



300 Library Lane  
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**NOTICE of PUBLIC HEARING  
and REGULAR MEETING**

**The Portage District Library Board**

**will hold a Public Hearing on the  
FY 2020 Library Operating Budget  
and will Conduct a Regular Board Meeting**

**on**

**August 26, 2019 at 6:00 p.m.**

**at the**

**Portage District Library  
in the Austin & Sugarloaf Lake Meeting Rooms**

*for the purpose of hearing any  
public comments on the proposed  
FY 2020 Library Operating Budget,  
and for conducting library business.*

***Doors open at 5:30 PM.***



# PORTAGE DISTRICT LIBRARY BOARD MEETING

August 26, 2019

Public Hearing & Regular Meeting Lower Level Austin & Sugarloaf 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 (10 minutes total)
- IV. Adoption of the Agenda for the Regular Meeting of August 26, 2019 (1 minute) (Vote)
- V. Public Hearing (10 minutes)
  - A. Public Hearing on the proposed FY 2020 Budget. *(Info) Pg. 1*
  - B. Formal Resolution to Adopt the FY 2020 Budget and Set the Amount of Millage Rate to be Levied for the Library for FY 2020. *(Vote) Pg. 2-3*
- VI. Consent Agenda (5 minutes) (Vote)
  - A. Minutes of the regular board meeting held on July 22, 2019. *(Info) Pg. 4-10*
  - B. Narrative Report for July 2019. *(Info) Pg. 11-17*
  - C. Financial Report for July 2019. *(Info) Pg. 18-20*
  - D. Budget Amendment – Friends Donation *(Info) Pg. 21*
  - E. Marketing Report for July 2019. *(Info) Pg. 22*
  - F. Library Board Linkage for September 2019. *(Info) Pg. 23*
  - G. Updated 2019 Library Board Roster *(Info) Pg. 24*
  - H. Monitoring Report for Executive Limitation on Compensation & Benefit for Library Employees. *(Info) Pg. 25-26*
  - I. Monitoring Report for Executive Limitation for Treatment of Staff. *(Info) Pg. 27-30*
- VII. Governance (15 minutes)
  - A. Report from Library Board Liaisons to the Friends. *(Info) Pg. 31*
  - B. 2019 Amnesty Week Report *(Info) Pg. 32*
- VIII. Library Director's Reports (15 minutes)
  - A. Statistical Report for July 2019. *(Info) Pg. 33-37*
  - B. Legislative Update for July 2019. *(Info) Pg. 38*
  - C. Final remarks by Library Director for the August 26, 2019 Library Board Meeting.
- IX. Process Evaluation (5 minutes)
  - A. Suggestions for Agenda Items to be included on the September 24, 2018 board meeting
    1. Minutes of the Public Hearing and Regular Meeting held on August 26, 2019
    2. Review of Capitalization Policy
    3. Review of Internet Policy
    4. Review of Materials Selection Policy
    5. Report on 2019 Summer Reading Program
    6. Initiation of Library Director's 2019 Evaluation Process
  - B. Assessment of this meeting
  - C. Miscellaneous Items
- X. Adjournment



**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** August 12, 2019  
**Subject:** Public Hearing on the Proposed FY 2020 Budget

The Portage District Library is required by law to conduct a public hearing on any budget under consideration. For this reason, a public hearing on the Proposed FY 2020 Budget will be held immediately before the regular board meeting on Monday, August 26, 2019. A special notice of this public hearing appeared in the Kalamazoo Gazette on Sunday, August 11, 2019.

The Library Board Chair will convene the meeting, announce that it is a public hearing on the budget and open the floor to any comments or questions from the public. After any member of the public has addressed the board and questions have been answered, the Library Board Chair or their designee, will then read a "Resolution to Set the Millage Levy for the Portage District Library and Adopt the Fiscal Year 2019 Library Budget" and will then call for a motion to close the public hearing. Once that motion is made, seconded and passed, then the Library Board Chair will request a motion to pass the Resolution and a roll call vote will be taken.

The official action taken by the Library Board to set the millage levy and adopt the FY 2020 Budget for the Portage District Library will finalize the budget for FY 2020 and allow the library to proceed to have taxes collected at that millage levy rate.



**PORTAGE DISTRICT LIBRARY  
COUNTY of KALAMAZOO, MICHIGAN**

**Public Hearing on Fiscal Year 2020 Budget Held on August 26, 2019**

**RESOLUTION to SET the MILLAGE LEVY for the PORTAGE DISTRICT LIBRARY  
and ADOPT the FISCAL YEAR 2020 LIBRARY BUDGET**

*WHEREAS*, in compliance with the requirements of the Michigan Uniform Accounting and Budgeting Act, a balanced budget has been set up for the *Portage District Library* for the Fiscal Year January 2020 through December 2020; and

*WHEREAS*, a public hearing was held on August 26, 2019 on the proposed Fiscal Year 2020; *Portage District Library* Budget, in compliance with all applicable laws;

*WHEREAS*, the *Portage District Library* is recognized by the Library of Michigan as a legally established district library operating in the County of Kalamazoo, State of Michigan, pursuant to the District Library Establishment Act, 1989 PA 24 (MCL 397.171 et seq.), with an effective date of March 22, 1998;

*WHEREAS*, the *Portage District Library Board* is the governing body of the *Portage District Library* with all the powers granted to such a district library board by the Act; including the legal authority to determine the amount of money necessary for the operation of the district library and to levy a tax on the taxable property in the *Portage District Library* service area; and

*WHEREAS*, the *Portage District Library Board* has determined that the levy of a district-wide property tax in an amount not to exceed 1.5 mills is necessary to generate revenue which, combined with other income derived from Industrial Facility Tax Income \$46,108, State Aid Income \$37,500, Local Community Stabilization Share Appropriation \$313,063, County Penal Fines \$60,000, Local Fines and Fees Income \$70,000, Interest Income \$80,000, Rental Income \$3,000, and Vending Services \$12,000 will result in adequate funding to provide library services to the residents of the *Portage District Library* district; and

*WHEREAS*, the *Portage District Library's* original millage proposition was passed by a majority of voters in the Portage Public Schools election on June 8, 1998, authorizing the *Portage District Library Board* to levy a tax annually upon all property subject to ad valorem taxation within the district in an amount not to exceed 1.5 mills on the taxable value of such property;

NOW, THEREFORE, BE IT RESOLVED by the *Portage District Library Board* that the following sums are appropriated for the 2020; Fiscal Year of the *Portage District Library* for the purposes set forth below:

<b><u>Operating Expenses</u></b>	<b><u>Budget</u></b>
Salaries & Wages	\$ 1,570,049
Fringes & Benefits	\$ 644,740
Library Materials	\$ 642,693
Library Supplies	\$ 143,887
Administrative Services	\$ 286,170
Buildings & Utilities	\$ 348,347
Furnishings & Equipment	\$ 10,415
Other Charges	\$ 257,075
<b>Total Operating Expenses:</b>	<b>\$ 3,903,376</b>
<b><u>Capital Projects Expenses:</u></b>	<b><u>\$ 231,000</u></b>
<b>GRAND TOTAL EXPENSES:</b>	<b>\$ 4,134,376</b>

BE IT FURTHER RESOLVED, that the total budget for the *Portage District Library* for Fiscal Year 2020; in the amount of \$4,134,376; presented by the Library Director, is hereby approved and adopted by the *Portage District Library Board*; and

BE IT HEREBY RESOLVED, that the *Portage District Library Board* sets the millage levy for the *Portage District Library* at **1.50 mills** (\$1.50 per \$1,000) to be levied on real and personal property in the district on December 1, 2019; in compliance with applicable law.

DATE: \_\_\_\_\_

PORTAGE DISTRICT LIBRARY BOARD  
COUNTY OF KALAMAZOO, MICHIGAN

By: \_\_\_\_\_  
Thomas Welsh, Chair

By: \_\_\_\_\_  
Quyen Edwards, Secretary

PORTAGE DISTRICT LIBRARY BOARD

Minutes of the Board Meeting held on

**July 22, 2019**

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 of sandwiches/salad and the board meeting started at 6:00 PM.

II. Roll Call -

*Board Members Present:* Carol Bale (6:05), Michele Behr, Cara Terry, Donna VanderVries (6:50 -7:15PM), Ted Vliek, and Tom Welsh

*Board Members Absent:* Jeanne Friedman (excused)

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

*Guests Present:* Clare Membiela, Library Law Consultant for the Library of Michigan

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

Library Board Chair Welsh welcomed everyone. He then opened the meeting for any comments from the public, board members, or library staff.

- A. Comment from Trustee Terry – Trustee Terry thanked the staff for her birthday card and plant. She said she was able to attend the Adult program on Saturday, July 20 featuring Ilse Gebhard from Wild Ones for Monarchs. Ms. Gebhard spoke about the benefits of native plant gardens and the butterflies they attract and Terry said it was a great program.
- B. Comment from Trustee Behr – Trustee Behr said that she was able to come to the SHARE: Oral History program in June. She is going to use the provided questions to interview some of her relatives this summer. Behr said she was at the ALA Conference in Washington DC at the end of June. She learned many interesting things and was able to go to a few public library themed sessions. There are a lot of free tools and resources for trustees on the United for Libraries website.
- C. Trustee Welsh – Trustee Welsh said that the new concrete in the front looks great. He also said he volunteered to monitor at the Lego City program during the first week of July. He had a lot of fun interacting with the kids in attendance and helping them find items on the scavenger hunt!

DISPOSITION: The Library Board acknowledged the comments made by Trustees Terry, Behr, and Welsh.

IV. Adoption of the Agenda for the Regular Meeting of July 22, 2019

Library Board Chair Welsh asked if there were any changes needed to the agenda for the July 22, 2019 board meeting before its adoption and none were requested. Welsh asked for a motion to adopt the agenda.

MOTION: It was moved by Trustee Vliek and seconded by Trustee Behr that the Library Board adopt the agenda for the regular meeting of July 22, 2019. Vote: 4-Yes, 0-No, 3-Absent (Bale, Friedman, VanderVries). Motion carried.

V. Consent Agenda

Library Board Chair Welsh asked if there were any changes needed to the consent agenda for the July 22, 2019 board meeting before its adoption. None were requested. Trustee Welsh asked for a motion to approve the consent agenda.

