



**NOTICE of PUBLIC MEETING**

**The Portage District Library Board**

**will meet in regular session**

**on**

**February 22, 2016 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

## Regular Board Meeting to be held on

February 22, 2016

In the Lower Level Long Lake & Gourdneck 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 (5 minutes total)
- IV. Adoption of the Agenda for the Regular Meeting of February 22, 2016 (1 minute) (Vote)
- V. Consent Agenda (5 minutes) (Vote)
  - A. Minutes of the regular meeting held on January 25, 2016. *Pg. 1-5*
  - B. Report on Financial Condition for January 2016. *(Info) Pg. 6-8*
  - C. Budget Amendment to Use Benefit Reserve Funds for Retiring Employee *(Info) Pg. 9*
  - D. Library Board Linkage *(Info) Pg.10*
  - E. Marketing Update for January 2016. *(Info) Pg. 11*
  - F. Narrative Report for January 2016. *(Info) Pg. 12-15*
  - G. Statistical Report for January 2016. *(Info) Pg. 16-17*
  - H. Legislative Update for January 2016. *(Info) Pg. 18-19*
- VI. Governance (30 minutes)
  - A. Final Library Board Roster for 2016. *(Info) Pg.20*
  - B. Review of Library Board bylaws. *(Info) Pg.21-23*
  - C. Report from Board Liaison to the Friends of the Library *(Info) Pg.24*
  - D. Information on Strategic Plan 2016 Facilitator *(Info) Pg.25*
- VII. Ends Development (30 minutes total)
  - A. Memo for Endorsement of Library Director's Personal Goals for 2016 and Endorsement of Library Director's Interpretation of Ends Statements & Related Projects for 2016. *(Vote) Pg.26*
  - B. Donations Report for Funds Received in 2015. *(Info) Pg.27*
  - C. Approval of Allocation of Gifts & Donations for Expenditure in 2016. *(Vote) Pg.28*
- VIII. Monitoring to Assure Compliance with Executive Limitations (10 minutes)
  - A. Monitoring Report: Emergency Library Director Succession. *(Info) Pg.29-31*
  - B. Monitoring Report: Treatment of Consumers. *(Info)Pg.32-35*
- IX. Library Director's Reports (5 minutes total)
  - A. Final remarks by Library Director for the January 25, 2016 Library Board Meeting.
- X. Process Evaluation (5 minutes total)
  - A. Suggestions for Agenda Items to be included on the March 28, 2016 Board Meeting
    1. Minutes of the Regular Meeting held on February 22, 2016.
    2. Monitoring Report on Executive Limitation: Asset Protection.
    3. Monitoring Report on Executive Limitation: Financial Planning & Budgeting.
    4. Monitoring Report on Executive Limitation: Financial Condition & Activities.
  - B. Assessment of this meeting
  - C. Miscellaneous Items
- XI. Adjournment



PORTAGE DISTRICT LIBRARY BOARD

Minutes of the Board Meeting held on

**January 25, 2016**

In the lower level meeting rooms of the Portage District Library, 300 Library Lane – Portage, MI 49002

- I. Start of Meeting - Board members and staff gathered at 5:30 PM for dinner catered by Zoup! and the board meeting started at 6:00 PM

II. Roll Call -

*Board Members Present:* Michele Behr (6:10 PM), Stephanie Brown, Martha Pacheco, Alisha Siebers (6:40 PM), Donna VanderVries (6:10 PM), and Joe Yantis

*Board Members Absent:* Betty Lee Ongley (excused)

*Library Staff Present:* Library Director Christy Klien, Jill Austin, Rolfe Behrje, Rob Foti, Lawrence Kapture, Quyen Le, and Laura Wright

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

Trustee Yantis welcomed everyone to the meeting and noted for the record that Trustee Ongley would not be attending due to the fact that it is her 90<sup>th</sup> birthday. Library Director Klien commented that Trustees Behr, VanderVries, and Siebers had contacted her to let her know that they would be arriving late. Trustee Yantis then opened the meeting for any comments from the public, board members, or library staff.

- A. Comment from Laura Wright, Head of Youth Services- Wright commented on the success of the annual Teen Exam Late Night where teens are invited to study at the library after-hours on the Sunday before exams begin. They had a record number in attendance (160 compared to last year's 120) who enjoyed eating pizza and visiting with service dogs in between studying.

DISPOSITION: The Library Board acknowledged the comment made by Wright.

IV. Adoption of the Agenda for the Regular Meeting of January 25, 2016.

Due to the fact that some trustees were arriving late, Trustee Yantis made a motion to move into a Committee of the Whole until at least one other trustee arrived, so that the board consisted of a quorum.

MOTION: It was moved by Trustee Brown and seconded by Trustee Pacheco that the Library Board move into a Committee of the Whole until at least one other trustee arrived, at which time the meeting would be opened into a regular meeting, for the beginning of the regular meeting of January 25, 2016. Vote: 3-Yes, 0-No, 4-Absent (Behr, Ongley, Siebers, VanderVries). Motion carried.

Trustee Yantis asked if there were any changes needed to the agenda for the January 25, 2016 board meeting before its adoption.

MOTION: It was moved by Trustee Brown and seconded by Trustee Pacheco that the Library Board adopt the agenda for the regular meeting of January 25, 2016. Vote: 3-Yes, 0-No, 4-Absent (Behr, Ongley, Siebers, VanderVries). Motion carried.

V. Consent Agenda

Trustee Yantis asked Trustee Brown to read the consent agenda aloud. Trustee Yantis asked if there were any changes needed to the consent agenda for the January 25, 2016 board meeting before its adoption. One change was requested; Item D. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2016 Budget to Offset Unpaid Encumbrances was removed by Trustee Brown for clarification.

- A. Minutes of the regular meeting held on December 14, 2015.

- B. Review of Community Meeting Room Policy.
- C. Review of Library Privacy & Search Warrant Policy.
- D. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2016 Budget to Offset Unpaid Encumbrances.
- E. Requests to Approve Budget Amendments to adjust the FY 2016 Budget.
- F. Report on Financial Condition for December 2015.
- G. Library Board Linkage
- H. 4<sup>th</sup> Quarter Financial Report for Fiscal Year 2015 & Variance Report.
- I. Marketing Update for December 2015.
- J. Narrative Report for December 2015.
- K. Statistical Report for December 2015.
- L. Year-End Statistical Report for FY 2015.
- M. Legislative Update for December 2015.

MOTION: It was moved by Brown and seconded by Pacheco, that the Consent Agenda for the regular board meeting of January 25, 2016 be approved with Item D removed. Vote: 3-Yes, 0-No, 4-Absent (Behr, Ongley, Siebers, VanderVries). Motion carried.

Vice Chair Behr and Trustee Vander Vries arrived at the meeting at 6:10 PM. The Committee of the Whole was opened into a regular meeting at this time and Trustee Yantis relinquished the chair to Vice Chair Behr who was updated on the proceedings thus far.

Vice Chair Behr asked for further discussion on Item D for clarification regarding this budget amendment request. Business Manager Foti explained that this request was for purchase orders that were opened in 2015 and ordered, but that the items had not arrived yet and therefore were not paid for. The budget amendment total represented the amount of money that needed to be reserved to pay those bills.

