level Air Handler - Replaced and re-balanced fan shaft and bearing (due to wear and tear)
  - Preschool air handler - Restarted due to power outage.
- Ø Assisted in Staff Lounge Remodeling Project
  - Staff Lounge Floor - Sanded and sealed VCT (vinyl composition tile)
  - Assisted in General Maintenance
  - Continued to clean library storage areas.
  - Quotes and inspection of skylight/windows leaks.

- Quotes for caulking of windows.
- Managed supplies for lighting and general maintenance support tickets
- Responded to or assisted on (5) user support tickets

#### B. Technology:

##### Ø *Public Access Computing*

- Library Technology Assistant, Mark Johnson, is beginning to train for the regular maintenance and troubleshooting of the staff side of computing issues at the library
- Continued to research (with assistance from Mark Johnson), a lingering issue where browsers are slow to respond sporadically
- Testing MDM (mobile device management) profiles and check-out/check-in procedures for public access iPads.
- Began the testing phase of eResource Central

##### Ø *Staff Computing*

- Working to install Ninite application maintenance software
- Maintained and updated Staff Infotel call accounting server
- Maintained and updated EZPROXY server
- Maintained and updated SQL1 server
- Maintained and updated Cisco Call Manager services
- Installing Lync for enterprise IM/chat/meeting/etc.
- Began planning wireless access point deployment and firewall replacement projects.
- Prepared network, computing and access control for (2) new employees
- Replacing thin clients at staff desk in Adult Services.

##### Ø *Support Tickets*

- Responded to or assisted on 12 User Tickets

#### Merchandising:

- Ø Terry Pratchett, renowned fantasy author, passed away on March 12, 2015, so a special book display was quickly erected in his honor.
- Ø A St Patrick's Day display was also put out in the Adult Services area in March.

#### Networking/Outreach:

##### Adult Services

- Ø Jessica Enget, Adult Services Librarian, met with prosecuting Attorney Jeff Gettings this month to find out about his interest in participating in the library's Medicinal Marijuana panel program. She also contacted Dr. David Crocker of the Southwest Michigan Holistic Health Center and he has agreed to be part of our panel.
- Ø Marsha Meyer, Adult Services Programming Librarian, was part of *Reading Together* events on March 3<sup>rd</sup> & 4<sup>th</sup>, and met with the Kalamazoo Poetry Festival subcommittees on March 10<sup>th</sup> & 12<sup>th</sup>.

##### Youth Services

- Ø Woods Edge Group came for their monthly visit. We had about 20 youngsters and their teachers and aides in for a spring themed storytime and then we made green turtle sticker mosaics.
- Ø In collaboration with a Central Elementary second grade teacher, Karen Bankston, we had a "*Meet Your Teacher at the Library*" program. There were six 2<sup>nd</sup> and 3<sup>rd</sup> grade teachers who came to the library one evening in March to meet almost 100 students and their families for a story, craft, and scavenger hunt. The theme of the evening was "*Super Readers*" and the children designed pictures of their favorite superheroes that were placed on a bulletin board in the Youth Services area.
- Ø The library hosted an ELL (English Language Learners) Family Night with Ms. Theresa Forton, the ELL coordinator for Portage Public Schools K-12<sup>th</sup> grade. Approximately 75 children and their families enjoyed an interactive scavenger hunt which took them on a tour of Youth Services. Afterwards, they played games, enjoyed a snack, and each child received a free book to take home.
- Ø A preschool class from Oakland Child Development Center came for a fun spring storytime and craft to celebrate *March is Reading Month!*
- Ø The library partnered with Portage Public Schools media specialists to encourage students in 6<sup>th</sup>-12<sup>th</sup> grade to read during *March is Reading Month*. For every review a student submitted to their school media

specialist, they received candy provided by the Portage District Library. Portage High School students submitted over 300 reviews and Portage Middle School students submitted over 500 reviews during this successful collaboration between public and school librarians.