- A. Minutes of the regular board meeting held on June 24, 2019.
- B. Narrative Report for June 2019.
- C. Financial Report for June 2019.
- D. Marketing Report for June 2019.
- E. Library Board Linkage for August 2019.
- F. Plans for the Library's 2019 Staff Development Day

MOTION: It was moved by Trustee Vlieg and seconded by Trustee Terry, to approve the consent agenda as presented. Vote: 4-Yes, 0-No, 3-Absent (Bale, Friedman, VanderVries). Motion carried.

## VI. Guest Presentation

### A. Presentation by Clare Membiela, Library Law Consultant for the Library of Michigan.

Board Chair Welsh welcomed Clare Membiela to speak. Ms. Membiela took a moment to introduce herself and her background. She said she has a Law degree and Library Science degree and has worked as a librarian for 30 years. In her current role as the Library Law Consultant for the Library of Michigan, her patrons are librarians and her specialty is public libraries and their legal issues.

Ms. Membiela spoke about what the library should be considering when going out for a millage, how to market our information to the community, and to be sure to have an attorney draft the ballot language and review documents prior to their distribution. She also spoke about having a Yes Committee and how a core group could potentially assist with a campaign. There are legal requirements regarding what the library trustees and staff in their official capacity can say about a millage campaign in that they may disseminate factual information only and not attempt to be persuasive.

Ms. Membiela provided trustees with a folder of additional information including contact information for staff at Library of Michigan who can help with data, United for Libraries information for trustees, and information on WebJunction. She thanked trustees for inviting her to speak and provided her contact information in case other questions came up where she could provide additional assistance. She concluded with a thank you to the Library Board trustees for their good work and acknowledged that without this important voter-selected, time-intensive group of volunteers, libraries could not operate the way they do.

DISPOSITION: The Library Board acknowledged the presentation made by Clare Membiela and thanked her for coming to speak at the library.

## VII. Governance

### A. Millage Proposal and Ballot Language -

Trustee Welsh referred the group to page 23 of the board packet. Trustee Behr requested to ask a few questions before the vote. Her first question was a clarification of the meaning of the line "additional millage subject to applicable Headlee Rollback". Business Manager Foti explained that Headlee requires "a local unit to reduce its millage when annual growth on existing property is greater than the rate of inflation". Essentially, it can roll back the Library's millage so that the resulting growth in property tax revenue, community-wide, is no more than the rate of inflation.

Trustee Behr also asked about the date that, if voter approved, the new additional millage would begin to be collected and Foti said that, if approved, the taxes paid in December 2019 would go up by .50 mill. After ten (10) years, the library would have to go back to the voters to renew it or request another change.

MOTION: It was moved by Trustee Vlieg and seconded by Trustee Bale, that the Portage District Library Board put on the ballot in November 2019 a request for an additional 0.50 mill in funding for 10 years for district library purposes. Vote: 6-Yes, 0-No, 1-Absent (Friedman).

Roll Call Vote: Bale - Yes, Behr - Yes, Terry - Yes, Vander Vries - Yes, Vlieg - Yes, Welsh - Yes.

Motion carried.

Trustees were directed to review page 27, which is the ballot language that was written by the library's attorney in adherence with what is required by law. That exact language is what would appear on the ballot

on November 5, 2019 if approved this evening. There was a brief discussion about what else will be on the ballot during this election. The Portage Public School Board has already announced their intention to ask for a renewal of their .50 mill Building and Sinking Fund. Since 1966, the district has levied between a 0.5 to 1.5 mills rate for its sinking fund, which they use to make repairs and improvements to the district's buildings and structures. It comes up for renewal every five (5) years. There will also be an election for the Portage Mayor and three (3) City Council seats. Anything else on the ballot is subject to speculation until all of the paperwork is filed at the Kalamazoo County Clerk's office by August 13, 2019 at 4:00 PM.

MOTION: It was moved by Trustee Vlieg and seconded by Trustee VanderVries, to approve the Resolution Submitting Millage Proposal as presented. Vote: 6-Yes, 0-No, 1-Absent (Friedman).

Roll Call Vote: Bale - Yes, Behr - Yes, Terry - Yes, Vander Vries - Yes, Vlieg - Yes, Welsh - Yes.  
Motion carried.

## VIII. Ends Development

### A. Budget Amendment – Building Improvement Reserve

Library Director Klien recommended that the Library Board approve the creation of a new Building Improvement Reserve and authorize the Library to move funds from its Unassigned Fund Balance, Lobby Feasibility Reserve, and the HVAC Controls Reserve into this line. She said this would provide transparency to the public regarding the intentions for these funds which could include necessary replacement of carpeting throughout the Library, painting of walls, refreshing of restrooms with new flooring and fixtures, addition of several small meeting spaces, replacement of out of date furniture and fixtures in public areas, and additional upgrades to mechanical, electrical, lighting and plumbing as required.

Board Chair Welsh asked why there was a separate Building Repair Reserve. Business Manager Foti said that line is for high dollar amount emergencies. Foti also reminded trustees that anything in a reserve will still need board approval before it can be spent.

MOTION: It was moved by Trustee Vlieg and seconded by Trustee Behr, to approve the Budget Amendment for the Building Improvement Reserve as presented. Vote: 5-Yes, 0-No, 2-Absent (Friedman, VanderVries). Motion carried.

### B. Final review and approval of proposed Fiscal Year 2020 Budget and Millage Rate for public inspection prior to Public Hearing at August 26, 2019 board meeting -

Library Board members were given a final opportunity to make changes to the budget before next month's Public Hearing on the 2020 Budget. No additional changes or requests were made by trustees. Library Director Klien said that this document included adjusted reserves to reflect an affirmative vote to the previously proposed budget amendment.

Trustee Behr asked about the proposed projects that were not included in the budget and Library Director Klien reviewed some examples as discussed at the June Board Meeting.

Business Manager Foti said that after its approval by the Library Board, the Proposed FY2020 Budget would be made available at all public service desks for public inspection prior to the August Public Hearing.

MOTION: It was moved by Trustee Behr and seconded by Trustee Terry, to approve the proposed Fiscal Year 2020 Budget and Millage Rate at 1.5 mills for public inspection prior to Public Hearing at the August 26, 2019 Board Meeting. Vote: 5-Yes, 0-No, 2-Absent (Friedman, VanderVries). Motion carried.

### C. 2<sup>nd</sup> Quarter Strategic Planning Statistics -

Library Director Christy Klien presented the 2<sup>nd</sup> Quarter Strategic Planning Statistics. She asked if trustees had any questions about the document.

Trustee Behr asked for clarification regarding the goal of a 20% reduction in the total physical collection size. Klien responded that we are currently at 21% towards the goal of a 20% reduction.

Trustee Behr also asked about the target of 100% of PPS students having access to PDL electronic services. Klien said that she has mentioned a OneCard initiative similar to Kalamazoo Public Library in discussions with the PPS Superintendent. She said that among other technical problems, the library's contact with the schools (the lead media specialist) retired at the end of the school year. The library will continue their efforts towards reaching this goal. Meanwhile, we will continue with Kindergarten and 6<sup>th</sup> Grade library card drives.

**DISPOSITION:** The Library Board was pleased with the progress on this year's Strategic Plan as represented by the 2nd Quarter Statistics.

C. Presentation of the library's 3-Year Technology Plan (2020-2022) – Library Director Klien stated that every year, trustees are given a presentation by Systems Administrator Rolfe Behrje of an overview of the library's technology, what we will be trying to accomplish in upcoming years, and what the budget is for those technology initiatives that are being recommended. Klien invited Behrje to come forward and give his presentation. (A copy of the PowerPoint presentation will be included in the board folder.)

Behrje made introductory remarks and began a slide presentation that highlighted points as follows:

➤ **Goals and Objectives**

- Support the Portage District Library mission statement and strategic goals through technology services
- Empower staff and patrons through technology services to accomplish PDL's mission and goals
- Standardized platforms for service and access that provide reliability and mission critical availability
- Select technology and services that are flexible and agile
- Select communication technology and services that provide robust access information and resources
- Peripherals will complement services and ease access

➤ **Technology Trends**

- "Anything as a Service" (cloud resources and the tools to manage them)
- E-Materials and E-Services (downloading and streaming everything)
- API Connected Services (connecting and unifying services, ex. Novelist integrating in our online catalog)
- New Access Devices and Always "On" Services (ex. Apple watches and other 'unknown' devices showing up on device counts (not smart phones, laptops or tablets) and using wireless service

➤ **Library Technology Trends in Pictures**

- Books are still the highest circulation
- E-Materials use growing 20-30% year over year
- Average Hour Wireless Client load (3x growth since 2012 in just wireless clients) how you connect, when, how reliable, how fast, how much data is moved

➤ **2019 Highlights**

- Network Core Switch Upgrade
- Staff Computer/Printer/Device Replacement
- Public Access Hardware Replacement
- Cloud and Private Cloud Hosted Applications Upgrades

➤ **Future Highlights (2020 and beyond)**

- Network Upgrades including 2 EVC Links for Private Cloud (SaaS) and Internet Bandwidth
- Telephone System Upgrade
- Server Replacements
- Creation Station Enhancements
- Library Catalog Search and Services App (Replacement of Boopsie)
- Infrastructure Upgrades (Video Surveillance and Outdoor Wireless Access Points)
- Control Systems Upgrades (Door, Lighting, HVAC)

➤ **Technology Replacement Costs**

<u>Network Core</u>	\$ 275,000
<u>Public Service</u>	\$ 275,000
<u>Public Access</u>	\$ 130,000
<u>Staff</u>	\$ 100,000
<u>Peripherals</u>	\$ 120,000

➤ **Technology Research Projects**

- Cloud Computing (picking the right provider who is serious about security, backup, redundancy, etc – puts us in a better place than the library would be trying to create it on their own)
- Self-Service Solutions (to be helpful, to provide faster service, allow staff time to complete other projects)
- API/Connected Technology (goal to move as much to the web as possible and simplify the interface)
- Web/Search Interfaces

Following his presentation, Systems Administrator Behrje opened up the floor to any questions. Trustee Bale wanted to know what is being done at the library in terms of cybersecurity and Behrje responded that we have managed firewall contract with Secant along with a number of other products. The Library also has cybersecurity coverage in its insurance package.

Trustee Behr said that Behrje reported that he will be replacing circulating laptops and she wanted to know if the library will still have laptops in the same quantity as we do currently. Behrje said he would be replacing the current circulating technology with new laptops and iPads. While the use of the hardwired items has decreased due to patrons bringing in their own devices, we will still have both options available.

