PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting
April 22, 2024

NOTICE OF REGULAR MEETING

PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting, Monday, April 22, 2024 | 6:00 PM

The Library Board of the Portage District Library will hold a regular meeting on Monday, April 22, 2024 at 6:00 p.m. This meeting will be held at 300 Library Lane. The purpose of this meeting is for the discussion of library business. The Library gives notice of the following:

1. Meeting Attendance
The public hearing and regular meeting is being held in person. However, the public may attend electronically. The Library wants to ensure access for the public if the public cannot be physically present.

2. Procedures
The public may participate in the meeting in person and may make public comment through spoken or written methods. Each speaker has a time limit of three minutes. Please refer to the Policy for Public Comments at Meetings in its entirety on the library's website at www.portagelibrary.info.

3. Contact Information
For those people who desire to contact members of the Library Board to provide input or ask questions on any business that will come before the public body at the meeting, please contact Quyen Edwards at qedwards@portagelibrary.info prior to the start of the meeting.

4. Persons with Disabilities
Persons with disabilities may participate in the meeting through the methods set forth in paragraph 2. Individuals with disabilities requiring auxiliary aids or services in order to attend electronically should notify Quyen Edwards at qedwards@portagelibrary.info within a reasonable time in advance of the meeting.

To watch the meeting online via Zoom, please click the link below at the time of the meeting:
https://us02web.zoom.us/j/85784210948

Dated: April 18, 2024   Quyen Edwards
Library Board Secretary

Portage District Library
300 Library Lane
Portage, MI 49002

AGENDA

I.   **Start of Meeting**

II.   **Roll Call**

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

The Board Chair will recognize one person to speak at a time, and each speaker must provide their name and address. Each speaker is entitled to one (1) three-minute time during this Public Comment period. Please refer to the Policy for Public Comments at Meetings in its entirety at (https://qrco.de/bdiESq) or the printed documents at the entrance to the meeting room on the evening of the Library Board Meeting.

IV.   **Adoption of the Agenda for the Regular Meeting of April 22, 2024** *(1 minute) (Vote)*

V.   **Board Meeeting Guests** *(30 minutes)*

    A. State Representative Christine Morse *(Info) Pg.5*

VI.   **Consent Agenda** *(5 minutes) (Vote)*

    A. Minutes of the regular meeting held on March 18, 2024 *(Info) Pg.6-9*

    B. April 2024 Narrative *(Info) Pg.10-15*

    C. Budget Amendment Grant, Adult Fiction, Seed Library *(Info) Pg.16*

    D. Financial Condition for March 2024 *(Info) Pg. 17-18*

    E. Statistical Report for March 2024 *(Info) Pg. 19-20*

    F. May 2024 Program Calendar *(Info) Pg.21*

    G. Review of Programming Policy *(Info) Pg. 25-26*

    H. Review of Art Exhibit Policy *(Info) Pg. 27-28*

    I. Monitoring Report on Executive Limitation: Fundraising Activity *(Info) Pg.29-30*

VII. **Governance** *(20 minutes)*

    A. Scheduling of Mid-Year meeting with the Library Director *(Info) Pg. 31*

    B. Allocation of Gifts and Donations 2023 *(Vote) Pg.32*

    C. Library of Things Policy *(Vote) Pg.33-36*

VIII. **Ends Development** *(20 minutes)*

    A. First Quarter 2024 Financials *(Info) Pg.37-39*

    B. First Quarter 2024 Strategic Plan Report *(Info) Pg.40-46*

IX.   **Library Director's Reports** *(20 minutes)*

    A. Final remarks by Library Director for the April 22, 2024 Library Board Meeting

AGENDA

X.   Process Evaluation *(5 minutes total)*

    A. Suggestions for Agenda Items to be included on the May 20, 2024 Board Meeting
1. Minutes of the Regular Meeting held on April 22, 2024
2. Review of Patron Behavior Policy
3. Follow-Up on mid-year meeting with Library Director
4. Plans for 2024 Summer Reading
5. Guest Kim Phillips,Director of Senior Citizen Services, City of Portage