### **Programming:**

#### **Adult Services**

- Ø A series of Astronomy workshops, organized by Marsha Meyer with the Kalamazoo Astronomical Society, began on March 21st, with 55 attendees. This five-part lecture series, led by Richard Bell, teaches binocular and telescope basics and how to navigate and photograph the night sky.
- Ø The library's "One-on-One" assistance program has grown in popularity since it was formalized in February and is getting increased usage by patrons. So far, there have been 11 appointments (5 with Jessica Enget; 3 with Joseph Fox; 2 with Christina Doane; and 1 with Nicolette Sosulski).

#### **Youth Services**

- Ø Highlights for this month include a performance by All Ears Theatre, made possible by a grant distribution from the library's *Grandmother and CIG Endowment*. The play was family-friendly and included a short voice "warm-up" for young attendees. There were 136 people in attendance.
- Ø Our teens attended a "Secret Agent" training program, complete with a laser maze and code-breaking practice. It was well attended, and the teens were enthusiastic about their new skills.

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** April 15, 2015  
**SUBJECT:** Library Statistical Report - March 2015

	Month Statistics			YTD Statistics		
	Mar-15	Mar-14	CHANGE	2015	2014	CHANGE
<b>Circulation/Collections</b>						
<b>Total Library Circulation</b>	<b>70,456</b>	<b>69,833</b>	<b>0.89%</b>	<b>200,014</b>	<b>193,578</b>	<b>3.32%</b>
Adult - Books	18,255	20,471	-10.83%	52,512	57,147	-8.11%
Adult - A/V	8,046	7,646	5.23%	23,625	22,042	7.18%
Youth - Books	24,264	23,757	2.13%	67,370	62,407	7.95%
Youth - A/V	4,185	4,924	-15.01%	12,147	14,176	-14.31%
Hot Picks	5,340	5,730	-6.81%	15,565	16,613	-6.31%
E-Material	8,263	5,575	48.22%	22,899	16,116	42.09%
ILL - PDL Requests	1,202	1,006	19.48%	3,146	2,764	13.82%
ILL - Other Lib. Requests	901	724	24.45%	2,750	2,313	18.89%
<b>Self-Checkout Percentage</b>	<b>61.30%</b>	<b>60.55%</b>		<b>60.49%</b>	<b>59.29%</b>	
<b>Total Library Collection</b>	<b>199,533</b>	<b>195,724</b>	<b>1.95%</b>			
Adult - Books	95,757	97,154	-1.44%			
Adult - A/V	17,234	15,353	12.25%			
Youth - Books	69,923	66,990	4.38%			
Youth - A/V	11,602	11,405	1.73%			
Hot Picks	5,017	4,822	100.00%			
<b>Net Acquisitions</b>	<b>375</b>	<b>1,247</b>	<b>-69.93%</b>	<b>(2,088)</b>	<b>2,994</b>	<b>169.74%</b>
Purchased - Books	1,441	1,770	-18.59%	6,045	6,091	-0.76%
Purchased - A/V	473	577	-18.02%	1,292	1,302	-0.77%
Donated - Books	2	1	100.00%	5	5	0.00%
Donated - A/V	2	2	0.00%	3	4	-25.00%
Material Discarded	(1,543)	(1,103)	39.89%	(9,433)	(4,408)	100.00%
<b>Total In-House Usage*</b>	<b>888</b>	<b>879</b>	<b>1.02%</b>	<b>888</b>	<b>879</b>	<b>1.02%</b>
In-House Periodical Usage	99	101	-1.98%	99	101	-1.98%
In-House Book Usage	789	778	1.41%	789	778	1.41%
<b>Patrons</b>						
<b>Total Patrons</b>	<b>48,595</b>	<b>47,689</b>	<b>1.90%</b>			
Adult	32,594	30,092	8.31%			
Youth	7,740	7,715	0.32%			
Non-Resident	336	282	19.15%			
Reciprocal	5,054	6,720	-24.79%			
Internet User	2,812	2,817	-0.18%			
Professional	59	63	-6.35%			
<b>Total Patrons Added</b>	<b>270</b>	<b>316</b>	<b>-14.56%</b>	<b>830</b>	<b>851</b>	<b>-2.47%</b>
Adult	151	172	-12.21%	451	465	-3.01%
Youth	16	33	-51.52%	74	98	-24.49%
Non-Resident	3	3	0.00%	7	9	-22.22%
Reciprocal	44	59	-25.42%	126	129	-2.33%
Internet User	56	49	14.29%	172	150	14.67%
Professional	0	0	0.00%	0	0	0.00%