**DISPOSITION:** The Library Board thanked Behrje for the presentation on the library's 3-Year Technology Plan 2020-2022 and trustees expressed enthusiasm about the technology plans for the library.

VIII. **Monitoring to Assure Compliance with Executive Limitations**

A. **2<sup>nd</sup> Quarter Financial Report for FY 2019 Budget** – Business Manager Rob Foti said we are at the halfway point of the year and there are no major budget concerns. Tax revenue is as expected. Foti said that the library is still waiting to receive penal fines. Last year was the lowest amount the library had received from penal fines and he is waiting to see what the situation is this year. In the budget, we have lowered our expectations by \$10,000 this year. The Library received a building insurance refund, and our interest income is good. As we have previously reported, Library salaries and wages / fringes and benefits spending is on the low side as there are open positions to fill. There are two (2) open PT Circulation Assistant positions. The FT Librarian Adult position will be posted tomorrow. We have done three interviews for the Facilities Manager position and still have not found the right candidate who is the right combination of hands on and project management. Materials Lines are currently on target. Foti concluded that there are no concerns to report on any of the other lines and that we are doing well as a whole.

Trustee Behr asked what qualifications the Library would be looking for in the FT Adult Services position and Klien responded that it would be a technology oriented position and someone who can work on a number of our Strategic Planning projects. Head of Adult Services Lawrence Kapture said that he feels there is a distinct trend that we are not seeing as much reference at the desk. While we need to continue to

oversee purchasing of reference areas and small business support will remain a focus of our service in programs and collections, we will not be looking for a Business Librarian replacement.

DISPOSITION: The Library Board thanked Business Manager Foti for the 2<sup>nd</sup> Quarter Financial Report.

B. Monitoring Report on the Executive Limitation Policy for Minutes and Records Retention – Library Director Christy Klien and Library Board Secretary Quyen Edwards asked the Library’s Attorney Anne Seuryneck for clarification regarding compliance with the Michigan Open Meetings Act (Public Act No. 267 of 1976, as amended) with regards to draft minutes and approved minutes. It was decided that in the future for consistency with the language of the Open Meetings Act, minutes completed prior to Library Board Approval will be referred to as “proposed minutes”. Language clarifying that proposed minutes to be available for public inspection within (8) business days after the meeting and approved minutes will be available for public inspection within (5) business days after the meeting was also added. This has been the library’s practice, but the differentiation in the time frames was not listed in this policy.

MOTION: It was moved by Trustee Terry and seconded by Trustee Behr, to affirm the Monitoring Report and approve the Executive Limitation Policy for Minutes and Records Retention as presented. Vote: 5-Yes, 0-No, 2 – Absent (Friedman, VanderVries). Motion carried.

IX. Library Director’s Comments

A. Statistical Report for June 2019.

Trustee Welsh asked if there were any additional comments regarding the Statistical Report. Trustee Behr asked for clarification of the MeL request and lending numbers. Circulation Supervisor Austin said we try to keep it on a one in to one out algorithm, but that doesn’t always work. Many libraries don’t allow for the lending of AV materials and a lot of AV is requested.

B. Legislative Update for June 2019.

Library Director Klien referred to the packet and said that the Narcan Bill was recently signed into law. Klien said she attended an online webinar training last week with Clare Membiela. Klien said that this will be a conversation to have with staff regarding their comfort level on this issue. The Portage District Library is fortunate that police and fire are very close by and have a very quick response time.

C. Final remarks by Library Director for the July 22, 2019 Library Board Meeting.

Klien said Fresh Thyme Market will be opening their doors towards the end of August. They will have a hotdog cart onsite at three different Grand Opening events. Proceeds of the hotdog sales goes to a local non-profit organization and they have selected the library as a recipient of their donations.

Talked to PPS school superintendent regarding the joint board meeting which is tentatively scheduled for Monday, September 16<sup>th</sup> in the evening. The goal is to have both the Library Board and the School Board together as a linkage opportunity and will not include staff. This will be posted as it is as an Open Meeting.

Klien passed out a sheet with the list of dates for a Policy Governance training in Grand Rapids. Let us know if you are interested. Library Board Secretary Quyen Edwards and I plan to attend.

Klien concluded her final remarks by asking the board for their thoughts on a Board Retreat. We could count the joint meeting with the school board. Trustee Bale suggested further training for board members regarding the millage. Marketing Manager Colin Whitehurst said he is preparing helpful statistics and working on talking points for staff that he could share with trustees. Trustee Vlieg said that we can ask PPS Superintendent Mark Bielang to speak with us since he has so much experience with millage campaigns.

X. Process Evaluation

A. Suggestions for Agenda Items to be included on the August 26, 2019 board meeting

1. Minutes of the Regular Meeting held on July 22, 2019
2. Public Hearing on the Proposed FY 2020 Budget and Formal Resolution to Adopt the FY 2020 Budget and Set the Amount of Millage Rate to be Levied for the Library
3. Report from Library Board Co-Liaisons to the Friends
4. Monitoring Report for Executive Limitation on Compensation and Benefits for Library Employees
5. Monitoring Report on Executive Limitation for Treatment of Staff

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

*C. Miscellaneous Items* – None.

XII. Adjournment –

Library Board Chair Welsh said that if there was no further business to be considered, that he would adjourn the regular board meeting of July 22, 2019.

DISPOSITION: The regular board meeting of July 22, 2019 was adjourned at 8:27 pm.

Recorded and Transcribed by,



Quyen Edwards  
Library Board Secretary

**Library Director's Narrative Report for August 26, 2019**  
*(Activities at the end of July and beginning of August 2019)*

**Administrative Activities:**

During the months of July and August 2019, 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.
- ❖ Interviewed candidates for the Circulation Assistant position on July 18, July 19, and July 23.
- ❖ Attended PDL Library Board Meeting on July 22.
- ❖ Participated in the Portage Rotary meetings on Wednesdays during the month of July and August.
- ❖ Met with interior designer to discuss scope of Phase 1 building refresh on July 25.
- ❖ Participated in a new Portage Community Resource Sharing group that was formed by the City's chaplains on July 25.
- ❖ Hosted a staff training workshop focused on events for seniors that highlight the African American experience that included staff from the City of Portage Parks and Recreation and Senior Center on August 5.
- ❖ Interviewed candidate for Facilities Manager position on August 6.
- ❖ Had conversations with library attorneys on millage request announcements and documents on August 6 and August 7.
- ❖ Extended a job offer to a candidate for the Facilities Manager position on August 8.
- ❖ Met with Rose Street Advisors to discuss 2020 employee benefits on August 20.

**Maintenance and Building Services**

- All preventative maintenance activities were performed as scheduled.
- All cleaning and maintenance services were performed as scheduled.
- Completed Outdoor Concrete Replacement Project.
- Replaced and secured the outdoor umbrellas on the Main Level.
- Installed replacement parts for library flag poles.
- Installed replacement LED Security Wall Pack.
- Repaired Server Room air conditioner (2<sup>nd</sup> issue).
- Completed coil cleaning for all 5 chillers.
- Completed staff restroom repairs.
- Received quote for Server Room air conditioner replacement.
- Received quote for Preschool/Juvenile/Atrium AHU and chiller.
- Completed annual upholstery deep cleaning.
- Completed annual VCT strip and wax.
- Completed public restrooms deep cleaning.

**Personnel Information:**

The library undertook the following Human Resource and Financial activities since the July 22, 2019 Board meeting:

- The Library has hired Sophia Cunningham to the position of Library Assistant in the Circulation Department and her first day will be Monday August 19th. There is currently one more Library Assistant position that needs to be filled in the Circulation Department at this time. The position has been advertised, and interviews will be scheduled as qualified candidates present themselves.

- The Library has hired Doran Lefave to the position of Facilities Manager. Doran's first day will be September 3rd.
- Shannon Cotter, Library Assistant in Youth Services, has resigned her position to begin a new career. Her position is now vacant and advertised.
- Chris Teugh has been filling in as a Library Associate in Adult Services this summer and will be returning to her full-time position. She will be staying on as a Library Substitute going forward.
- Dennis Kreps has resigned his position as Library Substitute for a full-time position.

### Ends Statement #1

#### **Optimize access to resources for information, education, and entertainment.**

We will accomplish this by providing a collection of tools to facilitate creating and learning (1a) and by reaching the community at their diverse literacy needs. (1b)

#### Project Updates:

##### Adult Services Programming Highlights

- Character Talk: Spider-Man - July 9<sup>th</sup> at 7:00 PM - 38 people attended

Matt from Fanfare led the discussion on everything that is Spider-Man. He explained his origin through current day chronologically. Matt's knowledge was impeccable even with obscure questions being asked. To top off a banner evening, Fanfare surprised everyone by providing gift bags with four Spider-Man comics that equals \$15 per bag. Our community appreciated the gift and the talk. Comments: "Terrific! Great speaker." and "Thank you for providing creative programs for all ages."

- Fitness in the Library: Downward Reads - July 10<sup>th</sup> at 6:30 PM - 15 people attended

We had another great turnout for our yoga fitness introduction! Many of the patrons were repeat attendees from the Pilates introduction, but some were new faces. Some patrons were unaware of our fitness resources (such as DVDs) and had a chance to look at a sample from our collection.

- Movie: Spider-Man: Far From Home - July 13<sup>th</sup> at 1:00 PM - 49 people attended

To go along with our character talk on the 9<sup>th</sup>, those who participated received a ticket to see the blockbuster, Spider-Man: Far From Home at Celebration Cinemas.

- Paint Along with Bob Ross Again - July 17<sup>th</sup> at 6:00 PM - 10 people attended

Another class enjoyed the opportunity to paint with Bob Ross again. Their paintings turned out great even though many of them had never handled a pallet knife before. All ten spots for the August class were filled in fifteen minutes when registration opened. Comments: "Bob Ross is awesome and you give an opportunity for us to tap into our creativity." "I've been putting off doing something like this so this really helped me take the plunge."