    B. Miscellaneous

XI.   Adjournment

Memo

Guest Presentation from
State Representative Christine Morse

To: Portage District Library Board
From: Christy Klien, Library Director
Date: April 15, 2024

State Rep. Christine Morse is serving her second term representing the redistricted 40th House District, which comprises parts of the city of Portage and Kalamazoo and parts of the Townships of Oshtemo and Texas. Rep. Morse is a former Kalamazoo County commissioner, attorney, cancer survivor and mom of three.

Morse graduated from Michigan State University with a degree in political science/pre-law. During her time in Lansing, she interned with Lt. Gov. Connie Binsfeld. She continued her education at Wayne State University Law School, from which she graduated in 1998. She has practiced law in both Michigan and California.

For 11 years, she and her family traveled the country and world while her husband served in the U.S. Navy. In 2010, Morse and her family settled in Kalamazoo, where she has survived breast cancer, raised her children and has been an active community volunteer.

Seeing a need for transparent and accessible leadership in her community, Morse ran for the Kalamazoo County Board of Commissioners in 2018. She served on the county commission from 2018-19. Local governing experience highlighted the need for true representation at the state level, so Morse ran to be a leader who listens to her community. She is committed to increasing investments in public education, ensuring access to health care with an emphasis on mental health, and protecting Michigan's water and environment.

MINUTES

I. Start of Meeting

II. Roll Call

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

Board Members Present: Michele Behr, Jeanne Friedman, Cara Terry, Tom Vance, and Donna VanderVries

Board Members Absent: Ken Baker (excused) and Linda Whitlock (excused)

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

Library Staff Absent: Steve Rossio

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

Library Board Chair Tom Vance welcomed everyone to the March 18, 2024 Library Board Meeting. He asked if anyone present had any comments and there were none.

V. Adoption of the Agenda for the Regular Meeting of March 20, 2023

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

> **MOTION:** It was moved by Trustee VanderVries and supported by Trustee Friedman that the Library Board adopt the agenda for the regular meeting of March 18, 2024. Vote 5-Yes, 0-No, 2-Absent (Baker, Whitlock). Motion carried.

VI. Consent Agenda

Library Board Chair Vance asked if there were any changes needed to the consent agenda for the March 18, 2024 board meeting before its adoption and none were requested.

A. Minutes of the regular meeting held on February 26, 2024

B. March 2023 Narrative

C. Financial Condition for February 2024

D. Statistical Report for February 2024

E. April 2024 Program Calendar

F. MLA Advocacy

> **MOTION:** It was moved by Trustee Terry and supported by Trustee VanderVries that the Library Board approve the consent agenda for the regular meeting of March 18, 2024. Vote 5-Yes, 0-No, 2-Absent (Baker, Whitlock). Motion carried.

MINUTES

I. Marketing Plan 2024

A. Presentation of the 2024 Marketing Plan by Marketing Manager Colin Whitehurst

Marketing Manager Colin Whitehurst said that the 2024 Marketing Plan reflects priorities based on the Strategic Plan for the next year, updates on plans for the future, and changes we have already implemented.

Whitehurst said that the Library Staff and Board are part of the team communicating about what is happening at the library and he sees his position as facilitating the plan. Staff are always helping with editing, brainstorming ideas, printing signage, and creating copy. We are coming up with great ideas together. Jill Austin, Digital User Experience Coordinator, has been busy working on front facing technology and digital experiences. She has been working on getting the new Communico events and online booking tool up and running. Currently, she is focused on getting the new app through the testing phase so that it can be available to patrons .

Whitehurst thanked the Social Media Team which consists of representatives from each department: Rachael, Sara, Abigael, Quyen, Laura, and Jill. With the help of this team, the library posts on Social Media daily. He also thanked Olivia, Rachael, Quyen and Jill for their help editing the monthly Portager and e-Newsletter.

