PORTAGE DISTRICT LIBRARY BOARD  
Minutes of the Virtual Board Meeting held on  

July 27, 2020  

Portage District Library, 300 Library Lane – Portage, MI 49002  

I. Start of Meeting - Board members and staff gathered virtually via Zoom and the board meeting started at 6:00 PM.  

II. Roll Call  

Board Members Present: Carol Bale, Michele Behr, Jeanne Friedman, Cara Terry, Donna VanderVries, and Tom Welsh  

Board Members Absent: Ted Vliek (excused)  

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

Library Staff Absent: Jill Austin and Colin Whitehurst  

Guests Present: Rehmann Robson Auditor Nathan Baldermann, Tom Vance  

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 Friedman – Trustee Friedman said that she has enjoyed the use of the library even in its altered state. She thanked the library staff for being open and for offering this service to the community in a safe way.  

B. Comment from Board Secretary Edwards – Edwards said that there was a schedule change for a program listed in Linkage that was made after the packet was published. History of Women’s Suffrage in Michigan will be a drive-in program presented on Tuesday, August 18 at 11AM. The program information has been updated on the library’s online Events Calendar.  

C. Comment from Board Chair Welsh – Board Chair Welsh said he was in the library the other day and overheard Head of Adult Services Lawrence Kapture assisting a patron who was having technology problems. Welsh commended him for his good customer service.  

D. Comment from Trustee VanderVries - Trustee VanderVries said that during quarantine, she has learned how to use eMaterials and it has been interesting. She used to purchase them and has now saved a lot of money by borrowing them instead!  

DISPOSITION: The Library Board acknowledged the comments made by Friedman, Edwards, Welsh, and VanderVries.  

IV. Adoption of the Agenda for the Regular Meeting of July 27, 2020  

Library Board Chair Welsh asked if there were any changes needed to the agenda for the July 27, 2020 board meeting before its adoption and none were requested. Welsh asked for a motion to adopt the agenda.  

MOTION: It was moved by Trustee VanderVries and seconded by Trustee Bale that the Library Board adopt the agenda for the regular meeting of July 27, 2020. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.
V. Consent Agenda

Library Board Chair Welsh asked if there were any changes needed to the consent agenda for the July 27, 2020 board meeting before its adoption. None were requested. Welsh asked for a motion to approve the consent agenda.

A. Minutes of the regular board meeting held on June 22, 2020.
F. Legislative Update for June 2020.

MOTION: It was moved by Trustee Terry and seconded by Trustee VanderVries, to approve the consent agenda as presented. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

VI. Audit Presentation

A. Presentation of Audit Report for Fiscal Year 2019 by Rehmann Robson staff.

Nathan Baldermann, representative from Rehmann Robson, was welcomed to give the yearly audit presentation. The “Independent Auditor’s Communication With Those Charged With Governance” which outlines all the auditing standards and a copy of the Library’s Financial Statements were attached to the Board Packet trustees received and were projected via screen share during the presentation. Mr. Baldermann said he would go over the highlights of the financial statements and then give the board a chance to ask questions at the end. Mr. Baldermann said that the audit for FY 2019 went smoothly and that at the conclusion of the audit, there were no comments or issues found. It was a clean audit and he commended Business Manager Foti and his staff for doing a great job preparing for it.

Mr. Baldermann highlighted that currently, that Library’s debt is limited to compensated absences. The bond debt for Capital Improvement will change that in the future. Mr. Baldermann also highlighted a “subsequent event” noted on page 20 of the report. This notes that the pandemic occurring in 2020 will have impacts on operations and finances in the future. There were no questions from trustees.

DISPOSITION: The Library Board acknowledged the presentation made by Rehmann Robson staff Nate Baldermann.