MOTION: It was moved by Yantis and seconded by VanderVries, that Item D. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2016 Budget to Offset Unpaid Encumbrances on the January 25, 2016 board meeting agenda be approved as presented. Vote: 5-Yes, 0-No, 2-Absent (Ongley, Siebers). Motion carried.

VI. Governance

A. Election of Library Board Officers for 2016- Before the motion's there was a review of last month's discussion, the information gathered by Trustee Yantis regarding each trustee's interest in serving in leadership positions, and some brief comments.

MOTION: It was moved by Behr and seconded by Brown that Alisha Siebers would continue her role as Board Chair in 2016. Vote: 5-Yes, 0-No, 2-Absent (Ongley, Siebers). Motion carried.

MOTION: It was moved by Brown and seconded by Yantis that Michele Behr would continue her role as Vice Chair in 2016. Vote: 5-Yes, 0-No, 2-Absent (Ongley, Siebers). Motion carried.

B. 2016 Library Board Appointees: Vice Chair Behr said it was also time to make the following appointments:

Martha Pacheco	Board Liaison to the Friends 2016
Stephanie Brown, Donna VanderVries, Alisha Siebers	Personnel Committee 2016
Martha Pacheco, Betty Lee Ongley, Michele Behr	Strategic Planning Committee 2016
Quyen Le	Library Board Secretary 2016

DISPOSITION: The Library Board acknowledged the appointments and Vice Chair Behr thanked all of them for accepting those roles.

C. Annual Signing of "Conflict of Interest" Statements by Trustees – Vice Chair Behr said that at the beginning of every new year, trustees were asked to evaluate their circumstances and sign "Conflict of

*Interest*” statements that would be kept on file in the Library Office. Library Board Secretary Le collected the signed documents from all of the trustees at the board meeting.

**DISPOSITION:** Conflict of Interest statements for 2016 were issued and completed for all current Portage District Library Board members and will be kept on file in the Library Office.

*D. Strategic Planning 2016:* The board as a whole reviewed what the Strategic Planning Committee had decided to request of facilitator, Gary Kushner. Library Director Klien indicated that contact had been made with Mr. Kushner and that they were in the process of discussing logistics of timeframes and availability. Trustee Pacheco commented for the record that she believed retirees Diane Delach and Marsha Meyer should be consulted with as well during the Strategic Planning process due to their vast institutional knowledge.

**DISPOSITION:** Trustees would look for follow-up information from Library Director Klien when Mr. Kushner indicates his availability and fees.

*E. Consideration of Guests/Presenters to be invited to Board Meetings in 2016 –* Library Director Klien referred to page 44 of the agenda packet and noted that considering the Library Board’s annual calendar of activities, it seemed reasonable to plan for about (2) guests or presentations for the year since the board will be heavily involved in Strategic Planning. She asked trustees for their input and the following suggestions were made:

- A Carver Governance trainer
- Superintendent Mark Bielang, Community Relations Manager Michelle Karpinski, or another Portage Public Schools administrator (it was noted that there may be a scheduling conflict as PPS board meetings are also held on the 4<sup>th</sup> Monday of each month)
- Kim Phillips, Portage Senior Center manager
- Randy Riley, Michigan’s State Librarian
- Julie Garrison, new Dean of Libraries at Western Michigan University
- A fundraising consultant

A discussion followed about the possible choices that could be made and what would work best with Strategic Planning.

**DISPOSITION:** The Library Board agreed upon the following list of guests to be invited to board meetings in 2012: Kim Phillips, Portage Senior Center manager, and a Portage Public Schools administrator.

*F. Memo Regarding SB 571:* Library Director referred to pages 34-38 and 45-47 in the board packet on documents relating to SB 571. She informed trustees that she had spoken with the library’s lawyer on this topic. He was most concerned with following the law as it refers to radio, television, mass mailings (over 500 pieces) and pre-recorded telephone messages. As it is currently worded, the library’s lawyer felt that it did not include information disseminated through one-on-one reference, the library’s website, social media, written information on posters or brochures, or email newsletters. This bill does not limit what an organization that is not funded by taxpayer dollars, such as the Friends of the Library, can do.

**DISPOSITION:** Library Director Klien said that she will stay up-to-date on this topic and keep trustees informed.

## VII. Ends Development

*A. Endorsement of Library Director’s Personal Goals for 2016 –* Library Director Klien referred to pages 48-51 of the board packet and asked the trustees for comments about her personal goals. Trustees were pleased overall with her goals and specifically commented on the idea to initiate a library bike-mobile. Trustee Yantis asked if storage should be budgeted for the bike and trailer, and Klien replied that there is a storage shed on library property that could be used for this purpose. Klein indicated that she had already contacted the city about the project. They were willing to waive any permits necessary, provided information about city services and events

could be available on the bike-mobile. Klien explained that the bike-mobile would have a mobile hotspot, provide reference outside the library building, and provide an excellent marketing opportunity for the library. Klien also indicated that she was also interested in getting additional single bikes to ride along with the bike-mobile/trailer so that a staff member would not have to go out into the public on their own.

B. Endorsement of Library Director's Interpretation of End Statements & Related Projects or 2016 -

Library Director Klien made remarks about the proposed 2016 Ends (pages 52-60 in the board packet) and indicated regular progress reports would be provided to trustees during the year. Board Chair Siebers complimented the fact that the End Statements aimed to increase the visibility of the library in the community. Trustee Pacheco commented that some of the projects listed are already in progress and she was glad library staff was moving forward with them. Library Director Klien explained that End Statement projects were an excellent way to keep library staff accountable for initiatives throughout the year. She also stated that fire watch during construction brought to light more maintenance items to work on throughout the library building. Board Chair Siebers asked that in relation to End Statement #2, project 5 "Use the Salary Range Study information performed in FY 2014 to develop an up-to-date salary range schedule for the library", that director's salary's be included in that information for the board to refer to at the end of 2016 during Library Director Klien's yearly review.

C. Recommendation for Removing Inactive Memberships in Symphony -

Library Director Klien asked Circulation supervisor, Jill Austin, to review what was covered in her memo (located in the board packet on pages 61-62) for trustees. Austin explained that she is looking to create a definition within the library for inactive memberships as well as a procedure to delete them. She took some time to contact other libraries to explore what their procedures and timelines covered. Austin acknowledged that deleting inactive memberships will change monthly statistics in the short term, but will make the reporting functions of Symphony more accurate over time. There was significant discussion on the topic. Trustee Yantis commented on the importance of a 'clean list'. Trustee Behr voiced concerns about the public relations aspect of deleting patrons. Trustee Yantis asked if a line could be added in the library statistics for members withdrawn and Systems Administrator Behrje replied yes, that could be done. A number of trustees were concerned about the length of time suggested as the definition for an inactive membership (one that has expired in the past 6 months and has not been used in the past 12 months) and felt that one year was too short of an amount of time. Austin thanked the board for the discussion and feedback.

VIII. Monitoring Report on Executive Limitation: Global Executive Constraint – Library Director Klien said that she felt the library was in full compliance with the provisions of this Executive Limitation and that all federal, state and district library laws were being followed, as well as Library Board policies. She asked if there were any questions or comments and there were none.