Current initiatives - Whitehurst said he is focused on efficiency and what works and he reviewed the Strategic Plan Insights.

Whitehurst said it is difficult to keep your audience's attention in a world where people get emails, texts, and phone calls all day long. He discussed the core ways we can communicate what is happening at the library without going into detail about every individual thing.

1) Values, Connection, and Impact

Whitehurst discussed the importance of communicating the library's values by photos and stories. This requires a group effort and Whitehurst is working with staff to collect stories and reminding them to take photos at programs. Whitehurst shared a number of examples from photos of the Seed Library, happy program participants, and patrons making things in the Creation Station.

Whitehurst said the library is also experimenting with a new look in the Portager - It has a new title (Beyond the Shelves) and there are more images and we are telling stories about what is happening at the library and highlighting new services instead of just listing monthly programs.

Whitehurst said he hoped that trustees noticed that the new format of the Board Packet also gives the staff more opportunities to tell stories as well.

2) Quarterly Focuses for 2024

Q1: Digital Resources, Adding the Wall Street Journal, New Events Calendar, Online Study Room Booking Q2: Non-Traditional Service Offerings - Library of Things, Heritage Room, Creation Station/Maker Space Q3: We Miss You - a targeted campaign to get patrons with blocked accounts back to the library and to take time to review the details of what our Fine Free Policy means Q4: still TBD including a possible Books by Mail push.

Whitehurst said we are still working on updating our app. From the data, we learned that people were using the app to search the catalog and put items on hold, so we want to make sure that portion of the app is working smoothly. We are in discussions with our vendors to get the bugs worked out.

3)Automation Tools and Empowering staff

We have completed work on the updated event calendar software. We are always working on providing access or creating meaningful and relevant trainings for staff. We are working on feedback aggregation of data points as well as the most efficient way to capture stories staff observe of patron's experiences. We have created options for online registration for programs and study room booking. In the future we are looking at catalog and website upgrades and the addition of our eResources in the library catalog.

Questions: Trustee Vander Vries asked if the library had access to a net promotor score. Whitehurst responded that the data is geared towards institutions that sell things, so it's not an apples to apples comparison for the library.
Trustee VanderVries asked what, if anything is the library doing with AI (Artificial Intelligence)? Whitehurst said that he will occasionally use AI tools for idea generation. The library does not use any AI driven art or images; we believe in paying artists for their work and have a subscription to a stock image site, pay local photographers for images, or pictures taken by staff.

Trustee Behr said she noticed in the stats that website hits are down. Systems Administrator Rolfe Behrje addressed this saying it's because the bots are down and are getting filtered out. At times they were up to 50% of website hits.

II. Monitoring Reports

A. Asset Acquisition and Disposal Administrative Procedure

Library Director Klien prepared the Board last month with an advanced discussion of the Asset Protection procedures. In recent years, we have talked about using MiDeal as well as furniture contact purchasing over an RFP. This process makes a lot of sense for the library as these contracts are negotiated at the state level in larger quantities that make it a better deal for us, pre-vetted, and saves time for staff. Library Director Klien said that the presented document has been updated to include group purchasing. She asked if trustees had any comments or questions about the presented document. Trustee Behr asked about Item 4 - conflict of interest. Library Director Klien said that the Board has the over riding approval. Any conflict or reasoning for selecting a certain vendor just needs to be documented. Behr also referred to Item 8G - contract awarded to local vendors. She asked if we need to define that? Klien recommended leaving the term open as local could mean Portage, it could mean Southwest Michigan, or could refer to the State of Michigan. Behr's final question was about Sale of Library Property - Item E. Klien said internal items could be sold at a fair price as long as staff had an equal opportunity to purchase an item (ex. a random drawing).