<b>Library Building Usage</b>						
<b>Total Meeting Room Usage</b>	<b>188</b>	<b>190</b>	<b>-1.05%</b>	<b>532</b>	<b>544</b>	<b>-2.21%</b>
Internal/Collaboration	99	97	2.06%	285	289	-1.38%
External/Outside Usage	89	93	-4.30%	247	255	-3.14%
<b>Total Program Audience</b>	<b>2,932</b>	<b>1,263</b>	<b>132.15%</b>	<b>5,984</b>	<b>3,228</b>	<b>85.38%</b>
Adult	210	262	-19.85%	668	544	22.79%
Youth	2,418	894	170.47%	4,574	2,268	101.68%
Heritage Room	304	107	100.00%	742	416	78.37%
<b>Total Number of Programs</b>	<b>58</b>	<b>46</b>	<b>26.09%</b>	<b>150</b>	<b>106</b>	<b>41.51%</b>
Adult	16	15	6.67%	44	35	25.71%
Youth	38	26	46.15%	96	61	57.38%
Heritage Room	4	5	100.00%	10	10	0.00%
<b>Total Volunteer Hours</b>	<b>459</b>	<b>420</b>	<b>9.29%</b>	<b>1,436</b>	<b>1,320</b>	<b>8.79%</b>
Adult	106	80	32.50%	307	290	5.86%
Youth	95	87	9.20%	271	279	-2.87%
Technical	78	97	-19.59%	297	304	-2.30%
Circulation	146	118	23.73%	397	283	40.28%
Administration	32	32	100.00%	96	96	0.00%
Community Service	2	6	-66.67%	68	68	0.00%
<b>Total Front Door Traffic</b>	<b>56,767</b>	<b>58,778</b>	<b>-3.42%</b>	<b>167,100</b>	<b>172,110</b>	<b>-2.91%</b>
<b>Total Youth Services Traffic</b>	<b>33,421</b>	<b>34,554</b>	<b>-3.28%</b>	<b>101,745</b>	<b>104,606</b>	<b>-2.74%</b>
<b>Total Business Center Traffic</b>	<b>2,802</b>	<b>2,808</b>	<b>-0.21%</b>	<b>9,380</b>	<b>9,776</b>	<b>-4.05%</b>
<b>Information Access/Reference/Research</b>						
<b>Total Reference Transactions</b>	<b>7,947</b>	<b>8,762</b>	<b>-9.30%</b>	<b>23,672</b>	<b>24,072</b>	<b>-1.66%</b>
Adult Phone	423	344	22.97%	1,404	1,101	27.52%
Adult Ready Reference	2,680	2,760	-2.90%	8,224	7,409	11.00%
Adult Reference	152	250	-39.20%	397	656	-39.48%
Youth Phone	124	152	-18.42%	394	565	-30.27%
Youth Ready Reference	2,213	2,990	-25.99%	6,440	7,816	-17.60%
Youth Reference	298	478	-37.66%	771	1,277	-39.62%
HR Phone	14	41	-65.85%	36	114	-68.42%
HR Ready Reference	314	475	-33.89%	1,219	1,443	-15.52%
HR Reference	26	32	-18.75%	62	113	-45.13%
Circ Phone	770	343	124.49%	2,231	970	130.00%
Circ Ready Reference	594	622	-4.50%	1,665	1,759	-5.34%
Circ Reference	339	275	23.27%	829	849	-2.36%
<b>Total Edutainment LAN Use</b>	<b>350</b>	<b>344</b>	<b>1.74%</b>	<b>1,050</b>	<b>1,045</b>	<b>0.48%</b>
<b>Total Internet Computer Use</b>	<b>3,610</b>	<b>6,126</b>	<b>-41.07%</b>	<b>9,988</b>	<b>16,982</b>	<b>-41.18%</b>
Youth Computers	431	1,723	-74.99%	1,258	4,665	-73.03%
Adult Computers	3,078	4,167	-26.13%	8,416	11,756	-28.41%
Laptop Computer Circulated	101	236	-57.20%	314	561	-44.03%
<b>Total Electronic Transactions</b>	<b>51,186</b>	<b>53,662</b>	<b>-4.61%</b>	<b>151,155</b>	<b>154,031</b>	<b>-1.87%</b>
WebSite Hits	38,684	40,399	-4.25%	112,820	115,025	-1.92%
WebCatalog Sessions	8,647	9,140	-5.39%	26,058	26,251	-0.74%
Licensed Database Hits	3,855	4,123	-6.50%	12,277	12,755	-3.75%