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

IX. Library Director's Comments

A. Final remarks by Library Director for the January 25, 2016 Library Board Meeting – Library Director Klien said that even though the information was in the narrative report for the month, she wanted to highlight the fact that Ruth Cowles, part-time library associate, had been hired to fill the full-time Adult Services Librarian position. After reviewing job responsibilities, it was also determined that Jessica Enget, full-time library associate, would be promoted to a full-time Adult Services Librarian. Both women have MLIS degrees and have been employed at the library for a number of years.

Systems Administrator Behrje also chimed in to officially recognize the fact that the Book Drop is open! It has been well received by the public for its convenience, lights, and the roof that protects patrons from the weather. Staff acknowledged that the book drop height was not a 'one size fits all' solution, in that for those driving very large or very small vehicles, patrons may have to exit their vehicle to utilize the book drop.

X. Process Evaluation

- A. Suggestions for agenda items to be included on the February 22, 2016 board meeting.
1. Minutes of the regular library board meeting of January 25, 2016
  2. Review of Library Board Bylaws.
  3. Donations Report for Funds Received in 2015.
  4. Approval of Allocation of Gifts & Donations for Expenditure in 2016.



5. Update on Guests to be Invited to Board Meetings in 2016.
6. Report on Financial Condition for January 2016.
7. Library Board Linkage.
8. Marketing Update for January 2016.
9. Narrative Report for January 2016.
10. Statistical Report for January 2016.
11. Legislative Update for January 2016.
12. Report from Martha Pacheco, Board Liaison to the Friends of the Library.
13. Monitoring Report: Emergency Library Director Succession.
14. Monitoring Report: Treatment of Consumers.
15. Vote to approve Library Director's Personal Goals for 2016.
16. Vote to approve Library Director's Interpretation of End Statements & Related Projects for 2016.

B. *Assessment of this meeting* – There was agreement among trustees that this had been a full and productive meeting.

C. *Miscellaneous Items*: Trustees asked Library Director Klien if there was any follow-up to the incident that occurred in the library on Saturday, January 16, and Klien replied that there was not any other information she had to share.

There was a reminder to all that the next Friends of the Library book sale would be on February 5<sup>th</sup> and 6<sup>th</sup>. Board Chair Siebers asked trustees to consider covering Friends of the Library board meetings if Trustee Pacheco was unavailable to attend. FOTL board meetings take place every 2 months on the second Monday after a book sale.

Trustee Yantis reminded other trustees that in the fundraising letter thank you's some mention could be made of the upcoming Strategic Planning process. Trustee Yantis also wanted to remind the board that he will be absent for the board meeting in February.

XI. Adjournment –

Library Board Vice Chair Michele Behr said if there was no further business to be considered, that she would adjourn the regular board meeting of January 25, 2016.

DISPOSITION: The regular board meeting of January 25, 2016 was adjourned at 7:43 pm.

Recorded and Transcribed by,

Quyen Le  
Quyen Le  
Library Board Secretary

PORTAGE DISTRICT LIBRARY  
Library Director's Report on the Financial Condition  
for  
January 2016

*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	\$ 2,792,756
Expenditures	\$ 666,531

Risk reserve (13% of operating budget)	\$ 472,043
Building Reserve	\$ 50,000
Technology Reserve	\$ 32,305
Benefits Reserve	\$ 68,392
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.

**To:** Portage District Library Board  
**From:** Christine Klien, Library Director  
**Date:** February 16, 2016  
**Subject:** Budget Amendment to move funds from the Benefit Reserve to Full-Time Salaries for the payout of a retiring employee's accrued benefits in Fiscal Year 2016.

**BACKGROUND:**

On December 18, 2015 the Library had a long-time employee, Marsha Meyer complete her last day of work. Marsha will continue to remain with the library until her official retirement date of February 1, 2016. In the time period between December 18, 2015 and February 1, 2016, Marsh will be out on vacation leave. On January 3, 2016, Ruth Cowles was hired to replace Marsha Meyer in her position of Adult Services Librarian. Therefore, the Library will need to pay out all unused accrued vacation, sick (50% of unused balance) and holiday time as of January 3, 2016. It is anticipated that the Library will need approximately \$20,819.87 for pay for these benefits.

**RECOMMENDATION:**

I recommend that the Library Board approve a Budget Amendment to move funds from the Benefit Reserve in February 2016 to the Fiscal Year 2016 Budget to increase Full-Time Salaries by an amount of \$20,819.87 to pay for unused accrued benefits to a retiring employee.

**PORTAGE DISTRICT LIBRARY****COMMUNICATION**

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 12, 2016  
**Subject:** Upcoming Library Board linkage opportunities in February & March 2016 for consideration

The following upcoming dates and events are provided so trustees will be aware of them in the event you chose to participate:

**LINKAGE OPPORTUNITIES for February & March 2016:**

<b>Date</b>	<b>Time</b>	<b>Activity or Program Description</b>
2/25	10:00 AM	Portage Computer Users Group
2/27	2:00 PM	Fun With Felt: The Craft of Art with Felt
2/29	9:30 AM	Nonprofit Management Skills: Improving Supervision
3/1	9:00 AM	Business Book Club SBDC
3/3	9:00 AM	Muffins and the Market
3/6	2:00 PM	Great Books Reading Group
3/7	7:00 PM	Science Fiction & Fantasy Discussion Group: Irish Mythology
3/10	6:00 PM	PDL Writer's Group
3/10	7:00 PM	International Mystery Book Group
3/12	1:00 PM	Reading Together: Grown Up Show and Tell with Family Heirlooms
3/13	2:30 PM	Sunday's Live: Celtic Concert
3/14	7:00 PM	Top Shelf Reads: Orphan Train
3/15	10:30 AM	Open for Discussion: Mudwoman
3/19	9:00 AM	Kalamazoo Macintosh Users Group
3/24	5:00 PM	Tillers Organic Gardening

# PORTAGE DISTRICT LIBRARY

## Marketing Update

February 2016

The following marketing activities were conducted at the library during the months of January 2016 and February 2016:

### e-Newsletter:

January and February e-Newsletters were sent out the first week of each month to over 12,000 library patrons. Contents included: library programming, information on the Book Drop renovation, the Friends of the Portage District Library's February book sale, changes to the library's Overdrive access and introductions to new staff members.

### January & February Portagers:

The image shows two large posters for library programs. The left poster is for January, titled 'Portage District Library JANUARY PROGRAMS'. It is divided into three main sections: YOUTH PROGRAMMING, ADULT PROGRAMMING, and TEEN PROGRAMMING. The right poster is for February, titled 'Portage District Library FEBRUARY PROGRAMS'. It is also divided into three main sections: YOUTH PROGRAMMING, ADULT PROGRAMMING, and TEEN PROGRAMMING. Both posters list various activities, dates, and times for each program.

### January Posters:

The image shows three posters for January programs. The first poster is 'ADULT PROGRAMS' with a light blue and white theme, featuring a bird illustration. The second poster is 'TEEN PROGRAMS' with a dark blue and white theme, featuring snowflake illustrations. The third poster is 'YOUTH PROGRAMS' with a light blue and white theme, featuring a reindeer illustration and the year '2016'. Each poster lists various activities and dates for the month.