> **MOTION:** It was moved by Trustee Behr and supported by Trustee Vander Vries that the Library Board approve the Asset Acquisition and Disposal Administrative Procedure as presented. Vote 5-Yes, 0-No, 2-Absent (Baker, Whitlock). Motion carried.

B. Monitoring Report on Executive Limitation: Asset Protection

C. Monitoring Report on Executive Limitation: Financial Planning & Budgeting

D. Monitoring Report on Executive Limitation: Financial Condition & Activities

Library Director Klien said that there was only one change to the presented Monitoring Reports and that was a reference back to the change in the Asset Aquisition and Disposal Administrative Procedure that was just approved. She asked if there were any questions regarding the Monitoring Reports and there were none.

MINUTES

VII. Library Director's Reports

A. Final remarks by Library Director for the March 18, 2024 Library Board Meeting.

Library Director Klien said she was pleased to report that she has connected with the requested guest speakers for 2024 Library Board Meetings. Guests are scheduled as follows: April 2024 - Representative Christine Morse, May 2024 - Kim Phillips Director of Senior Citizen Services at Portage Zhang Senior Center, and October 2024 Senator Sean McCann.

Library Director Klien said that she would be on vacation Friday, March 22 - Sunday, March 31. Head of Youth Services Laura Wright and Head of Adult Service Lawrence Kapture will be in charge in my absence.

Library Director Klien and Head of Circulation and Technical Services Abby Pylar will be going to Ohio to attend the PLA Conference April 2nd-5th.

VIII. Process Evaluation

E. Suggestions for Agenda Items to be included on the April 22, 2024 Board Meeting
1. Minutes of the Regular Meeting held on March 18, 2024.
2. Review of Art Exhibit Gift Policy.
3. Review of Programming Policy.
4. Report from Board Liaison to the Friends of the Library.
5. Scheduling of mid-year meeting with the Library Director.
6. 1st Quarter Financial Report for FY 2024.
7. 1st Quarter 2024 Strategic Plan Report
8. Monitoring Report on Executive Limitation: Fundraising Activities.
9. Guest: Michigan State Representative: Christine Morse, 40th House District

A. Miscellaneous

IX. Adjournment

Library Board Chair Vance said if there was no further business to be considered, that he would adjourn the regular board meeting of March 18, 2024.

DISPOSITION: The regular board meeting of March 18, 2024 was adjourned at 6:42 PM.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary

Director's Report
April 2024

Adult Services

On Tuesday, March 12th, Adult Librarian *Ruth Cowles* held a discussion night about the book Dune by Frank Herbert. Twenty patrons gathered to learn why Herbert wrote Dune, how he got it published, and a quick summary of the book. Ruth described the book as Game of Thrones in space and without dragons. At the end of the discussion, Ruth handed vouchers to each attendee, which were good for two tickets to Celebration Cinema at Crossroads. The library rented a 50-seat theater to watch Dune: Part 2 on the big screen. Thirty community members came to the movie and enjoyed the show.

Patron reaction: *"I appreciated the Dune book discussion in advance of seeing the movie. It greatly helped me follow the story." "Thanks so much for the movie tickets and the extra effort to provide something so unique."*

STEAM Librarian *Jane Fleming* worked with local NASA Ambassador Lisa Wininger to present two programs for Youth about the April 8th total solar eclipse. There were two sessions, on March 18th and 27th, in the Makerspace and both were a combination of information about the eclipse as well as hands-on activities. One session was geared for elementary aged students and the other was targeted more for teens. Participants learned about the eclipse and were able to ask questions and then moved to various stations where they made pinhole boxes, decorated eclipse glasses, and created paper circuits to track the path of the eclipse. There was a total of 45 attendees for both sessions.