VII. Governance

A. Revised Resident/Non-Resident Policy.

After meetings with key library staff, Portage Public school representatives, and with advice from the library’s attorney, an agreement was created between the Portage Public Schools and the Portage District Library to offer library memberships for all students enrolled in the Portage Public Schools as part of the school registration process. At the June 22, 2020 Library Board Meeting, trustees voted to allow the Library Director to move forward with this agreement, which will be presented to the Portage Public Schools Superintendent or their designee to sign. In order for this agreement to go into use, the Library staff have suggested some revisions to the Resident/Non-Resident Policy to include educators and school of choice students who attend PPS, but do not reside within the library district boundaries. Klien said we feel strongly that we would like to support education by providing access to our physical and digital collections and the timing of this initiative with the current health crisis and concern for potential cuts in the school’s library budget emphasizes their need for support.

MOTION: It was moved by Trustee Friedman and seconded by Trustee Bale, to approve the Revised Resident/Non-Resident Policy as presented. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.
VIII. Ends Development

A. Final Review and approval of the proposed FY 2021 Budget and Millage Rate for Public Inspection prior to Public Hearing at the August 24, 2020

Library Board members were given a final opportunity to make changes to the budget before next month’s Public Hearing on the 2021 Budget. Trustees confirmed that with the exception of a typo, no changes were made to the document since the June meeting. No additional changes or requests were made by trustees.

Business Manager Foti said that the library had received penal fines recently in the amount of $57,000 which is a reduction from the $69,000 received the prior year. Foti said we have budgeted $50,000 in revenue from penal fines for 2021. Terry asked about the reason for the reduction in penal fines and Klien said that is has to do with the way they are coding violations. Klien also reminded trustees that the 2021 budget estimated $0 in fines so that trustees can make a determination about the future of fines at PDL without worrying about its effect on the budget. After its approval today by the Library Board, the Proposed FY2021 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 Terry and seconded by Trustee Friedman, to approve the proposed Fiscal Year 2021 Budget and Millage Rate at 1.9945 mills for public inspection prior to Public Hearing at the August 24, 2020 Board Meeting. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes, 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

B. 2nd Quarter Strategic Planning Statistics

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

Trustee Friedman noted that staff had well exceeded the yearly target for videos. Well done! There were no other questions or comments.

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 (2021-2023)

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 present. (The PowerPoint presentation was screen shared.)

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 are maturing)
  - E-Materials and E-Services (downloading and streaming everything)
  - API Connected Services (connecting and unifying services, ex. Novelis integrating in our online catalog)
- New Access Devices and Always “On” Services (Flexibility to respond and Redundancy to minimize offline times

- 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 continues to grow exponentially (average hourly wireless client load = 124 devices and 7.9 terabytes of data moved)

- 2020 Highlights
  - Cloud Hosted Applications:
    ILS – Symphony, Web Services, SIP, Enterprise
    Accounting – Blackbaud FinancialEdge NXT
    Document Management – PaperSave Cloud
    Fund Raising – Little Green Light
    Other Applications – Sophos Central (AV), Ninite (Patching), Spiceworks Online (Help Ticketing), Office 365 (Staff Productivity), Exchange Online (Email), ContentDM (History Archives), EZproxy (Authentication), Azure AD (Authentication), OpenDNS Umbrella (Filtering/Security)
  - Private Cloud Hosted Applications:
    Wordpress (Library Website), Active-Directory (Authentication), File/Print Services, Specialty Applications (Access Control, HVAC, DeepFreeze)
  - 2 EVC Links for Private Cloud (SaaS) and Internet Bandwidth
    Internet Bandwidth increase to 500Mb and redundancy for reliable consistent library services.
  - Telephone System Upgrade - Cisco Hardware Upgrade vs. RingCentral SaaS Phone System
  - Server Replacements
    Specialized Services: Access Controls, HVAC Controls, Infotrel Call Reporting, Terminal Services Management Server (Network Monitoring and Access)
  - Web Services
    Library Catalog Search and Services App
    Replacement of Boopsie with BlueCloud Mobile.