### February Posters:

The image shows three posters for February programs. The first poster is 'ADULT PROGRAMS' with a red, white, and blue theme, featuring an American flag illustration. The second poster is 'TEEN PROGRAMS' with a white and red theme, featuring heart illustrations. The third poster is 'YOUTH PROGRAMS' with a light green and white theme, featuring a bear illustration. Each poster lists various activities and dates for the month.

## PORTAGE DISTRICT LIBRARY

### **Library Director's Narrative Report for February 22, 2016**

*(Activities in January and part of February 2016)*

#### **Administrative Activities:**

During the months of January and the first part of February 2016, 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.
- ❖ Attended the Portage Rotary Club lunch meetings on Wednesdays.
- ❖ Participated in a meeting on 1/21 regarding a special community recognition.
- ❖ Attended the Portage Public Schools District Advisory Council meeting on 1/21.
- ❖ Met with Head of Youth Services, Laura Wright, regarding Youth signage on 1/22.
- ❖ Had a phone clarification conversation with attorney re: SB 571 on 1/22.
- ❖ Conducted an exit interview with Marsha Meyer on 1/26.
- ❖ Had a meeting with Circulation Supervisor, Jill Austin on 1/22.
- ❖ Attend a meeting regarding the library's participation in LocalHop on 1/27.
- ❖ Attended Catalyst University at Wings Stadium with Business Manager, Rob Foti on 1/28.
- ❖ Had a salary/wage discussion with Business Manager, Rob Foti on 2/2.
- ❖ Had a phone conversation with Gary Kushner regarding facilitating Strategic Planning in 2016 on 2/3.
- ❖ Attended the Portage Community Center board committee meeting on 2/3.
- ❖ Participated in the TMP Walk-Thru of the new Book Drop Room on 2/4.
- ❖ Had a collection management discussion with Head of Adult Services, Lawrence Kapture and Circulation Supervisor, Jill Austin on 2/4.
- ❖ Participated in the Volunteer Luncheon Committee meeting on 2/4.
- ❖ Attended the Gilmore Foundation-Grantee Gathering on 2/4.
- ❖ Facilitated the creation of the January and February Portagers and monthly posters with the graphic designer.
- ❖ Had a staff training and staffing model discussion with Business Manager, Rob Foti, Head of Adult Services, Lawrence Kapture, and Head of Youth Services, Laura Wright on 2/9.
- ❖ Attended the recognition event for Betty Lee Ongley at Portage City Hall and presented a proclamation on 2/9.

#### **General Facilities Work:**

Facilities work during the last part of January 2016 and the first part of February 2016, included:

##### A. Maintenance:

- All schedule preventative maintenance activities occurred as expected for January 2016.
- Snowplowing services are updated with the new parking lot configuration.
- A new entry carpet runner was installed to better trap salt and dirt and provide safer entry into the library.
- Concrete floors in the new Book Drop room were sealed.
- Safety Systems installed new proximity door card readers in the Book Drop room and in the staff area.
- Both the Staff Area Secured and the Book Drop room Automatic Door Opener have been installed.
- Annual fire extinguisher inspections and replacements where necessary have been completed.



## B. IT Services

- In early January, network cabling for the new Book Drop room was completed and a new workstation was installed in the book drop room for checking in library material.
- In late January the internal Book Drop webcam was moved to continue to monitor the status of the book drop bins.
- The library is currently working with Secant Technologies to add phone services and upgrade system paging for both the book drop and the library in general.

## C. Technical Services

- Midwest Tape testing has been completed. Our first official order was recently sent and is being processed by Midwest Tape. Abigail Dame, our Technical Services Clerk, was trained to process orders through Midwest Tape, process orders in Symphony and overlay MARC records. This cross-training creates a backup for Ken Fischer, our Cataloger and Acquisitions Librarian. Abigail Dame will complete further training on acquisitions processes for Baker & Taylor, Ingram, and Amazon over the next couple of months.

## Personnel Information:

The Library undertook the following human resource initiatives during the month of January:

- Welcomed Ruth Cowles as a new full-time Adult Services Librarian and completed orientation with her to review and sign her up for benefits.
- Completed an updated job description for the Marketing Manager position.
- Advertised the open Marketing Manager position through MLive, ALA, MLA, OnePlace and the Library's website.
- Completed all 2016 wage letters and distributed and discussed with staff.

## Programming & Events:

The following programs and events were conducted at the library in the month of January:

### Adult Services Programs

- **How to Be a (Re)Search Ninja** (1/18) Due in part to additional exposure via electronic signage, there was an increase in registration to 10 people, of whom 6 attended despite weather concerns. Afterwards one attendee stayed for an additional hour discussing approaches to medical searching on the internet and in databases.
- **Benefits of Essential Oils** – (1/19) 63 in attendance. This was an outstanding program – we expected maybe 20 people at most, based on the presenters estimation and the January month. We filled the space to standing room only with a very interested group. We live tweeted using #essentialoils during program. We were retweeted 4 times and obtained 3 new followers. Surveys were collected after the event. Many greatly enjoyed and appreciated Sonja's enthusiasm and the information shared. Vast majority of respondents said they would like to see similar programming on essential oils or holistic health topics.
- **Must be 21+ Game Night** – (1/25) 12 in attendance. Coloring was enthusiastically embraced, asked by group to add as a staple to Game Nights.
- **Enroll Kalamazoo** - (1/27) Our partnership with Bronson Community Health's Enroll Kalamazoo on ACA enrollment continues, per Valerie Koldyke, Planning Assistant, Community Health & Strategic Planning, to be the most successful, attracting the most people, of all the sessions around the county. Valerie and Nicolette are talking about other opportunities to host community health events here, because all have remarked that we have a successful community assistance hosting program here, both in health and senior tax assistance.

### Adult Services Merchandising and Promotions

Booklist of the Month: “Read Like Bowie” in honor of the music icon’s recent passing. A copy was laminated, with additional take-home copies made available. 30 copies printed, no copies remain.

Displays: “Fairy Tales Are Not Child’s Play” – display of fiction, nonfiction materials, including recommended graphic novel series and movies with more adult versions of and historical look at fairy tales, and new/adult twists of familiar stories.

### Adult Services Networking

Jessica Enget was at an **2016 MLA Annual Committee meeting** (1/22), Jessica Enget and Lawrence Kapture were at a **Library ComiCon Committee meeting** (1/28)

Nicolette sosulski has been working with the **Library of Michigan Committee on MeL Business Portal**, assembling testimonials and writing scripts for the new portal. She has several patrons and SBDC workers eager to participate. She also attended **ALA Midwinter conference as chair of the Dartmouth Committee**. As a result of this involvement, PDL received almost \$8,000 worth of outstanding reference books. As a result of meeting with **Gale at ALA Midwinter**, Nicolette Sosulski authored a list of new uses for the Gale business databases that Gale reps had not known before. They intend to circulate this to all subscribers for these databases as best practices.