Patron reaction: *"This was so much fun! I'm going to show my brother how to make a pinhole box so we can both have one."*

On Friday, March 22nd, Adult Programming Librarian, *Rachael Wiegmann* , hosted the Author Hop. Adult Services staff *Ruth Cowles*, *Jane Fleming*, *Lawrence Kapture*, *Rosemary Cotter*, and *Jacob Lambert* assisted with this program. We had over thirty authors participate in this event, writing in varying genres. In total, there were 130 people who stopped by the library during 5:00 pm -8:00 pm. The adult department received a card from a participant that thanked the PDL staff for hosting the event.

Author Comment: *"Thanks for a great Author Hop! Everything was so nice and organized, I really appreciated this event and all your hard work. Please keep me posted about future author events at PDL!"*

Outreach Librarian *Sara Weyenberg* cohosted the Reading Together author event with Kalamazoo Public Library, Parchment Community Library, and Western Michigan University on March 23rd. Bestselling author R. F. Kuang gave prepared remarks, did a question-and-answer session, and signed books at Chenery Auditorium in Kalamazoo for the approximately 450 people in attendance. The audience was comprised of a wide variety of demographics, and everyone was very pleased with the event.

We received the Charlie Cart in late March! There is a meeting set up with a local chef soon. We also have started to schedule Cookbook Club programs which will utilize the Charlie Cart.

Author R.F Huang

Dune Book Display in Adult Services

The new Charlie Cart!

Youth Services

140 children and adults attended Craftapalooza during spring break week. Art completed at previous events was used for collage, and pieces created during Craftapalooza were displayed throughout the rest of the event. Both children and caregivers enjoyed creating and viewing what others had made.

Attending Haverhill and Woodland Elementary's Family Nights helped support efforts in March is Reading Month. Library resources and events were shared at both family nights, along with button makers.

Youth Staff celebrated March is Reading Month with Gilden Woods Daycare by providing story time to 3 classrooms, reaching about 50 children aged 2 through 4.

In response to patron interest expressed on a parent feedback board after AM storytimes, Youth Staff has begun Bedtime Storytimes. Attendees appreciate the option to attend after work as a family.

Bedtime Storytime with Ms. Kristy

Storytime with Mr. Steve

Circulation and Technical Services

Over the last month, we sent out 1,537 text messages pertaining to overdues, bills, and membership renewals. We also had 1,119 students use their PASS cards. Also in March, we started putting a small display of items at the circulation desk for patrons to check-out. We started to put face-out displays throughout the adult collection, and then we decided to do some at our desk, as well. We have had many positive responses to these! Every day, we are filling in the empty displays. We had one patron mention, "I really like the books that have been up here on display. I have taken three of them already! Keep doing them!" This is a great and free way to display items in our collections!

Personnel

The library hired two (2) candidates for the position of Makerspace/Creation Station Assistant. *Elise Gettig* and *Sean Cornish* started on April 1st and April 2nd, respectively. The HR team continues to complete the update of the Employee Handbook. There are currently a few open items and the handbook will be rolled out to staff. The Business Services team is working on preparing the Fiscal Year 2023 financial statements and having all work completed by April 29, 2024, for the auditors. A new Governmental Accounting Standards Board (GASB96) pronouncement effective in 2023 will require a significant amount of work in the lead up to the audit. Information is being gathered for this work and Rehmann will conduct a review of the information submitted by the library and calculate an adjustment for the library by the beginning of the audit. Phase II of the HR project to update job descriptions and create a new year-end staff evaluation tool is on-going and will continue throughout the remainder of the year. Currently, supervisors are reviewing the job descriptions for positions under their purview to make amendments to duties as they have evolved over the year. The Business Manager met with Rose Street Advisors to begin the process of recruiting, interviewing, and hiring a new Facilities Manager. The library's current Facility Manager, *Doran Lefaive* will be retiring at the end of May. Rose Street Advisors has conducted interviews and provided the library with three (3) candidates to review and possibly interview. The library is aiming to have a replacement on board by the end of May.