- Establishing Native Plant Gardens to Attract Butterflies - July 20<sup>th</sup> at 2:00 PM - 18 people attended
- Else Gebhard shared a very informative presentation about what plants native to SW Michigan attract different kinds of butterflies and caterpillars. She brought in examples of caterpillars in their different stages, many handouts and even milkweed seed to get people started on their gardens. Her pictures during her presentation were helpful in identifying the different species of butterfly and caterpillar, what the different plants look like, and even what parasites will attach themselves to caterpillars. Comments: "I loved the handouts, PDL books that are available, and Else's in-depth knowledge." "I feel like I can do this now." "I learned I have ignored needing to provide caterpillars with food too."

#### Youth Services Programming Highlights

- Library Staff collaborated with Western Michigan LEGO Users Group to bring the LEGO City to the library. Over 1,900 people visited this exhibit during the July 4th week.
- Dances of India performed by Susan Iervolina's young students was a popular Saturday event.

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

- Adult Services Librarian Katharyn Jones continued her Tech café programs in July.

#### Create programming that promotes interactive learning

- A Make a Book event was provided by Youth Aides for children in grades 3-5. These weekly hands-on events geared for elementary students have been very popular during the summer.
- During the month of July we hosted a Bristlebots Build and Agamograph Art as well. All events were full with waiting lists.
- David Zinn, sidewalk chalk artist, provided 2 workshops which were attended by all ages. Both were full.

#### Build programming and services that will reach groups at diverse levels

- Kalamazoo Kids in Tune provided a concert and instrument petting zoo for children and their families. This is an excellent introduction to musical instruments for young attendees.
- Kalamazoo Institute of Art provided an introduction to works of art and the museum through a story and craft.

### **Ends Statement #2**

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

We will accomplish this by providing collections and content to meet the evolving needs of the community and by supporting diverse perspectives.

#### Project Updates:

#### Improve the accessibility and visibility of existing physical and electronic collections

- In July, new shelving was delivered and installed which is intended to make the DVD collection more attractive to browse and easier to use.
- Board member Jeanne Friedman is assisting the Youth Staff in stocking and maintaining several book displays this summer, including Juvenile Fiction, themed main display, and Juvenile Non Fiction. These are heavily used and are appreciated by library users.

### **Ends Statement #3**

#### **Be a leader in strengthening our community.**

We will accomplish this by providing a presence in the community where people are, when they need it, and how they want to use it.

#### Project Updates:

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

- Youth Staff presented at Portage Public School's Elementary Career Day at Lake Center Elementary. These students attend summer classes through PPS.

- Youth Staff helped run a book club for elementary-age readers at Curious Kids this month. Staff planned activities and led the discussion each week. (Curious Kids is Portage Public Schools' community child care).

- In July, Adult Staff hosted 3 events outside library walls with the Book Bike as a part of the Book Bike Passport (1 event was cancelled due to weather concerns). Overall, we interacted with around 80(+) community members, with an average of 25(+) people per event. If we count individual interactions (e.g. stamping a passport, looking at material, asking a question, signing up for a library card, etc), we interacted with community members outside of the library 150 times in July alone. At these events we had people look at material, ask questions of staff about the library, and take part in our Book Bike Passport drawing. Some people said they had not been to the library in a while or asked where it was located. We have two more Book Bike Passport events planned for August.



Update the Library Website

- Began to develop project management workflow for building out our new website.

#### **Ends Statement #4**

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

We will accomplish this by being a resource of Local Information, History, and Culture. (2)  
Projects:

Adult Services Display Highlights:

- Adult Services Librarian Katharyn Jones wrote a Tuesday Tip about PDL's art exhibits featuring the work of local artists and how it is often for sale.

- Adult Services Associate Jessica Holmes created and printed a new bi-annual LGBT bookmark. This will be updated 2x a year in the summer and winter featuring new titles in LGBT literature. The Summer 2019 LGBTQ+ reads bookmark is available now.

- Adult Services Associate Jessica Holmes wrote a *Spark* review of *Maid* by Stephanie Land and Adult Services Librarian Katharyn Jones wrote two *Spark* reviews featuring books by Michigan authors who will visit the library in the fall.

Displays:

Shark Week

Aliens/UFO/Area 51

50 years since the Apollo 11 mission

700s End cap: fishing

900s End cap. Royal Reads feat. Kings, queen, and other royals  
Fiction End Caps – Winter in July (books with “Winter” in the title)  
SF/GN End Cap – Time Travel  
Highlighted Private Eye mysteries in the mystery section for the month of July.  
Poster display in the 800s highlighting Walt Whitman’s 200<sup>th</sup> birthday.

- Community Art Gallery: The Southwest Michigan Artists’ Association are displaying a sampling of their most creative artworks in our Community Gallery for the months of July and August. Learn more about the SMAA on their website: [www.smaa-art.org](http://www.smaa-art.org)
- Solo Gallery: Portage District Library is pleased to feature the photo representational acrylic artwork of Amy Gieschen-Thill in our Solo Gallery for the months of July and August.
- Local History & Culture Gallery: Victor Schroeder, Jr. will awaken your sense of adventure with realistic models of famous aircraft during the months of July and August.
- We are conducting a patron satisfaction survey about Art and Displays from mid-July to mid-August.

The Heritage Room will initiate a long-term CONTENTdm Scanning Project

- Twenty-five John Todd photos were updated.

“Future History Project: South Westnedge Avenue Documentation”

- Work continues on the project with the documenting of the area on Westnedge that includes Hardings Market, Planet Fitness, and Dollar Tree. Local Historian Steve Rossio is also re-documenting areas such as the new Fresh Thyme Market and the demolition of the old dentist office.

Portage Public Schools Project

- Local Historian Steve Rossio is currently working on phase two of the project which is the sorting of material within the various “sections.”

### **Operational**

The Library will also provide continued operational support for administrative, human resource, facility, technology, acquisition, and circulation services to maintain and improve public access to library resources.

Projects:

Facilities Master Plan

- We are currently waiting for an updated proposal fee for Phase One of the building project. Phase One consists of replacing carpeting and flooring, refreshing paint, replacing larger study tables with smaller, more flexible tables, and possibly the addition of some small study/meeting rooms.

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

- The Professional Development Committee is working to finalize our guest speakers and activities for September 27, 2019.
- Adult Services staff attended a workshop on events and activities for seniors that highlight the African American experience on August 5, 2019.

Maintain Symphony database of item and user records

- Created and ran several new reports in Symphony to tag user records that could be purged, but have overdue fines or non-returned materials. Also, prepared reporting tools for information gathering during Amnesty Week.

Sponsor annual community support initiatives

- Discussed several possible replacement amnesty programs for Food for Fines. With Board approval, planned and prepared for our first Amnesty Week to take place August 5-10, 2019.

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

- The Portage District Library is continuing its movement to Software as a Service model. Moving to Software as a Service model will help maintain public service continuity and expand public services beyond the walls of the library. The following list provides updates for network services and their migration status:

Productivity Software – Microsoft Office 365 : Continued implementing Office 365 security measures, malware prevention policies and application hardening through the office 365 administrative center(s). The library is testing Duo for Multi-factor authentication.

Telephone Service and Appliances: Cisco Call Manager and Related Products : Continuing to develop of weather emergency notifications via telephone system to replace unreliable weather radios.

Library Statistics and Reporting – Desktracker : Attended multiple webinars for Space Tracker, a new software for tracking and booking room usage as well as event management. Discussed critical components for the system.

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

- Met with vendor to discuss VOIP of Cisco Call Manager upgrade or migration to cloud managed RingCentral managed communication system. Planning second meeting to discuss prerequisites and pros and cons of each option.

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

- Received quotes for additional EVC fiber connection for redundancy, additional internet bandwidth and core switching upgrades.

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

- Technical Services is continually working on getting items out to the public in an efficient and timely manner. With this in mind, they are always looking into ways to expedite the process.

- Head of Technical Services Abby Pylar will continue to monitor the reports on Collection HQ to see their completion by collection managers.

- Head of Technical Services Abby Pylar will continue to work on the organization and uniformity of items in the catalog throughout the year.

- Head of Technical Services Abby Pylar is also working with Local Historian Steve Rossio in the Heritage Room to complete a thorough inventory, identify which items are not in the catalog, and then add those items in.
- Head of Technical Services Abby Pylar and Processing Clerk Fran Cooper are working with the Youth Department to create uniformity within certain categories of their collections. They are creating labels and fixing the catalog records for the books in groups such as Disney, Superheroes, and Lego.
- Technical Services is working on getting the complete names of authors into the call number for all of the fiction materials. This will help the volunteers search for items more efficiently when they are using the scanners or helping the librarians with weeding projects.
- Head of Technical Services Abby Pylar is coordinating with Youth Services to update the booklists that are used in Readers Advisory. Many have not been updated in a few years, and we are creating new lists.
- Technical Services is coordinating with Adult Services to eliminate items listed in the catalog that have not been used in over four years.

#### Create a sustainable Maker area for Youth

- This Summer's elementary programs (including Bristlebots, Agamograph Art, and Bookmaking this July) are facilitated maker programs. We utilize a combination of outside contractors and staff to run these programs. All are hands-on, with a focus on STEAM skill building. We will continue these types of programs in the Fall with a "Family Night" series, including science, tech/robot, and art themed events.

**PORTAGE DISTRICT LIBRARY**  
Library Director's Report on the Financial Condition  
for  
July 2019

*Executive Limitation Policy on Financial Condition and Activities:* With respect to the actual, ongoing financial condition and activities, the Director shall not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditure for board priorities established in Ends Policies. Accordingly, he or she may not:

**POLICY: 1. Expend more funds than have been received in the fiscal year to date unless the debt guideline (below) is met.**

*Director's Response:*

Revenue	\$ 4,484,879
Expenditures	\$ 2,418,583

Fund	6/30/2019	Changes	7/31/2019
General Reserve (13%)	\$ 520,223	-	\$ 520,223
Building Reserve	50,000	-	50,000
Benefits Reserve	29,742	-	29,742
Technology Reserve	111,305	-	111,305
HVAC Reserve	15,000	(15,000)	-
Patio Feasibility Reserve	4,700	-	4,700
Lobby Reserve	7,500	(7,500)	-
Personal Property Tax Reserve	805,946	-	805,946
Bldg. Improvement Reserve	-	2,022,500	2,022,500
Reserve for Encumbrances	-	-	-
Unassigned Fund Balance	4,288,546	(2,000,000)	2,288,546

**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.

Library Director's Report on Financial Condition for July 2019

**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.**

Library Director's Report on Financial Condition for July 2019

*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:** Christy Klien, Library Director  
**Date:** August 13, 2019  
**Subject:** Budget Amendment to adjust the FY 2019 Budget for the Friends \$13,000 Donation to Fund Millage Informational Mailers

**BACKGROUND**

It is my pleasure to announce that the Friends of the Portage District Library made the decision at their Board Meeting on Monday, August 12, 2019 to generously fund the printing and postage for informational mailers with a grant of \$13,000. We are most grateful for this grant which will enable us to conduct an informational mailing campaign prior to the new additional millage question on the November 5, 2019 ballot.