**Income Tax Information:** We have reproducible materials and signage in place created by Nicolette Sosulski—the reproducibles from the government tend to come far too late for snowbirds. Small ticket-sized sheets of tax website information have been well received.

### Youth Services Programs

- The reintroduction of a “**Big Kid**” **storytime** has been very successful, with attendance averaging 15 children and 10-15 adults. The inclusion of three year-olds and the requirement that the caregiver stays in the next room have been good changes to this popular program.
- Our **Teen Exam Late Night** program continues to grow. This year, 164 Portage area high school students attended, up from 120 students last year! We again had a group of therapy dogs attend, and refreshments and encouragement were dispensed as well.
- **Hats Off to the Library**, our evening family program, presented fun hat-themed games, crafts, and activities. 20 children and their families attended.
- **Make Your Own Book**, a program on Japanese stab binding for upper elementary through middle school age, was presented by Kalamazoo Book Arts. The event was at capacity at 15 attendees; it was an interesting hands-on workshop for art-minded young teens.
- Youth staff continued our plan to program on no-school days with **Boredom Buffet**, a hands-on art, activity, and science drop-in program. 130 elementary-aged children experimented with robots, built with Legos, played active games, and created works of art. This event was also a trial run for some of our future projects planned for the LLAMAS area.

### Youth Services Outreach

Three classes of E<sup>2</sup>, advanced students who attend special classes as part of their school day, came to the library several times over a three-week period in January. The students receive instruction on using library resources for research, and then they complete work on a research topic they selected. This is an interesting and challenging project for both the students and the library staff. 82 students participated this year.

The Teen Exam Care Packages program was expanded this year to accommodate demand. 278 care packages containing treats and information about teen events were given to Portage area high school students. This program and the late night are promoted via the Portage high school announcements and via library publicity.

### **Heritage Room**

- The Heritage Room saw the usual programming during the month of January and despite the frigid temps and bad weather attendance was up. The Genealogy program had over 100 in attendance with the topic focusing on both the website Find-a-Grave and history of the Railroads in Michigan. The Kalamazoo Valley Historical Society brought in over 20 for the presentation on the proposed statue of Abraham Lincoln in Bronson Park.
- The monitor installation project took a step closer to the March deadline with the installation of the electrical box for power.
- Steve Rossio, local historian, has begun the revamping of the John Todd Photographic Collection completing the metadata on fifty negatives during the month of January.

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** February 16, 2016  
**SUBJECT:** Library Statistical Report - January 2016

	Month Statistics			YTD Statistics		
	Jan-16	Jan-15	CHANGE	2016	2015	CHANGE
<b>Circulation/Collections</b>						
<b>Total Library Circulation</b>	<b>71,158</b>	<b>67,535</b>	<b>5.36%</b>	<b>71,158</b>	<b>67,535</b>	<b>5.36%</b>
Adult - Books	18,625	18,539	0.46%	18,625	18,539	0.46%
Adult - A/V	8,224	8,283	-0.71%	8,224	8,283	-0.71%
Youth - Books	22,217	21,623	2.75%	22,217	21,623	2.75%
Youth - A/V	4,078	4,166	-2.11%	4,078	4,166	-2.11%
Hot Picks	5,559	5,598	-0.70%	5,559	5,598	-0.70%
E-Material	10,349	7,360	40.61%	10,349	7,360	40.61%
ILL - PDL Requests	1,360	1,034	31.53%	1,360	1,034	31.53%
ILL - Other Lib. Requests	746	932	-19.96%	746	932	-19.96%
<b>Self-Checkout Percentage</b>	<b>58.73%</b>	<b>61.70%</b>		<b>58.73%</b>	<b>61.70%</b>	
<b>Total Library Collection</b>	<b>206,626</b>	<b>200,328</b>	<b>3.14%</b>			
Adult - Books	98,947	97,408	1.58%			
Adult - A/V	17,877	17,140	4.30%			
Youth - Books	72,799	69,639	4.54%			
Youth - A/V	12,339	11,338	8.83%			
Hot Picks	4,664	4,803	-2.89%			
<b>Net Acquisitions</b>	<b>1,097</b>	<b>(713)</b>	<b>-253.86%</b>	<b>1,097</b>	<b>(713)</b>	<b>-253.86%</b>
Purchased - Books	2,022	2,447	-17.37%	2,022	2,447	-17.37%
Purchased - A/V	225	298	-24.50%	225	298	-24.50%
Donated - Books	0	0	0.00%	0	0	0.00%
Donated - A/V	0	0	0.00%	0	0	0.00%
Material Discarded	(1,150)	(3,458)	-66.74%	(1,150)	(3,458)	-66.74%
<b>Total In-House Usage*</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>0</b>	<b>0</b>	<b>n/a</b>
In-House Periodical Usage	n/a	n/a	n/a	0	0	n/a
In-House Book Usage	n/a	n/a	n/a	0	0	n/a
<b>Patrons</b>						
<b>Total Patrons</b>	<b>51,974</b>	<b>48,067</b>	<b>8.13%</b>			
Adult	34,691	32,227	7.65%			
Youth	7,869	7,771	1.26%			
Non-Resident	369	327	12.84%			
Reciprocal	5,643	4,965	13.66%			
Internet User	3,322	2,719	22.18%			
Professional	80	58	37.93%			
<b>Total Patrons Added</b>	<b>309</b>	<b>291</b>	<b>6.19%</b>	<b>309</b>	<b>291</b>	<b>6.19%</b>
Adult	148	169	-12.43%	148	169	-12.43%
Youth	47	13	261.54%	47	13	261.54%
Non-Resident	2	3	-33.33%	2	3	-33.33%
Reciprocal	66	44	50.00%	66	44	50.00%
Internet User	42	62	-32.26%	42	62	-32.26%
Professional	4	0	100.00%	4	0	100.00%