Maintenance & Building Services

Building services involved the pest control treatment, electronic recycling pick-up, installed fire extinguisher overhead signage, building water softener repair, HVAC quarterly filter change and lubrication, boiler water quarterly adjustment, organized electrical room #1, American flag swap, organized building blueprints, monthly check-in of performance goals, adult services workroom emergency light driver replacement, parking lot salting monitoring, annual sewer jet cleaning, Atrium shelving canopy installation, assembled adult service rack, disassembled music shelving and removed from library, participated in second strategic planning and donation reviews during Admin meetings.

Facilities Manager *Doran Lefaive* submitted his resignation effective May 31, 2024.

IT Department

The IT department has selected Moss Communications (8x8) to provide its Cloud Hosted VoIP Telephone system. The library received and reviewed quotes, hosted demonstrations and checked references. Moss Communications was cost competitive, demonstrated functionality of their 8X8 solution and was praised for their reliability and customer support. The library is currently finalizing the details from their quote and beginning network configuration for the planned VoIP switch.

The Portage District Library IT Department is actively working with Communico and library staff on our Library Mobile App replacement, working with the Tech Services department on a bibliographic and authority cleanup project, working with PPS to assure the PASS data exchange continues uninterrupted and SSL certificates are renewed in a timely manner.

Spotlight On:
Volunteers

The Role of Volunteers at PDL

While libraries have always been a hub for accessing information and engaging with literature, they have also transformed into multi-functional community spaces. As libraries add many opportunities for engagement, volunteers play a crucial role in maintaining and expanding library services. Volunteers contribute their time, skills, and passion to support librarians and staff, ensuring that the library remains an accessible resource for all. We as a staff are aware of the value provided by these teens and adults and are grateful for their continuous gifts of time and talent. Below is a small snapshot of what these individuals provide the Library.

Portage District Library Board

The Library Board is composed of seven elected members. The role of the Library Board is to represent the interests of library constituents. The purpose of the Board is to set the library's millage levy, control expenditures, establish policies, appoint and oversee the Library Director, and guide the future of the library through long range planning.

Adult Volunteers

Many of our adult volunteers shelve returned materials to their rightful place so they can be checked out again. However, we also have volunteers who give their time to meet very specific needs. Every week, one volunteer comes in to pull books, leaving the new section to be turned over to the old. A couple comes in every Wednesday to take off the new stickers and wipe all the books free of goo. Another volunteer uses the RFID scanner to locate lost, claimed returned, and missing items. She finds five to twenty items each week. In 2023, close to thirty adult volunteers gave over 600 hours of their time.

Friends of the Portage District Library

Run by an eleven-person board, this volunteer group supports the library by holding book sales every other month and then funds requests from library staff and the summer reading program every year. A core group of up to twenty volunteers sorts through our many donations and organizes the sales. In 2023, volunteers gave over 1,000 hours.

Seed Library and Monarch Waystation Volunteers

The library had 13 adult volunteers helping with the Seed Library in 2023 serving over 100 hours. We distributed over 3,000 envelopes of veggies, herbs, and annual seeds in 2023. Volunteers packaged over 5,000 envelopes of native plants seeds for distribution which started December 1, 2023 and will continue through Spring 2024. Many of these volunteers are Kalamazoo Master Gardeners.

In 2023, there were 6 volunteers who logged 50 hours of service assisting staff in maintaining the library's Monarch Waystation and native plantings. This includes planting plugs, weeding, and watering.

Book Buddies

The Book Buddies are a group of students from Portage Northern High School who volunteer with the Portage District Library Youth Department to foster mentoring and modeling relationships between NHS students and community families via programming and creative & educational opportunities. The Book Buddies work with the Youth Librarians to create fantastic programming throughout the school year, including the annual Book Buddies Books and Treats event at Halloween, where hundreds of kids receive free books and candy. This year, Book Buddies have also been integral in Elementary Maker programs and in immersive programming like Part of the Art and Hot Wheels fun. They have donated over 120 hours of their time during 22 events this 23-24 school year thus far. (This group is possible because Board Member Jeanne Friedman donates her time outside of school hours to provide this opportunity.)