We are extremely grateful to the Friends for their loyal support of the Portage District Library.

**RECOMMENDATION:**

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2019 Budget to increase the Copy and Print expenditure lines by \$13,000. This will enable the funds to be used to send informational mailers regarding the library's millage campaign.

# Marketing Update

## Recurring Monthly Projects:

- The July e-Newsletter was sent out the first week of the month to over 12,000 library patrons.
- Our upcoming events were advertised in the Portager, which was sent out to 22,800 residents.
- We created monthly event posters and displayed them in the library.
- Facebook "Events" were created to advertise our programs, and were then shared on our page.
- Flyers and Handouts were distributed within the Library building to advertise our programming.
- Our website and digital signage was updated to advertise our program offerings.

## July Marketing Highlights:

- Began to create materials for our upcoming Informational Millage Campaign.
- Supported BookBike Programming with flyers and one-on-one training.
- Trained staff for millage questions.
- Began to develop project management work-flow for building out the new website.

## July Social Media Highlights:

### Facebook

44 New Page Likes | 130 Post Shares | 1,908 Post Likes | 235 Comments | 68,983 Total Reach

### Twitter

2,817 Tweet Impressions | 4 Likes | 2 Re-tweets | 56 Profile Visits | 1 Mentions | 4 New Followers

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

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** August 12, 2019  
**Subject:** Upcoming Library Board linkage opportunities in September 2019 for consideration

Monthly library board linkage has been included in the past as a list of upcoming events. This linkage information is provided to highlight a few programs that will occur before the next month's board meeting. We welcome you to attend any library event as a trustee and representative of the library as it is an excellent opportunity to observe what is happening on a daily basis and to speak to patrons about their experiences. If you choose to attend a program as a trustee, we ask that you let Quyen or myself know in advance so that we can make the staff presenter aware and that you wear your Portage District Library Trustee name badge. Thank you. Replacement

**LINKAGE OPPORTUNITIES for July & August 2019:**

<b>Date</b>	<b>Time</b>	<b>Activity or Program Description</b>
9/2	All Day	Closed for Labor Day
9/4	6:30 PM	Battle of the Book Clubs Kick-Off (Adult)
9/9	9:30, 10:30, 11:30 AM	Baby and Toddler Storytime with Ms. Kristy
9/10	9:30 & 10:30 AM	Family Storytime with Ms. Kristy
9/11	10:00 AM	Independent Storytime with Miss Nancy
9/12	10:00 AM	Family Storytime with Miss Nancy
9/12	7:00 PM	International Mystery Book Discussion: India (Adult)
9/14	10:30 AM	Moon Festival Celebration (Family)
9/14	2:00 PM	History of Indian Immigration in Michigan (Adult)
9/17	7:00 PM	MI Pride Author Series: Deborah Carol Gang (Adult)
9/18	6:00 PM	Women and Retirement – Getting the Retirement You Want
9/18	7:00 PM	Purl for Portage: Knit for Your Community (Adult)
9/20	10:00 AM	Emmy Kastner presents Nerdy Babies (Preschool)



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**LIBRARY BOARD 2019 ROSTER**  
 Revised: August 13, 2019

NAME	ADDRESS	CONTACTS	TERM EXPIRES
<b>Carol Bale</b> Friends Co-Liaison	3112 Fleetwood Drive Portage, MI 49024	(269) 599-8522 caannba@gmail.com	December 31, 2022
<b>Michele Behr</b>	6526 Robinswood Street Portage, MI 49024	(269) 365-0094 (Home #) (269) 365-5387 (Cell #) mdbehr@yahoo.com	December 31, 2020
<b>Jeanne Friedman</b> Personnel Committee	3045 Kalarama Portage, Michigan 49024	(269) 323-8991 (Home #) (269) 569-6777 (Cell #) jfriedman@portageps.org	December 31, 2022
<b>Cara Terry</b> Friends Co-Liaison	9895 Fort Myers Parkway Portage, MI 49002	(269) 598-8878 cara730@charter.net	December 31, 2020
<b>Donna Vander Vries</b> Vice Chair	7160 Venice Drive Portage, MI 49024	(616) 802-0044 (Cell #1) (231) 750-6750 (Cell #2) osulawyer@hotmail.com	December 31, 2022
<b>Ted Vlieg</b> Personnel Committee	1551 Palmetto Dr. Apt 6 Portage, MI 49002	(269) 324-0031 tvlieg@gmail.com	December 31, 2020
<b>Tom Welsh</b> Board Chair	2380 Tangley Oak Court Portage, MI 49024	(269) 365-0726 (Home #) (269) 491-0768 (Cell #) thomasgwelsh@msn.com	December 31, 2020
<b>Christy Klien</b> ( <i>Library Director</i> )  (269) 585-8721 (Office #) (269) 216-1953 (Cell #)  <a href="mailto:cklien@portagelibrary.info">cklien@portagelibrary.info</a>			
<b>Quyen Edwards</b> ( <i>Assistant to the Director &amp; Library Board Secretary</i> )  (269) 585-8701 (Office #) (269) 455-9004 (Cell #)  <a href="mailto:qedwards@portagelibrary.info">qedwards@portagelibrary.info</a>			

PORTAGE DISTRICT LIBRARY  
Monitoring Report for  
Executive Limitation Policy: Compensation and Benefits  
August 26, 2019

With respect to employment, compensation, and benefits to employees, consultants, contract workers and volunteers, the Library Director shall not cause or allow jeopardy to fiscal integrity or public image. Accordingly, they may not:

**POLICY ITEM #1: Change his/her own compensation and benefits.**

Director's Response: The Library Director's salary and benefits are set by a contract approved by the Portage District Library Board. Their compensation or benefit package may change only as a direct result of the Portage District Library Board's action. A Board Personnel Committee gathers input from individual trustees about their assessment of the Library Director's compliance with Executive Limitations and fulfillment of the Library's Ends, and based on Policy Governance guidelines, an overall evaluation is compiled and used to determine compensation.

**POLICY ITEM #2: Promise or imply permanent or guaranteed employment.**

Director's Response: The Portage District Library Employee Handbook states that Portage District Library is an "at-will" employer, which means that the employer and employee are under no contract to continue employment, and each party may sever the relationship at any time, as long as it does not violate any state or federal law.

**POLICY ITEM #3: Establish current compensation and benefits, which deviate materially from the geographic or professional market for the skills employed.**

Director's Response: The Library has conducted a salary survey of similar size libraries with the assistance of HRM Innovations. Salary range information received from surveyed libraries was compared to the Library's existing salary ranges. The Library has used this information to adjust salary ranges at the beginning of 2017 and 2019. These adjustments were part of a planned two-step adjustment. The Library will continue to participate in the Detroit Suburban Librarian Roundtable survey each year and use the information to assist in the setting salary ranges.

Library employees' benefit package includes: shared premium paid Health, 100% Dental, Life, and Vision insurance; Short and Long Term Disability insurance; Sec. 125 flexible benefit plan; sick leave; vacation; paid holidays; Personal Well-Being plan; training & development opportunities; and a retirement plan package. The library's retirement package includes a 457 employee funded retirement plan option and a 401(a) employer funded plan. Currently the 401(a) funding equals 10% of the employee's salary, paid into the plan each pay period. The employee contribution limit for the 457 Plan is set at the IRS limit for each year. The Library Director's retirement contribution level is authorized by the Library Board.

The Library also allows employees to purchase additional insurance and service policies through payroll deduction. Those policies include: UNUM supplemental life insurance; Guardian Supplemental Accident, Sick and Cancer insurance; LegalShield Legal and ID protection services. Additionally, all employees have access to Bronson HelpNet EAP services and the Library's Personal Well-Being Program.

Benefits are administered through the Maxwell Health Employee Portal. The portal allows employees to shop, compare and obtain documentation on benefit plans while making purchasing decisions, or throughout the year for obtaining guidance on coverages.

**POLICY ITEM #4: Create obligations over a longer term than revenues can be safely projected, in no event longer than one-year and in all events subject to losses in revenue.**

Monitoring Report for Executive Limitation Policy: Compensation and Benefits

Director’s Response: All employee benefits have been specifically placed in the current budget, and all benefits can be supported for the 2020 fiscal year. The library reviews the current policy each year against other policies available to insure that the process of comparing health insurance costs are kept at a reasonable level for the library, while providing comparable coverage to employees. In September 2019, the Library will obtain quotes from health insurance companies for premiums for the plan year beginning December 1, 2019. The library will continue to use Rose Street Advisors to obtain quotes and advise the library on the merits of each submission. The library will make a choice on health insurance plans to be offered to employees that will offer the best coverage at the best price that can be afforded by the library and its employees.

Beginning December 1, 2011, the library switched its health insurance plan to a shared premium plan. The Portage District Library previously paid 100% of full-time employee’s health insurance premiums. With the passing of legislation by the Michigan Legislature, a hard cap limit was established that regulated the maximum amount that public employers were allowed to contribute towards employees’ health insurance premiums. Therefore, all premium costs above that hard cap limit had to be passed on to employees and deducted from their paychecks on a bi-weekly basis.

Additionally, the library switched over from its Health Reimbursement Account (HRA) plan for a more traditional healthcare plan where deductibles are paid by employees. For the plan year beginning December 1, 2016, the library offered two (2) health insurance plan options. The first plan had an out-of-pocket maximum that did not include co-insurance and the second plan included a higher out-of-pocket maximum for employees with a level of co-insurance above the standard deductible. Each plan had a different cost for premiums to the employees and they were allowed to choose which plan they wanted to enroll in. Each year at open enrollment, employees will be given the opportunity to choose a different plan offered by the library. The library will continue to monitor the effects of the Affordable Care Act (ACA), and any replacement legislation, in order to comply with all regulations and also to offer health plans that will be both affordable for the library and its employees, as well as provide top-notch health care coverage.