<b>Library Building Usage</b>						
<b>Total Meeting Room Usage</b>	<b>161</b>	<b>163</b>	<b>-1.23%</b>	<b>161</b>	<b>163</b>	<b>-1.23%</b>
Internal/Collaboration	90	94	-4.26%	90	94	-4.26%
External/Outside Usage	71	69	2.90%	71	69	2.90%
<b>Total Program Audience</b>	<b>1,286</b>	<b>1,734</b>	<b>-25.84%</b>	<b>1,286</b>	<b>1,734</b>	<b>-25.84%</b>
Adult	125	253	-50.59%	125	253	-50.59%
Youth	1,015	1,200	-15.42%	1,015	1,200	-15.42%
Heritage Room	146	281	-48.04%	146	281	-48.04%
<b>Total Number of Programs</b>	<b>43</b>	<b>47</b>	<b>-8.51%</b>	<b>43</b>	<b>47</b>	<b>-8.51%</b>
Adult	8	15	-46.67%	8	15	-46.67%
Youth	32	28	14.29%	32	28	14.29%
Heritage Room	3	4	-25.00%	3	4	-25.00%
<b>Total Volunteer Hours</b>	<b>364</b>	<b>485</b>	<b>-24.95%</b>	<b>364</b>	<b>485</b>	<b>-24.95%</b>
Adult	78	108	-27.78%	78	108	-27.78%
Youth	91	98	-7.14%	91	98	-7.14%
Technical	75	106	-29.25%	75	106	-29.25%
Circulation	102	138	-26.09%	102	138	-26.09%
Administration	18	32	-43.75%	18	32	-43.75%
Community Service	0	3	-100.00%	0	3	-100.00%
<b>Total Front Door Traffic</b>	<b>57,551</b>	<b>58,234</b>	<b>-1.17%</b>	<b>57,551</b>	<b>58,234</b>	<b>-1.17%</b>
<b>Total Youth Services Traffic</b>	<b>33,768</b>	<b>33,445</b>	<b>0.97%</b>	<b>33,768</b>	<b>33,445</b>	<b>0.97%</b>
<b>Total Business Center Traffic</b>	<b>3,223</b>	<b>3,433</b>	<b>-6.12%</b>	<b>3,223</b>	<b>3,433</b>	<b>-6.12%</b>
<b>Information Access/Reference/Research</b>						
<b>Total Reference Transactions</b>	<b>8,189</b>	<b>8,631</b>	<b>-5.12%</b>	<b>8,189</b>	<b>8,631</b>	<b>-5.12%</b>
Adult Phone	498	504	-1.19%	498	504	-1.19%
Adult Ready Reference	2,693	3,105	-13.27%	2,693	3,105	-13.27%
Adult Reference	193	139	38.85%	193	139	38.85%
Youth Phone	126	142	-11.27%	126	142	-11.27%
Youth Ready Reference	2,268	2,382	-4.79%	2,268	2,382	-4.79%
Youth Reference	334	284	17.61%	334	284	17.61%
HR Phone	18	13	38.46%	18	13	38.46%
HR Ready Reference	337	558	-39.61%	337	558	-39.61%
HR Reference	16	20	-20.00%	16	20	-20.00%
Circ Phone	759	735	3.27%	759	735	3.27%
Circ Ready Reference	578	521	10.94%	578	521	10.94%
Circ Reference	369	228	61.84%	369	228	61.84%
<b>Total Edutainment LAN Use</b>	<b>425</b>	<b>401</b>	<b>5.99%</b>	<b>425</b>	<b>401</b>	<b>5.99%</b>
<b>Total Internet Computer Use</b>	<b>3,065</b>	<b>3,463</b>	<b>-11.49%</b>	<b>3,065</b>	<b>3,463</b>	<b>-11.49%</b>
Youth Computers	441	479	-7.93%	441	479	-7.93%
Adult Computers	2,530	2,861	-11.57%	2,530	2,861	-11.57%
Laptop Computer Circulated	94	123	-23.58%	94	123	-23.58%
<b>Total Electronic Transactions</b>	<b>49,897</b>	<b>53,283</b>	<b>-6.35%</b>	<b>49,897</b>	<b>53,283</b>	<b>-6.35%</b>
WebSite Hits	36,628	39,825	-8.03%	36,628	39,825	-8.03%
WebCatalog Sessions	9,170	9,224	-0.59%	9,170	9,224	-0.59%
Licensed Database Hits	4,099	4,234	-3.19%	4,099	4,234	-3.19%

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

Christy Klien, Library Director



## MLA ADVOCACY - JANUARY 28, 2016

### **Congressman Levin Expresses Opposition to PA 269/SB571**

Librarians were well represented in Roseville last week at Congressman Sandy Levin's press conference to voice opposition to PA 269/SB571. Jessica Keyser, Director of Ferndale Public Library spoke on behalf of area librarians emphasizing that the law violates the most-important responsibility of any librarian: to provide information to the public.

Rep. Levin also spoke at the State of Clinton Township meeting at Clinton Macomb Public Library citing the library as an amazing example of how an informed citizenry needs to be able to make good decisions about local millages.

MLA continues to fight for a solution to the new law that prohibits sharing of information with patrons and the public for 60 days prior to a millage election. MLA Legislative Committee Chair Lance Werner and I along with GCSI lobbyist Gary Owen met last week with Rep. Lisa Lyons (R-Alto) whose trailer bill HB 5219 attempts to rectify some of the language. House Bill 5219 allows communication that includes the date of the election and the ballot language but nothing further. We emphasized not only the free speech issues associated with the act but the disastrous impact this legislative change could have on libraries state wide as they try to communicate with their communities about millages.

Sen. Dale Zorn (R-Ida) and Rep. Andy Schor (D-Lansing) introduced legislation (SB 703 and HB 5221) which would completely repeal the new language establishing the 60-day moratorium on information. In addition, another bill, HB 5249, sponsored by Rep. Holly Hughes (R-Montague) was introduced this week. Its passage is unlikely.

### **Federal Lawsuit Underway**

If legislators are unable to secure a reasonable solution, a federal court challenge which is currently underway may be the only remaining option. City officials from Roseville, Algonac, Dowagiac are among 18 plaintiffs in a federal lawsuit filed this week in Detroit charging that a "gag order" provision in Public Act 269 is unconstitutional and asking that the law be overturned. ([View a press release](#) about the suit.) MLA is working with the coalition and has contributed to the funding of the suit. Additionally, a motion for immediate injunctive relief has been filed. If approved this would set aside the law until a judge decides the outcome of the legal challenge.

## **Good News on Penal Fines**

Rep. Julie Plawicki's (D-Dearborn Heights) bill HB 4651 increases penalties for unendorsed motorcycle riders. She removed the section of her bill that would have funneled a portion of the penal fines to purposes other than library support. We met with the representative and explained to her how important it was that those fines remain dedicated to libraries. We appreciate Rep. Plawicki's sensitivity to this important library funding source. This bill was the first of three recent attempts to divert penal fines. MLA and GCSI are watching carefully for these attempts.

## **Watch for Important News on Tax Capture Legislation**

Senator Jack Brandenburg (R-Harrison Twp.) has introduced seven bills that would eliminate most automatic tax captures (Downtown Development Authorities DDA, Tax Increment Financing TIF) for libraries including those pre 1994 as long as there is no bond attached to the entity. MLA and GSCI worked with the senator's office explaining that libraries are asking for transparency and accountability on the part of tax captures.

The bills unanimously passed out of senate committee last month and soon we expect to see action on the Senate floor. Passage of the bills would mean the tax capture would reach out and build a relationship with the library, explain their projects and then let the library board make an informed decision if allocating a portion of their funding to the tax capture is beneficial for all parties including library patrons. It would no longer allow automatic tax capture from pre 1994 TIFAs. The library board has an obligation to be able to tell their voters why their tax dollars are not directly funding the library.