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

Christy Kliem, Library Director



## **MLA ADVOCACY - MARCH 26, 2015**

### **Good News as the State Budget Process Continues – House and Senate Appropriations Subcommittees Support Increase to Libraries**

The next step in the state's budgeting process is now complete. The good news is both the House and Senate K-12, School Aid, Education Subcommittees concurred with the Executive Budget Recommendation and approved Gov. Snyder's proposed additional library funding. MLA asked legislators to support the governor's budget recommendation increasing state aid to libraries by \$1 million and Ren zones by \$600,000. The budgets now go to the full appropriations committees for consideration.

Chairs of the two committees Sen. Geoff Hansen (R-Hart) and Rep. Phil Potvin (R-Cadillac) are great library advocates. If you are in their district, please reach out to say thank you for their support. Librarians stepped up and provided excellent testimony to the two subcommittees. Asante Cain, Grand Rapids Public Library and Ray Arnett, Fremont Area District Library testified in the House Subcommittee. Lance Werner, Kent District Library testified in Senate Subcommittee.

In addition, Gary Owen, GCSI and I met with key legislators over the past few weeks to ensure they understood the community services and early literacy education libraries provide to communities across the state.

Many of the key provisions of Gov. Snyder's budget, including third grade reading, career and technical education spending, at-risk funding for schools and increased per-pupil spending were retained in some form in the Senate budget. The Senate's proposal allowed for a \$13.4 million increase to the governor's career tech education recommendations and doubled the funding available for additional instructional time for kindergarteners as part of the early literacy initiative. It did not concur with the development of an elementary reading assessment in the School Aid Fund budget.

We are still a long way from the finish line. The bills remain in committee and have not yet reached chamber floors. Librarians are a crucial part of the advocacy effort. When you speak with your legislators, please ask them to support the governor's Executive Budget recommendation.

#### **Open Meetings Act**

Does your library serve vast areas and rely on video or telephone conferencing for board meetings? If so, please let us know. The House Oversight Committee will take testimony next week on HB 4182 requiring board members be physically present at public meetings where they are counted toward a quorum and vote. Rep. Ed McBroom (R-Vulcan) is considering exempting appointed board members. We are seeking input from any libraries with an elected board, serving vast areas and relying on video or phone conferencing for board meetings.

### **TIFA and DDA Survey**

Thank you for your response to our survey regarding Tax Increment Financing Authorities. We are sharing this information with legislators in an effort to see that dedicated library millages support the library as voters intended.

### **Ballot Language for Proposal 15-1 – Road Funding**

The statewide ballot proposal for road repair funding will appear on the May 5, 2015 special election ballot. The proposal is tie-barred with 10 bills that take effect with its passage. It is important to note: The proposed bill to modify penal fines is not included in that ten-bill package. The administration is stating there is no plan B in the works. However, if the proposal fails, we can expect to see penal fines once again come into play as the legislature attempts to find money for the roads.

The official ballot language describes Proposal 1 as: A proposal to amend the State Constitution to increase the sales/use tax from 6% to 7% to replace and supplement reduced revenue to the School Aid Fund and local units of government caused by the elimination of the sales/use tax on gasoline and diesel fuel for vehicles operating on public roads, and to give effect to laws that provide additional money for roads and other transportation purposes by increasing the gas tax and vehicle registration fees.