- Future Highlights (2021 and beyond)
  - Infrastructure Upgrades
    Cloud Managed Switching, Wireless LAN, Video Analytics
    Video Monitoring and Analytics
    Indoor / Outdoor Wireless Access Points with increased density.
    Control Systems*
    IP Based - Access Controls and Security Systems – Building, Fire
    Lighting Controls*
    HVAC Controls *
    Upgrade HVAC Controls
  - Temporary Re-Location Project*
    Infrastructure Build Out
    EVC Internet Circuit, Network Infrastructure, Wireless Infrastructure, Power, Cooling and Security.
    * Projects depend on building project and plan outcomes.
Applying FRAMEwork to all technology
Flexibility, Reliability, Agility, Measurability, and Extendibility

Cloud Services
Self-Service Solutions
API/Connected Technology
Web/Search Interfaces

Behrje also noted the technology that has made a difference at the library during the COVID-19 pandemic. The use of the new RingCentral service was used to implement curbside service. Behrje estimated that over 1,000 calls and 400 texts were received to help facilitate the 1,100 appointments and 6,000 checkouts that have been done through curbside service. He also noted that moving towards SaaS products provided the ability for staff to work productively from home. The flexibility and agility of the library’s current products has certainly been an advantage during this unprecedented time.

Following his presentation, Systems Administrator Behrje opened up the floor to any questions. Trustee Bale said it was interesting to understand some of the details of the technology plan and that she was glad the staff had taken the initiative to think ahead. She appreciated all the hard work that has gone into the library’s technology and acknowledged that the glossary of terms was helpful. Trustee Behr asked about the process for getting the PPS cards to take effect. Behrje said he has been working with Dan Vomastek, Director of Information and Technology Systems at Portage Public Schools, to put a secure system in place which will include a designated server to load student information that will be synced with our SirsiDynix ILS.

DISPOSITION: The Library Board thanked Behrje for the presentation on the library’s 3-Year Technology Plan 2021-2023 and trustees expressed enthusiasm about the technology plans for the library.

VIII. Monitoring to Assure Compliance with Executive Limitations
A. 2nd 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. The Library has collected money from Unpaid Property Real Taxes that the county reimburses. We have also received a payment from the City in lieu of taxes. This has put us over our estimate by $2,500 this year.

The Library also received the second State Aid payment of $21,000. This in addition to the first State Aid payment and the money received from PPT reimbursement puts us just under our estimate for the year.

Foti said penal fines are down again this year as mentioned earlier in the meeting. We received a building insurance premium distribution which will offset money lost in fines and fees during the building closure and while we are waiving fines during the COVID-19 pandemic. Foti noted that in June, the Library collected about $1,000 in fines and fees even though patrons are not accruing new fines.

Foti said that the Library has about $250,000 in savings from three unfilled positions. We have also seen savings in Utilities as we had a warmer winter and less computer and utility use during the building closure. It has been a hot summer, however and utility savings could even out by the end of the year.

Materials ordering is back on track since reopening and Technical Services is receiving items again. The Supplies line is down due to the building closure.

Lines where the Library spent more include the readjustment of technology to provide access to staff at home as well as adjustments that were made to implement curbside service.

Even during the building closure, the architects are continuing their work and sending invoices. There have also been invoices for 3D scanning (to have detailed images of the exact current location of HVAC and piping systems) as well as hazardous material testing prior to the start of construction.

Business Manager Foti opened the floor to questions and there were none.
IX. **Library Director’s Comments**

A. **Building Project**

We are still working with our construction management firm to determine if there is an appropriate option for the library to move during construction. Some of the current available retail space is not interested in providing a short-term lease option and others do not have the required space we would need for all library materials, shelving, and possible programming areas.

Walbridge walked through three spaces available for a short-term lease to give cost estimates to get them ready for library use. There are many factors to consider as some rent is higher, some spaces are more prepared for a new tenant than others, some spaces are more centrally located. We are weighing our options and will take into consideration the costs associated before we make a recommendation on moving forward to the Board.

The Interior design group has been meeting and has another proposal for the board to consider. They would like to simplify the color scheme of the lower level. The Interior Designer has made the suggestion to use wayfinding colors, but this will mean the removal of the pillar murals. Library Director Klien projected sample pictures of the concept and asked the Board to share their opinion on moving forward with this idea. Trustees liked the bold colors, and though they felt nostalgia for the murals, they agreed that the new concept was fresh and modern. The Board gave its approval to move forward with changes in the Youth Services space.