**POLICY ITEM 5: Establish or change pension benefits so as to cause unpredictable or inequitable situations, including those that:**

Director’s Response: **A.** Incur unfounded liabilities.  
No unfounded liabilities have been incurred.

Director’s Response: **B.** Provide less than some basic level of benefits to all full time employees, though differential benefits to encourage longevity are not prohibited.  
A benefit package has been offered and accepted by all full time employees. Although some benefits increase with longevity, i.e. vacation accrual, no additional benefits have been offered as a negotiation tool to encourage longevity.

Director’s Response: **C.** Allow any employee to lose benefits already accrued from any foregoing plan.  
No employee has lost benefits already accrued from any foregoing plan.

**POLICY ITEM #6: Fail to provide the Library Board a Compensation and Benefits Monitoring Report once a year and any exception reports as needed.**

Director’s Response: Compensation and Benefits Monitoring Reports are provided to the Library Board once a year, on a frequency set forth on the Annual Calendar of Library Board Activities. The last time this report was presented to the board, prior to this report, was at the board meeting held on August 27, 2018.

# PORTAGE DISTRICT LIBRARY

## Monitoring Report for Executive Limitation Policy: Treatment of Staff

August 26, 2019

With respect to the treatment of paid and volunteer staff, the Library Director may not cause or allow conditions, which are unfair, undignified, disorganized, or unclear. Accordingly, the Library Director shall not:

**POLICY ITEM #1: Operate without written personnel policies, which clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions, such as nepotism and grossly preferential treatment for personal reasons.**

**Director's Response:** The library maintains an up-to-date Employee Handbook that is distributed to all regular full-time and part-time staff and new hires. This handbook clearly set forth all conditions of employment, expectations for employee conduct and procedures for problem resolution. These personnel policies are intended to be administrative tools for human resource management, and are reviewed on an ongoing basis by the Library Business Manager for any revisions that may be needed.

The library issues the Employee Handbook to all regular full-time and part-time employees, when they are hired, as part of their initial orientation, and they are asked to review the handbook and then ask any questions about its content that may arise.

The Library worked with HRM Innovations to review and make corrections and updates to the employee handbook during the 2015 Fiscal Year. Those changes were discussed with the Library's Administrative Team. The Library has received an updated employee handbooks with recommended changes completed by Luis Avila of Varnum Law. The handbook is under review by the Library Director and Business Manager and a final updated version will be rolled out to employees in the fall of 2019.

**POLICY ITEM #2: Discriminate against any staff member for expressing an ethical dissent.**

**Director's Response:** The Portage District Library Employee Handbook includes non-discrimination language all throughout the manual. Specific references can be found in the following sections: Employee Relations; Business Ethics and Conduct; Employee Conduct and Work Rules; and Problem Resolution. An open door policy, regular library-wide staff meetings and weekly administrative team meetings all help to encourage interactive communications between staff members.

**POLICY ITEM #3: Fail to evaluate staff on expected performance once a year, and produce an internal report.**

**Director's Response:** All library employees receive performance evaluations by their supervisors once a year, along with a mid-year meeting to adjust goals and objectives and to discuss any issues. The procedures in place require employees to provide written accomplishments of goals and submit them to their supervisors at specified times. The supervisors then use that information, along with their own records and direct observations to evaluate employee performance and write comments on the evaluation form, then discussed with employees in a personal, one-on-one evaluation session. The evaluation process is intended to be an assessment tool for determining employees' progress on goals and objectives related to the library's ends statements, and to guide employees in their personal growth and development. Evaluations are

Monitoring Report for Executive Limitation Policy: Treatment of Staff

conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The evaluation documents are written internal reports that become part of the employee's personnel file.

The Library worked with HRM Innovations in late 2014 to design a new performance evaluation form that included SMART Goals. Employees were shown the new form at their FY2014 performance evaluation meeting with their supervisor. The new process was explained to the employee and the new forms have been used for all staff since FY2015 evaluations.

**POLICY ITEM #4: Fail to acquaint staff with the Library Director's interpretation of their protections under this policy.**

*Director's Response:* There are weekly library-wide staff meetings and Administrative Team meetings that provide a time for these policies and any personnel issues to be clarified and/or discussed. All new employees are issued Employee Handbooks and told of their protections under these employment policies. Employees must sign a statement in acknowledgement of receipt of the Employee Handbook and their responsibility for the policies contained within it. Supervisors are provided direct guidance by the Library Business and Human Resource Manager and the Library Director, (and sometimes through advice from legal counsel), in all personnel matters. They are advised of any legal requirements in order to ensure that the library stays in compliance with state and federal labor laws, and to fulfill the intent of the Executive Limitation Policy on Treatment of Staff. Careful attention is given to upholding this policy and there have been no infractions.

**POLICY ITEM #5: Fail to have current human resource policies, and report on them once a year, and an occasional audit done of human resource practices.**

*Director's Response:* Human Resource policies are included in the Portage District Library Employee Handbook, which was originally scrutinized by legal counsel and is reviewed and updated on an annual basis. The Library Director and Business and Human Resource Manager stay informed about current employment laws and practices, and are in regular contact with the library's labor attorney. Whenever there are employee related issues that need to be specifically addressed, the library's legal counsel is available to make certain that the library's human resource practices are appropriate and meet all legal requirements. This is equivalent to an "ongoing audit" of our human resource practices. There have been no occasions when the library has failed to have appropriate human resource practices and procedures in place.

Monitoring Report for Executive Limitation Policy: Treatment of Staff

**ADDITIONAL DOCUMENTATION for TREATMENT of STAFF**

In addition to the responses in the Monitoring Report for the Executive Limitation Policy on Treatment of Staff shown above, the following information is offered as additional documentation about the appropriate treatment of staff at the library:

<p><i>Conditions of the workplace for staff:</i></p>	<p><b>The Portage District Library is an exceptional physical environment that gives employees a safe, clean, comfortable and attractive place to work. A regular preventive maintenance program, monitored by the System’s Administrator, keeps all of the building’s systems running smoothly for maximum comfort.</b></p> <p>This year, the following improvements to the facility &amp; furnishings were made:</p> <ol style="list-style-type: none"> <li>(1) Steam cleaning of carpet and tile throughout the Library to maintain its appearance while providing a clean atmosphere.</li> <li>(2) Regular appointments with a pest control service.</li> <li>(3) Replacement of concrete outside the main entrance of the Library.</li> </ol>
<p><i>Staff Development</i></p>	<p><b>The library administration encourages staff development in numerous ways:</b></p> <p><i>Budget Allocations:</i> Staff needs are addressed through the budget process by allocating funds to line items that support staff training &amp; development, as well as to purchase equipment and supplies that benefit employees.</p> <p><i>Staff Development Day:</i> Every year the library closes for a day and all regular full-time and part-time employees take part in a daylong event that includes some sort of enrichment program, lunch and fellowship. This year, it will be held on Friday, September 27, 2019. Plans for the day focus on customer service through empathy and kindness, as well as focusing on self care. Staff from Kent District Library and Bronson HelpNet will be presenting material to assist staff in these areas. Additionally, staff will review emergency procedures.</p> <p><i>Staff Training:</i> There are various types of training and professional enrichment opportunities provided for library employees on a continuous basis throughout the year, as budgetary provisions allow. These are job-related classes, conferences, seminars &amp; training sessions that can have a positive impact on employees’ jobs.</p> <p>Examples of staff training &amp; professional development include:</p> <ul style="list-style-type: none"> <li>➤ <u>Catalyst University</u> – attended by Christy Klien, Rob Foti, Jill Austin, Quyen Edwards, and Jeanne Friedman</li> <li>➤ <u>“Get Started with AR/VR/Mixed Reality”</u> – completed by Katharyn Jones, Adult Services Librarian.</li> <li>➤ <u>COSUGI Conference 2018</u> – attended by Jill Austin, Circulation Supervisor and Abigail Pylar, Head of Tech Services.</li> <li>➤ <u>Association of Library Services to Children National Institute</u> – attended by Kristy Zeluff and Andrea Smalley, Youth Services Librarians.</li> <li>➤ <u>“Collection HQ”</u>– presented by Abigail Pylar, Head of Tech Services and attended by various members of Adult, Youth, Circulation and Administration Departments.</li> <li>➤ <u>Michigan Government Finance Officers Association (MGFOA) Fall Training Institute</u> – attended by Rob Foti, Business Manager</li> <li>➤ <u>“Lansing Book Show”</u>– attended by Steve Rossio, Local Historian</li> <li>➤ <u>MLA Fall Conference</u> – attended by various members of the Adult Services Staff, Christy Klien, Library Director and Quyen Edwards, Administrative Assistant.</li> </ul>

Monitoring Report for Executive Limitation Policy: Treatment of Staff

	<ul style="list-style-type: none"> <li>➤ <u>“Yoga &amp; meditation at the Library: Outreach and Inreach”</u> – attended by Katharyn Jones, Adult Services Librarian</li> <li>➤ <u>Red Cross “Adult and Pediatric First Aid/CPR/AED”</u> - Training and Certification completed by Christina Doane, Adult Services Associate Librarian</li> <li>➤ <u>“Library Law Spotlight: Your Library Millage Campaign”</u> – attended by various Administrative Team and staff members</li> <li>➤ <u>“Library Hospitality, More Than Just Customer Service”</u>– attended by Christy Klien, Library Director and Rob Foti, Business Manager</li> <li>➤ <u>Highlighting the African American Experience-</u> attended by Adult Services Staff members and Christy Klien, Library Director</li> <li>➤ <u>“2019 Employment Law Update: 10 Hot Button Topics”</u> - attended by Christy Klien, Library Director and Rob Foti, Business Manager</li> <li>➤ <u>“MLA Community Collaborations”</u> – attended by Andrea Smalley, Youth Services Librarian</li> <li>➤ <u>“A Joyous Way to Learn”</u> – attended by Kristy Zeluff, Youth Services Librarian</li> </ul>
<p><b><i>Workload Issues:</i></b></p>	<p><b><i>Distribution of work across the library organization is addressed on many levels. Library administration considers workload issues in terms of:</i></b></p> <ol style="list-style-type: none"> <li>1. The best use of human resources to accomplish the Library’s Ends.</li> <li>2. Public service needs.</li> <li>3. Budget constraints.</li> <li>4. Staff expertise and experience in specific areas.</li> <li>5. Availability of acceptable candidates to fill position vacancies.</li> </ol>

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** August 14, 2019  
**Subject:** Report from Library Board Liaison to the Friends of the Portage District Library

Portage District Library Board Members Carol Bale and Cara Terry are the Board Co-Liaisons to the Friends of the Library in 2019, and as such, one of them will attend Friends' board meetings and share information about Friends' activities.