Teen Volunteers

Teen volunteers help out around the Youth Department by tidying up, restocking passive programming supplies, preparing craft materials for programs, making buttons for the Summer Reading Program, and so much more! To become a volunteer, teenagers ages 14 and up complete a work permit before signing up for shifts on the Teen Volunteer Calendar at the Youth Information Desk. Each volunteer shift is two hours long. Teen volunteers often become familiar faces around the Youth Department and our staff delights in having them around.

Work-Based Experience Volunteer

During the 2023-24 school year, our Work Based Experience student, Lauren, came to assist us each day from 12:15 until 1:20. Monday through Thursday, Lauren cleans most of our Preschool Room toys and Baby Toddler storytime toys, and on Friday she helps with other projects as necessary, often removing blue stickers from books that are coming off of "new". From mid-September until the present time, Lauren has put in more than 150 hours helping us keep our toys clean, which is an unending and very necessary task.

Memo

Budget Amendment for Restricted Donations

To: Portage District Library Board
From: Christy Klien, Library Director
Date: April 16, 2024

BACKGROUND

It is my pleasure to announce that the Portage District Library has received two generous donations that have been directed for specific uses.

- $50 donation to support the PDL Seed Library
- $50 donation to support New Adult Fiction

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2024 Budget to increase the Seed Library Materials line by $50 and the Adult Fiction Materials line by $50.

Financial Condition Report

March 2024

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 $7,282,230
Expenditures $1,571,663

Fund	2/29/2024	Changes	3/31/2024
General Reserve (13%)	$ 796,325	-	$ 796,325
Building Reserve	50,000	-	50,000
Benefits Reserve	29,741	-	29,741
Technology Reserve	111,305	-	111,305
Patio Feasibility Reserve	4,700	-	4,700
Bldg. Improvement Reserve	731,419	-	731,419
Personal Property Tax Reserve	805,946	-	805,946
Library Endowments	75,542	-	75,542
Unassigned Fund Balance	6,404,668	-	6,404,668

Policy: 2. Indebt the organization money in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days.

Director's Response: No new money has been borrowed that cannot be repaid within 60 days.

Policy: 3. Use any long-term reserves.

Director's Response: No reserves have been used.

Policy: 4. Conduct inter-category shifting in amounts greater than can be restored to a condition of discrete fund balances by certain, otherwise unencumbered revenues within 30 days.

Director's Response: No Inter-category shifting has taken place.

Policy: 5. Fail to settle payroll and debts in a timely manner.

Director's Response: Payroll is processed by Paylocity. (Payroll service) bi-weekly. Payables are also Processed monthly or "as needed".

Policy: 6. Allow tax payments or other government-ordered payments for filings to be overdue or inaccurately filed.

Director's Response: All reports and tax payments are filed according to policy.

Policy: 7. Make a single purchase or commitment of greater than $10,000 not already found in the budget. Splitting orders to avoid this limit is not acceptable.

Director's Response: No unbudgeted purchase that exceeds $10,000 has been made.

Policy: 8. Acquire, encumber or dispose of real property.

Director's Response: No real property has been acquired, encumbered, or disposed.

Policy: 9. Fail to aggressively pursue receivables after a reasonable grace period.

Director's Response: All receivables are being pursued according to policy.

Policy: 10. Fail to provide the Library Board with a one page monthly financial indicator monitoring report and a quarterly background financial monitoring report.

Director's Response: A financial indicator monitoring report is provided each month and a quarterly background financial monitoring report is provided each quarter.

Policy: 11. Fail to arrange for an external financial audit of the library services.

Director's Response: An external audit of the library is conducted each year and results presented to the library board.

Policy: 12. Fail to have appropriate authorized signatures on bank documents: Library Director, Library Business Manager and Library Board Chair.