300 Library Lane  
 Portage, MI 49002  
 (269) 329-4544  
[www.portagelibrary.info](http://www.portagelibrary.info)

## LIBRARY BOARD 2016 ROSTER

Revised: January 26, 2016

NAME	ADDRESS	CONTACT NUMBER	TERM EXPIRES
<b>Alisha Siebers</b> <i>Library Board Chair &amp; Personnel Committee Member</i>	656 Aldersgate Drive Portage, Michigan 49024 <b>E-mail:</b> <a href="mailto:alishasiebers@aol.com">alishasiebers@aol.com</a>	(269) 329-2848 (Home #)	December 31, 2018
<b>Michele Behr</b> <i>Library Board Vice Chair &amp; Strategic Planning Committee Member</i>	6526 Robinswood Street Portage, MI 49024 <b>E-mail:</b> <a href="mailto:mdbehr@yahoo.com">mdbehr@yahoo.com</a>	(269) 365-0094 (Home #) (269) 365-5387 (Cell #)	December 31, 2016
<b>Stephanie Brown</b> <i>Library Board Trustee &amp; Personnel Committee Member</i>	10127 Woodlawn Dr. Portage, MI 49002 <b>E-mail:</b> <a href="mailto:scottst2@hotmail.com">scottst2@hotmail.com</a> <b>School:</b> <a href="mailto:sbrown@lawtoncs.org">sbrown@lawtoncs.org</a>	(269) 270-8619 (Cell #) (269) 624-7501 (Work #)	December 31, 2016
<b>Betty Lee Ongley</b> <i>Library Board Trustee &amp; Strategic Planning Committee Member</i>	8620 Tozer Lane Portage, MI 49024 <b>E-mail:</b> <a href="mailto:bongley@charter.net">bongley@charter.net</a>	(269) 327-1392 (Home #) (269) 327-1392 (Fax #)	December 31, 2016
<b>Martha Pacheco</b> <i>Library Board Trustee, Strategic Planning Committee Member, &amp; Board Liaison to Friends</i>	8086 South 10th Street Kalamazoo, MI 49009 <b>E-mail:</b> <a href="mailto:pachmeh@hotmail.com">pachmeh@hotmail.com</a>	(269) 352-8003 (Cell #)	December 31, 2018
<b>Donna Vander Vries</b> <i>Library Board Trustee &amp; Personnel Committee Member</i>	7160 Venice Drive Portage, MI 49024 <b>E-mail:</b> <a href="mailto:osulawyer@hotmail.com">osulawyer@hotmail.com</a>	(616) 802-0044 (Cell #1) (231) 750-6750 (Cell #2)	December 31, 2018
<b>Joe Yantis</b> <i>Library Board Trustee</i>	6306 Cherrywood St. Portage, MI 49024 <b>E-mail:</b> <a href="mailto:joseph.yantis@sbcglobal.net">joseph.yantis@sbcglobal.net</a>	(269) 327-6837 (Home #) (269) 599-1445 (Cell #)	December 31, 2016
<b>Christy Klien</b> ( <i>Library Director</i> )  (269) 585-8721 (Office #) (269) 216-1953 (Cell #) (269) 324-9222 (Fax #) <b>E-mail:</b> <a href="mailto:cklien@portagelibrary.info">cklien@portagelibrary.info</a>		<b>Quyen Le</b> ( <i>Assistant to the Director &amp; Board Secretary</i> )  (269) 585-8701 (Office #) (269) 455-9004 (Cell #) (269) 324-9222 (Fax #) <b>E-mail:</b> <a href="mailto:qle@portagelibrary.info">qle@portagelibrary.info</a>	
<b>LIBRARY ATTORNEYS:</b> <b>Dick Butler</b> ( <i>General Issues</i> ) (616) 965-9340 <a href="mailto:rbutler@bsmlawpc.com">rbutler@bsmlawpc.com</a> <b>John Patrick White</b> ( <i>Labor Issues</i> ) (269) 382-2300 <a href="mailto:jpwhite@varnumlaw.com">jpwhite@varnumlaw.com</a>			



PORTAGE DISTRICT LIBRARY  
Library Board By-Laws

**Article I**      **Incorporation and Name:**

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

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

**Article II**      **Membership:**

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

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

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

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

**Article III**      **Officers**

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

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

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

#### **Article IV**     **Meetings**

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

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

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

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

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

**Article V**     **Committees**

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

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

**Article VI**     **Powers and Duties of the Library Board**

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

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

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

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

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

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

**Article VII**    **Conflict of Interest**

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

**Article VIII**   **Amendments**

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

**NOTE:**        These by-laws were adopted by the Portage District Library Board at its regular meeting on December 14, 2000, and last revised and reviewed and approved on February 23, 2015. All prior bylaws are hereby repealed.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 16, 2016  
**Subject:** Report from Library Board 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 in 2016, and as such, attends Friends' board meetings and shares information about Friends' activities.

Trustee Pacheco indicated that she would like to have an item on the agenda for any Library Board meeting that immediately follows a Friends book sale or board meeting. Since the Friends had a book sale on February 5-6, 2016 and their February board meeting on February 15<sup>th</sup>, there will be an item on the agenda for the February 22, 2016 Library Board meeting so that Trustee Pacheco can give a report.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** January 15, 2016  
**Subject:** Next Steps for Strategic Planning in 2016

**BACKGROUND:**

The board Strategic Planning Committee (Alisha Siebers and Michele Behr – present, Martha Pacheco – excused absence), Library Director Klien, and Library Board Secretary Le met on Friday, January 15, 2016 to determine the next steps for Strategic Planning.

It was determined that Gary Kushner would be requested to act as the facilitator. His part in the process would include:

1. Reviewing the library's current End Statements and Mission Statement to make suggestions for alterations
2. Working with the board and admin team on identifying members of the community to interview, writing appropriate and effective interview questions, and providing a guide to conducting interviews with identified members of the community
3. Leading staff focus groups, either the staff as a whole or divided into departments after determining what will be most effective for information gathering
4. A final report of all information gathered with suggestions for an action plan

Library Director Klien said that she would get in contact with Mr. Kushner to make this request and gauge the cost for this type of assistance.

**FOLLOW-UP INFORMATION:**

Mr. Kushner was contacted via telephone on February 3, 2016. Library Director Klien outlined the requested actions he would participate in as facilitator of Strategic Planning as determined by the Strategic Planning Committee. Mr. Kushner informed Library Director Klien that he would send an estimate for the cost of his services as soon as he was able. More information to follow at the February 22, 2016 Library Board Meeting.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 18, 2016  
**Subject:** Vote to Endorse Library Director's Personal Goals for 2016 and Library Director's Interpretation of Ends Statements & Related Projects for 2016.

The Library Board's annual calendar of activities for Fiscal Year 2016 indicates that January is the month when the Library Board must approve the Library Director's personal goals and approve the Library Director's interpretation of the Ends Statements for the new year.

It has come to my attention that while the personal goals and interpretations of Ends Statements were reviewed during the board meeting on January 25, 2016, there was no official endorsement vote by the Library Board.

Please review those documents in the January 25, 2016 Board Packet. A copy will also be available at the Board Meeting on February 22<sup>nd</sup>.

This topic is Item A under Ends Development for the February 22, 2016 Board Meeting and will be discussed and voted on at that time.

Thank you!