There will be an item on the agenda for any Library Board meeting that immediately follows a Friends book sale or board meeting. Since the Friends had a book sale on August 2-3, 2019 and their board meeting on Monday, August 12, there will be an item on the agenda for the August 26, 2019 Library Board meeting so that one of them can give a report.

**To:** Portage District Library Board  
**From:** Jill Austin, Circulation Supervisor  
**Date:** August 19, 2019  
**Subject:** Report on 2019 Amnesty Week

**BACKGROUND:**

Last year, we received a written opinion from our attorney recommending that we cease holding a Food for Fines style program as a way to provide forgiveness for overdue fines as it may violate rules regarding our ability (as a non-profit) to donate to other non-profit organizations. Food for Fines was a program that ran for 18 years. Not only did it help library members reduce overdue fines, it helped Portage Community Center's food collection efforts. We notified Portage Community Center last year that we would no longer be able to continue with this program.

After discussion among library staff, other options of providing forgiveness for fines was presented the Board at the June 24, 2019 meeting. The result, which was voted on and approved by the Board, was to hold an Amnesty Week on August 5 through August 10, 2019 when anyone could ask to have an overdue fine removed from their account. Our hope was that Amnesty Week would be a way to help members clear outstanding fine balances that prevent them from utilizing library services, especially for our juvenile members as they head back to school. Also, we hoped to see the return of long overdue materials to our collections. To minimize confusion with Food for Fines, we did not collect food items this year. We will continue to explore the best way to bring back a collection effort that supports the food pantry at Portage Community Center without being associated with fine forgiveness.

**UPDATE:**

This year's Amnesty Week certainly impacted many people; 1,568 people utilized the fine waivers of which 309 were juvenile members. For comparison, 2018 Food for Fines impacted 321 patron participants of which 102 were juveniles.

Through the Amnesty program, 102 people who previously were unable to use library services were reinstated and 27 of them had not used the library in more than 3 years.

We received 224 long overdue items and 75 lost items as returns in good condition. Additionally, we received payment for another 47 lost or damaged items.

The amount of fines either waived directly through a request for amnesty or by fine free check-in of returned items totaled \$12,994.92, which equates to \$8.26 per participant. Food for Fines participation had declined by 52% over the last three years. In 2018, \$3,181.68 were waived, which equates to \$9.91 per participant.

While we did not collect much in the way of fine payments during Amnesty Week, we did still collect payments on other types of fees that totaled \$1,511.75, slightly more than an average week of fine and fee collection. Additionally, I would estimate that \$4,445.94 of the waived fines would never have been collected since they were either from fines over three years old or lost books that were returned.

After more time for consideration, the library staff will return to this topic in December with a recommendation to the Board for in relation to goals for 2020.

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** August 19, 2019  
**Subject:** Statistics for June and July 2019

**BACKGROUND:**

When tracking programming statistics, the library uses a tool called DeskTracker. When entering participation numbers for programs, the default date is the date of entry. Staff must go into the record and change it to the date of the program if they are entering statistics at a later time.

Because of this, we discovered that some large programs were not counted in the correct month including the Summer Reading Kickoff program on June 15<sup>th</sup> and one school visit. Youth program participation and total participation numbers have changed for the month of June now that that has been corrected. We are including June corrected statistics along with the July statistics.

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** August 7, 2019  
**SUBJECT:** Library Statistical Report - June 2019

	Month Statistics			YTD Statistics		
	Jun-19	Jun-18	CHANGE	2019	2018	CHANGE
<b>Circulation/Collections</b>						
<b>Total Library Circulation</b>	<b>69,868</b>	<b>71,557</b>	<b>-2.36%</b>	<b>406,098</b>	<b>404,599</b>	<b>0.37%</b>
Adult - Books	16,988	17,726	-4.16%	103,974	102,280	1.66%
Adult - A/V	5,844	6,673	-12.42%	34,207	41,700	-17.97%
Youth - Books	27,185	28,229	-3.70%	147,435	144,568	1.98%
Youth - A/V	3,372	4,208	-19.87%	20,035	21,971	-8.81%
Hot Picks	3,149	3,449	-8.70%	19,096	22,385	-14.69%
E-Material	11,263	8,908	26.44%	68,061	57,197	18.99%
ILL - PDL Requests	929	1,390	-33.17%	6,942	7,218	-3.82%
ILL - Other Lib. Requests	1,138	974	16.84%	6,348	7,280	-12.80%
<b>Self-Checkout Percentage</b>	<b>64.34%</b>	<b>63.34%</b>		<b>59.59%</b>	<b>59.48%</b>	
<b>Total Library Collection</b>	<b>191,891</b>	<b>197,771</b>	<b>-2.97%</b>			
Adult - Books	88,210	91,448	-3.54%			
Adult - A/V	17,692	17,150	3.16%			
Youth - Books	72,327	74,389	-2.77%			
Youth - A/V	10,081	10,470	-3.72%			
Hot Picks	3,581	4,314	-16.99%			
<b>Net Acquisitions</b>	<b>(676)</b>	<b>(78)</b>	<b>-766.67%</b>	<b>(7,318)</b>	<b>(1,105)</b>	<b>-562.26%</b>
Purchased - Books	1,556	1,488	4.57%	10,126	8,574	18.10%
Purchased - A/V	275	236	16.53%	1,589	1,812	-12.31%
Donated - Books	2	3	-33.33%	17	18	-5.56%
Donated - A/V	1	3	-66.67%	14	17	-17.65%
Material Discarded	(2,510)	(1,808)	-38.83%	(19,064)	(11,526)	-65.40%
<b>Total In-House Usage*</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>1,016</b>	<b>1,036</b>	<b>n/a</b>
In-House Periodical Usage	n/a	n/a	n/a	125	133	n/a
In-House Book Usage	n/a	n/a	n/a	891	903	n/a
<b>Patrons</b>						
<b>Total Patrons</b>	<b>39,980</b>	<b>40,038</b>	<b>-0.14%</b>			
Adult	26,242	26,134	0.41%			
Youth	6,384	6,567	-2.79%			
Non-Resident	401	388	3.35%			
Reciprocal	6,156	6,140	0.26%			
Internet User	731	741	-1.35%			
Professional	66	68	-2.94%			
<b>Net Patrons</b>	<b>131</b>	<b>(11)</b>	<b>1290.91%</b>	<b>381</b>	<b>(101)</b>	<b>477.23%</b>
Adult	169	181	-6.63%	839	890	-5.73%
Youth	20	7	185.71%	184	125	47.20%
Non-Resident	2	5	-60.00%	13	18	-27.78%
Reciprocal	42	33	27.27%	207	229	-9.61%
Internet User	55	52	5.77%	320	338	-5.33%
Professional	0	0	#DIV/0!	0	2	-100.00%
<b>Patrons Removed</b>	<b>(157)</b>	<b>(289)</b>	<b>45.67%</b>	<b>(1,182)</b>	<b>(1,703)</b>	<b>30.59%</b>

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** August 7, 2019  
**SUBJECT:** Library Statistical Report - June 2019

	Month Statistics			YTD Statistics		
	Jun-19	Jun-18	CHANGE	2019	2018	CHANGE
<b>Library Building Usage</b>						
<b>Total Meeting Room Usage</b>	<b>208</b>	<b>213</b>	<b>-2.35%</b>	<b>1,105</b>	<b>1,136</b>	<b>-2.73%</b>
Internal/Collaboration	111	113	-1.77%	569	589	-3.40%
External/Outside Usage	97	100	-3.00%	536	547	-2.01%
<b>Total Program Audience</b>	<b>4,319</b>	<b>4,479</b>	<b>-3.57%</b>	<b>17,572</b>	<b>16,482</b>	<b>6.61%</b>
Adult	98	185	-47.03%	1,182	1,393	-15.15%
Youth	3,949	3,962	-0.33%	15,022	13,087	14.79%
Heritage Room	272	332	-18.07%	1,368	2,002	-31.67%
<b>Total Number of Programs</b>	<b>44</b>	<b>52</b>	<b>-15.38%</b>	<b>316</b>	<b>330</b>	<b>-4.24%</b>
Adult	11	12	-8.33%	74	106	-30.19%
Youth	29	37	-21.62%	221	200	10.50%
Heritage Room	4	3	33.33%	21	24	-12.50%
<b>Total Volunteer Hours</b>	<b>610</b>	<b>698</b>	<b>-12.61%</b>	<b>2,468</b>	<b>2,767</b>	<b>-10.81%</b>
Adult	136	98	38.78%	750	684	9.65%
Youth	288	309	-6.80%	516	635	-18.74%
Technical	60	60	0.00%	421	382	10.21%
Circulation	96	138	-30.43%	596	739	-19.35%
Administration	28	32	-12.50%	144	159	-9.43%
Community Service	2	61	-96.72%	41	168	-75.60%
<b>Total Front Door Traffic</b>	<b>66,544</b>	<b>67,442</b>	<b>-1.33%</b>	<b>332,428</b>	<b>339,198</b>	<b>-2.00%</b>
<b>Total Youth Services Traffic</b>	<b>58,932</b>	<b>59,003</b>	<b>-0.12%</b>	<b>231,111</b>	<b>232,820</b>	<b>-0.73%</b>
<b>Total Business Center Traffic</b>	<b>2,122</b>	<b>2,213</b>	<b>-4.11%</b>	<b>15,828</b>	<b>17,387</b>	<b>-8.97%</b>
<b>Information Access/Reference/Research</b>						
<b>Total Reference Transactions</b>	<b>9,933</b>	<b>10,812</b>	<b>-8.13%</b>	<b>51,111</b>	<b>55,286</b>	<b>-7.55%</b>
Adult Phone	295	360	-18.06%	2,082	2,328	-10.57%
Adult Ready Reference	2,305	3,029	-23.90%	14,750	16,076	-8.25%
Adult Reference	243	332	-26.81%	1,719	1,426	20.55%
Youth Phone	138	178	-22.47%	689	791	-12.90%
Youth Ready Reference	4,067	4,044	0.57%	18,329	19,967	-8.20%
Youth Reference	935	920	1.63%	3,348	3,431	-2.42%
HR Phone	21	11	90.91%	69	101	-31.68%
HR Ready Reference	501	492	1.83%	2,592	2,729	-5.02%
HR Reference	46	50	-8.00%	184	184	0.00%
Circ Phone	578	549	5.28%	3,454	3,537	-2.35%
Circ Ready Reference	291	531	-45.20%	2,239	3,133	-28.53%
Circ Reference	513	316	62.34%	1,656	1,583	4.61%
<b>Total Edutainment LAN Use</b>	<b>566</b>	<b>541</b>	<b>4.62%</b>	<b>2,784</b>	<b>2,840</b>	<b>-1.97%</b>
<b>Total Internet Computer Use</b>	<b>2,349</b>	<b>2,680</b>	<b>-12.35%</b>	<b>14,496</b>	<b>15,916</b>	<b>-8.92%</b>
Youth Computers	344	332	3.61%	1,595	1,601	-0.37%
Adult Computers	1,922	2,259	-14.92%	12,344	13,711	-9.97%
Laptop Computer Circulated	83	89	-6.74%	557	604	-7.78%
<b>Total Electronic Transactions</b>	<b>51,227</b>	<b>47,519</b>	<b>7.80%</b>	<b>298,142</b>	<b>273,153</b>	<b>9.15%</b>
WebSite Hits	37,881	34,141	10.95%	215,716	192,058	12.32%
WebCatalog Sessions	9,784	9,612	1.79%	61,368	58,948	4.11%
Licensed Database Hits	3,562	3,766	-5.42%	21,058	22,147	-4.92%