MOTION: It was moved by Trustee Friedman and seconded by Trustee Behr, to accept the recommended designs by the Interior Decorator and Interior Design Committee and move forward with a streamlined color scheme for Youth Services. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

B. **Library Re-Opening**

Library Director Klien said that since reopening the library building on a limited basis, activity has been steady, but never up to capacity. We have found that Adult Services is often busier than Youth Services and those who visit the library do not linger. We estimate the average visit to be about 20 minutes. Patrons has been compliant with wearing masks. Staff have received numerous thank yous from the community for being open. Klien said that staff are preparing for multiple scenarios including if the state has to take a step backwards and close the building again or if we are able to move forward. Klien said that with the Board’s approval, the Library has been fine free for June and July. She would like to ask for permission to remain fine free for the month of August. Seeing a variety of comfort levels in the community and due to the fact that we are quarantining returned materials for a minimum of 72 hours and that items are remaining on patron accounts for that time, she felt continuing this initiative will help ease some of the anxiety for patrons returning materials.

MOTION: It was moved by Trustee Behr and seconded by Trustee Friedman, for the Library to remain fine free during the month of August. Roll Call Vote: Bale - yes, Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

Klien thanked trustees for their support. She said that she also wanted to know their opinion about the Library being open on Sundays in the fall. The Library is traditionally closed on Sundays in the summer and usually reopens for four hours on Sundays (1:00-5:00 PM) after Labor Day. Klien said she is concerned because with all of the new safety and cleaning procedures in place, we have in the budget four hours of staff time and we would not be able to be open to the public that whole time. She said that currently scheduling has already been difficult. The Library also only has budgeted for 6 days a week for professional cleaning and that is also a concern for opening for a shorter period of time. Klien’s recommendation is to only reopen the Library building on Sundays when the State moves into Phase 6 of the Reopening Plan.

MOTION: It was moved by Trustee VanderVries and seconded by Trustee Friedman, to discontinue Sunday hours through the end of 2020 and revisit the issue at the December Board Meeting. Roll Call Vote: Bale - yes,
Behr - yes, Friedman - yes, Terry - yes, VanderVries - yes, Welsh – yes. 6-Yes, 0-No, 1-Absent (Vliek). Motion carried.

C. Final remarks by Library Director for the July 22, 2019 Library Board Meeting
Klien began her final remarks by reminding trustees about the upcoming filing deadline to run as a Library Board candidate in the November election. She said at this time she was aware of one person who has filed – Tom Vance.

Klien asked if trustees would like a presentation to further the discussion on the Library going fine free. Trustees agreed they would like to revisit this issue and would like to look at a variety of “modes” or scenarios on how to move forward.

Trustee Behr asked whether continuing curbside service would be an option even when the Library returns to its regular hours. Klien said that while curbside services has tapered down from its initial use while the building was closed, there are still many people who enjoy having it as an option. She said that the Library is looking into having a window installed in the book drop room so that curbside can be an option in all weather. Behr also asked about the CARES funds the Library has applied for. Klien asked Facilities Manager Lefaive to confirm that it was for $500 in PPE and $5,000 for digital inclusion. We are waiting to hear what amount we have been approved for.

Klien said that with a recent Executive Order, the library may continue virtual meetings for the remainder of the Emergency Order plus 28 days, so our August Public Hearing and Regular Meeting will be a virtual meeting.

X. Process Evaluation

A. Suggestions for Agenda Items to be included on the August 24, 2020 board meeting
1. Public Hearing on the Proposed FY 2021 Budget and Formal Resolution to Adopt the FY 2021 Budget and Set the Amount of Millage Rate to be Levied for the Library
2. Minutes of the Regular Meeting held on July 27, 2020
3. Monitoring Report for Executive Limitation on Compensation and Benefits for Library Employees
4. 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. Board Chair Welsh thanked everyone for their participation and excellent discussion.

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 27, 2020.

DISPOSITION: The regular board meeting of July 27, 2020 was adjourned at 7:55 pm.

Recorded and Transcribed by,

[Signature]

Quyen Edwards
Library Board Secretary