# Portage District Library

## Donations Report for Funds Received in Fiscal Year 2015 February 2016

<b>DONATIONS RECEIVED in 2015</b>	<b>AMOUNT</b>
Grants:	1,550.00
Support for Programming:	22,020.00
Restricted Materials:	650.00
Memorials:	2,446.36
Unrestricted:	100,645.44
<b>TOTAL:</b> <i>(without in-kind donations included)</i>	<b>\$ 127,311.80</b>

In Kind Gifts: <i>(estimated value of donated items - not money)</i>	<b>\$ 3,600.00</b>
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**TOTAL:** *(with "In Kind" Donations Included @ Estimated Value.....)* **\$ 130,911.80**

<b><u>DONATIONS RECEIVED in 2015 – (Previously Allocated)</u></b>	<b>AMOUNT</b>
<i>Note: The following designated donations were previously allocated through Budget Amendments approved by the Library Board during 2015.</i>	
Friends' Donation for 2015 Summer Reading	11,500.00
Grants & Donation's for Adult Programming in 2015	1,950.00
Grants & Donations for Youth Programming in 2015	5,360.00
Donations for Retirement Celebration in 2015	3,100.00
Donation for Library Endowment	50,000.00
Included in 2015 Fiscal Year Budget Expenditure Lines	6,000.00
<b>TOTAL:</b> <i>(donations designated for specific purposes)</i>	<b>\$ 77,910.00</b>

<b>TOTAL DONATIONS to be ALLOCATED in FISCAL YEAR 2016</b>		
Total Donations <i>(without "In-Kind" donations)</i>	\$127,311.80	
Less Donations <i>(previously allocated in 2015)</i>	<u>\$ 77,910.00</u>	
Donations from 2015 to be Allocated: (Per Donors' Request):	\$ 49,401.80	
Adult Services	\$ 500.00	
Heritage Room	\$ 450.00	
Donation from Deceased Library Patron	\$ 25,000.00	
Unrestricted	<u>\$ 23,451.80</u>	
<b>TOTAL Donations from 2015 to be Allocated:</b>	<b>\$ 49,401.80</b>	

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 17, 2016  
**Subject:** Allocation of Gifts and Donations Revenue from Fiscal Year 2015 for Expenditure in 2016

**BACKGROUND:**

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

In the past, gifts and donation funds have been used for library collections, furnishings and special one-time purchases. The usual intent is to supplement an existing resource/service or offer something new.

This year, rather than allocating the gifts and donations funds for one specific purpose, the Library Administrative Team has discussed several funding purposes that would be highly visible and beneficial to the public. There were several good suggestions made for improvements that would have a positive impact on library user experience.

**RECOMMENDATION:**

At this time, the amount of 2015 Gifts and Donations to be allocated in 2016 is \$ 49,401.80. We recommend that (per the donor's request) \$500.00 be allocated to Adult Services and \$450.00 be allocated to the Heritage Room to be used for programming and collections in those areas. Staff is working on getting pricing on several proposed projects and will bring a budget amendment request to a future board meeting when that pricing information is known for the remaining \$ 48,451.80.



## PORTAGE DISTRICT LIBRARY

## Monitoring Report

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

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

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

Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession

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

Monitoring Report for Executive Limitation Policy: Emergency Library Director Succession

	<p>Library Board and will consult with the Library Board Chair as necessary.</p> <p>K. The Long-Term Emergency Successor’s substitution assignment will end upon return of the Library Director from his/her long-term absence, or by a Library Board directive.</p> <p>L. In the event that the Library Director's long-term emergency absence changes to a resignation or termination, the Library Board will then refer to the "Library Director Succession/Replacement Plan" that was developed and presented to the Library Board in July 2004.</p>
<p><b>POLICY ITEM #4:</b></p>	<p><b>Fail to produce a monitoring report about emergency Library Director succession to the Library Board on an annual basis.</b></p>
<p><b>Director’s Response:</b></p>	<p>The Library Board’s annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director.</p> <p>The Monitoring Report for the Executive Limitation on Emergency Library Director Succession appears on the board’s annual calendar in the month of February. In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 22, 2016.</p>

# PORTAGE DISTRICT LIBRARY

## Monitoring Report for

### Executive Limitation Policy: Treatment of Consumers

February 22, 2016

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

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

**Director's Response to Item #1:** The application form used by the Portage District Library contains standardized language that is appropriate for a non-profit, tax-supported institution, and that has been examined by legal counsel for compliance with federal and state laws. In addition, there are no questions on the form that attempt to elicit information for which there is no clear necessity. The library has been using this application form since 1998 when it became a district library, and there have been no challenges by applicants or others to its content. To further ensure that all library forms and activities are in compliance with this Executive Limitation Policy, the Library Employee Handbook reinforces these requirements as follows:  
*“Portage District Library will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct.”*

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

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

#### PROTECTION of PRIVACY:

- Symphony (library automation system) updates with password protections
- Measures have been taken to ensure the security of online e-mailing of overdue and reserve notices to patrons.
- Procedures are in place at all desks to guard against revealing private information.
- Patron data base is reviewed on a schedule to update old information.
- There is a regular schedule in place (quarterly) for deletion of unused patron accounts going forward. The purging process assures that we do not keep any unnecessary personal information in our patron database.
- Self-serve computer print stations with vending capability are available to patrons to print and retrieve their own personal print jobs without the assistance of library staff for more convenience and to ensure their privacy.
- Fax service (outgoing only) is also available to patrons to enable unassisted personal fax transmissions.
- The Library Privacy and Search Warrant Policy was last reviewed by the Library Board and Administration and approved at the January 25, 2016 board meeting. All employees are informed about the policy and trained to follow the specific process for safe-guarding patron privacy.

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

- The library updated their FOIA Policy to comply with changes effective July 1, 2015 and approved the FIOA Policy and accompanying forms again on December 14, 2015 as required on the Library Board's Annual Calendar.

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

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

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

The library continues to handle its communications with library patrons in an excellent manner, using clear cut and easy-to-understand signage, flyers, posters,

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

brochures, e-newsletters, and website information. All promotional materials are carefully developed to convey important messages to library users that will specifically describe new services (i.e., Boopsie, Next Reads, Zinio, Mosio, etc.) or changes in services (i.e., Changes in Fines & Fees, Changes in Fee for print notification of holds; Library closings, Friends' Book Sale dates, etc.) Any enhancements to library services are conveyed to library users via the library's monthly e-newsletter, inserts in The Portager, large posters placed throughout the library and with banner advertisements on the library's website. In 2014, the library began using FireSign, a web-based platform for managing digital signage to improve the quality and functionality for the visual information the library conveys to its patrons (library events, meetings, programs and news & weather updates).

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

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

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

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

Monitoring Report for Executive Limitation Policy: Treatment of Consumers

- All public service staff is trained to ask library patrons, during interactions with them, if they found what they were looking for at the library.
- An Annual Report is distributed widely throughout the community and includes contact information for Library Board Members and the Library Director.
- Citizen Comment cards are available in the library for patrons to submit comments.
- Electronic comment cards are available on the Library's website for users to submit online comments.
- Evaluation forms are regularly handed out to patrons after library programs to get input on current and future program offerings.
- Patron surveys are conducted at regular intervals, both paper & electronic.
- All Library Board meeting notices are posted in high traffic locations and on the library's website and Library Board meetings are held onsite and open to the public at any time.
- Comments from library patrons are prompted by postings on the library's Facebook page and on Twitter.

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

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

In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 22, 2016. In addition to the Library Board's annual calendar we have now also developed an annual calendar for the Library Administrative team to keep all work on track and ensure that marketing initiatives, special Ends projects and public service events are conducted in a timely manner.