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

Christy Klien, Library Director

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** August 7, 2019  
**SUBJECT:** Library Statistical Report - July 2019

	Month Statistics			YTD Statistics		
	Jul-19	Jul-18	CHANGE	2019	2018	CHANGE
<b>Circulation/Collections</b>						
<b>Total Library Circulation</b>	<b>80,311</b>	<b>77,833</b>	<b>3.18%</b>	<b>486,409</b>	<b>482,432</b>	<b>0.82%</b>
Adult - Books	19,105	17,726	7.78%	123,079	120,006	2.56%
Adult - A/V	5,737	6,833	-16.04%	39,944	48,533	-17.70%
Youth - Books	33,086	32,276	2.51%	180,521	176,844	2.08%
Youth - A/V	4,625	4,774	-3.12%	24,660	26,745	-7.80%
Hot Picks	3,559	3,602	-1.19%	22,655	25,987	-12.82%
E-Material	11,738	9,427	24.51%	79,799	66,624	19.78%
ILL - PDL Requests	1,343	1,374	-2.26%	8,285	8,592	-3.57%
ILL - Other Lib. Requests	1,118	1,821	-38.61%	7,466	9,101	-17.97%
<b>Self-Checkout Percentage</b>	<b>63.82%</b>	<b>64.46%</b>		<b>60.30%</b>	<b>60.30%</b>	
<b>Total Library Collection</b>	<b>190,913</b>	<b>199,676</b>	<b>-4.39%</b>			
Adult - Books	87,765	92,933	-5.56%			
Adult - A/V	17,542	17,159	2.23%			
Youth - Books	71,870	74,725	-3.82%			
Youth - A/V	10,028	10,475	-4.27%			
Hot Picks	3,708	4,384	-15.42%			
<b>Net Acquisitions</b>	<b>(844)</b>	<b>806</b>	<b>-204.71%</b>	<b>(8,162)</b>	<b>(299)</b>	<b>-2629.77%</b>
Purchased - Books	1,449	1,379	5.08%	11,575	9,953	16.30%
Purchased - A/V	289	269	7.43%	1,878	2,081	-9.75%
Donated - Books	2	3	-33.33%	19	21	-9.52%
Donated - A/V	4	3	33.33%	18	20	-10.00%
Material Discarded	(2,588)	(848)	-205.19%	(21,652)	(12,374)	-74.98%
<b>Total In-House Usage*</b>	<b>1,578</b>	<b>1,668</b>	<b>-5.40%</b>	<b>2,594</b>	<b>2,704</b>	<b>-4.07%</b>
In-House Periodical Usage	88	109	-19.27%	213	242	-11.98%
In-House Book Usage	1,490	1,559	-4.43%	2,381	2,462	-3.29%
<b>Patrons</b>						
<b>Total Patrons</b>	<b>39,867</b>	<b>40,105</b>	<b>-0.59%</b>			
Adult	26,203	26,218	-0.06%			
Youth	6,321	6,544	-3.41%			
Non-Resident	404	389	3.86%			
Reciprocal	6,160	6,145	0.24%			
Internet User	716	741	-3.37%			
Professional	63	68	-7.35%			
<b>Net Patrons</b>	<b>116</b>	<b>25</b>	<b>364.00%</b>	<b>497</b>	<b>(76)</b>	<b>753.95%</b>
Adult	200	228	-12.28%	1,039	1,118	-7.07%
Youth	51	4	1175.00%	235	129	82.17%
Non-Resident	6	6	0.00%	19	24	-20.83%
Reciprocal	61	32	90.63%	268	261	2.68%
Internet User	87	53	64.15%	407	391	4.09%
Professional	0	0	0.00%	0	2	-100.00%
<b>Patrons Removed</b>	<b>(289)</b>	<b>(298)</b>	<b>3.02%</b>	<b>(1,471)</b>	<b>(2,001)</b>	<b>26.49%</b>

**TO:** Portage District Library Board  
**FROM:** Christy Klien, Library Director  
**DATE:** August 7, 2019  
**SUBJECT:** Library Statistical Report - July 2019

	Month Statistics			YTD Statistics		
	Jul-19	Jul-18	CHANGE	2019	2018	CHANGE
<b>Library Building Usage</b>						
<b>Total Meeting Room Usage</b>	<b>208</b>	<b>208</b>	<b>0.00%</b>	<b>1,313</b>	<b>1,344</b>	<b>-2.31%</b>
Internal/Collaboration	109	111	-1.80%	678	700	-3.14%
External/Outside Usage	99	97	2.06%	635	644	-1.40%
<b>Total Program Audience</b>	<b>3,543</b>	<b>3,192</b>	<b>11.00%</b>	<b>21,115</b>	<b>19,674</b>	<b>7.32%</b>
Adult	270	138	95.65%	1,452	1,531	-5.16%
Youth	3,077	3,054	0.75%	18,099	16,141	12.13%
Heritage Room	196	0	100.00%	1,564	2,002	-21.88%
<b>Total Number of Programs</b>	<b>47</b>	<b>47</b>	<b>0.00%</b>	<b>363</b>	<b>377</b>	<b>-3.71%</b>
Adult	13	13	0.00%	87	119	-26.89%
Youth	31	34	-8.82%	252	234	7.69%
Heritage Room	3	0	100.00%	24	24	0.00%
<b>Total Volunteer Hours</b>	<b>994</b>	<b>859</b>	<b>15.72%</b>	<b>3,462</b>	<b>3,626</b>	<b>-4.52%</b>
Adult	160	106	50.94%	910	790	15.19%
Youth	553	505	9.50%	1,069	1,140	-6.23%
Technical	78	79	-1.27%	499	461	8.24%
Circulation	126	153	-17.65%	722	892	-19.06%
Administration	30	16	87.50%	174	175	-0.57%
Community Service	47	0	100.00%	88	168	-47.62%
<b>Total Front Door Traffic</b>	<b>74,551</b>	<b>74,334</b>	<b>0.29%</b>	<b>406,979</b>	<b>413,532</b>	<b>-1.58%</b>
<b>Total Youth Services Traffic</b>	<b>62,103</b>	<b>61,221</b>	<b>1.44%</b>	<b>293,214</b>	<b>294,041</b>	<b>-0.28%</b>
<b>Total Business Center Traffic</b>	<b>2,834</b>	<b>2,994</b>	<b>-5.34%</b>	<b>18,662</b>	<b>20,381</b>	<b>-8.43%</b>
<b>Information Access/Reference/Research</b>						
<b>Total Reference Transactions</b>	<b>9,366</b>	<b>10,415</b>	<b>-10.07%</b>	<b>60,477</b>	<b>65,701</b>	<b>-7.95%</b>
Adult Phone	390	323	20.74%	2,472	2,651	-6.75%
Adult Ready Reference	2,488	3,196	-22.15%	17,238	19,272	-10.55%
Adult Reference	324	430	-24.65%	2,043	1,856	10.08%
Youth Phone	132	137	-3.65%	821	928	-11.53%
Youth Ready Reference	3,392	3,696	-8.23%	21,721	23,663	-8.21%
Youth Reference	842	694	21.33%	4,190	4,125	1.58%
HR Phone	22	3	633.33%	91	104	-12.50%
HR Ready Reference	449	438	2.51%	3,041	3,167	-3.98%
HR Reference	36	32	12.50%	220	216	1.85%
Circ Phone	445	571	-22.07%	3,899	4,108	-5.09%
Circ Ready Reference	567	612	-7.35%	2,806	3,745	-25.07%
Circ Reference	279	283	-1.41%	1,935	1,866	3.70%
<b>Total Edutainment LAN Use</b>	<b>661</b>	<b>655</b>	<b>0.92%</b>	<b>3,445</b>	<b>3,495</b>	<b>-1.43%</b>
<b>Total Internet Computer Use</b>	<b>2,749</b>	<b>2,819</b>	<b>-2.48%</b>	<b>17,245</b>	<b>18,735</b>	<b>-7.95%</b>
Youth Computers	461	469	-1.71%	2,056	2,070	-0.68%
Adult Computers	2,221	2,278	-2.50%	14,565	15,989	-8.91%
Laptop Computer Circulated	67	72	-6.94%	624	676	-7.69%
<b>Total Electronic Transactions</b>	<b>53,939</b>	<b>47,170</b>	<b>14.35%</b>	<b>352,081</b>	<b>320,323</b>	<b>9.91%</b>
WebSite Hits	38,538	32,415	18.89%	254,254	224,473	13.27%
WebCatalog Sessions	11,556	10,757	7.43%	72,924	69,705	4.62%
Licensed Database Hits	3,845	3,998	-3.83%	24,903	26,145	-4.75%

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

Christy Klien, Library Director

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** August 19, 2019  
**Subject:** Legislative Update for July 2019

There is no Legislative Update from the Michigan Library Association for the month of July.