Director's Response: Appropriate authorized signatures are on all bank documents.

Policy: 12-A. Fail to have a 2nd 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.

Statistical Report

March 2024

	Month Statistics			YTD Statistics		
	Mar-24	**Mar-23**	**CHANGE**	**2024**	**2023**	**CHANGE**
Circulation/Collections						
Total Library Circulation	**78,043**	**79,378**	**-1.68%**	**230,250**	**222,652**	**3.41%**
Adult - Books	16,354	17,555	-6.84%	49,832	50,298	-0.93%
Adult - A/V	3,492	4,333	-19.41%	11,490	12,148	-5.42%
Youth - Books	32,021	33,677	-4.92%	90,127	92,225	-2.27%
Youth - A/V	3,244	3,596	-9.79%	9,907	8,714	13.69%
Hot Picks	654	1,006	-34.99%	2,219	2,685	-17.36%
E-Material	20,428	17,036	19.91%	60,910	50,125	21.52%
ILL - PDL Requests	1,105	1,262	-12.44%	3,401	3,531	-3.68%
ILL - Other Lib. Requests	745	913	-18.40%	2,364	2,926	-19.21%
Self-Checkout Percentage	**54.02%**	**53.23%**		**52.35%**	**53.44%**	
Total Library Collection	**177,433**	**177,808**	**-0.21%**			
Adult - Books	71,280	72,935	-2.27%			
Adult - A/V	11,985	13,794	-13.11%			
Youth - Books	84,464	80,397	5.06%			
Youth - A/V	7,149	7,998	-10.62%			
Hot Picks	2,555	2,684	-4.81%			
Net Acquisitions	**483**	**37**	**1205.41%**	**(995)**	**(142)**	**-600.70%**
Purchased - Books	1,706	1,832	-6.88%	3,895	4,829	-19.34%
Purchased - A/V	87	162	-46.30%	555	377	47.21%
Donated - Books	0	0	0.00%	0	0	0.00%
Donated - A/V	0	0	0.00%	0	0	0.00%
Material Discarded	(1,310)	(1,957)	33.06%	(5,445)	(5,348)	-1.81%
*Total In-House Usage**	**0**	**0**	**100.00%**	**0**	**0**	**n/a**
In-House Periodical Usage	0	0	100.00%	0	0	n/a
In-House Book Usage	0	0	100.00%	0	0	n/a
Patrons						
Total Patrons	**33,352**	**33,647**	**-0.88%**			
Adult	16,319	16,362	-0.26%			
Youth	2,319	3,172	-26.89%			
Non-Resident	198	173	14.45%			
Reciprocal	3,085	3,100	-0.48%			
Internet User	599	400	49.75%			
PASS Users	10,773	10,380	3.79%			
Professional	59	60	-1.67%			
Net Patrons	**134**	**(32)**	**518.75%**	**213**	**(3,605)**	**105.91%**
Adult	230	224	2.68%	670	715	-6.29%
Youth	18	22	-18.18%	53	64	-17.19%
Non-Resident	6	3	100.00%	8	10	-20.00%
Reciprocal	80	64	25.00%	228	184	23.91%
Internet User	59	43	37.21%	172	111	54.95%
PASS Users	82	17	382.35%	85	87	-2.30%
Professional	0	0	0.00%	2	0	100.00%
Patrons Removed	(341)	(405)	15.80%	(1,005)	(4,776)	78.96%

Statistical Report

	Month Statistics			YTD Statistics		
	Mar-24	**Mar-23**	**CHANGE**	**2024**	**2023**	**CHANGE**
Library Building Usage						
Total Meeting Room Usage	**796**	**786**	**1.27%**	**2,486**	**1,975**	**25.87%**
Internal/Collaboration	106	68	55.88%	333	129	158.14%
External/Outside Usage	690	718	-3.90%	2,153	1,846	16.63%
Total Program Audience	**3,801**	**2,800**	**35.75%**	**8,992**	**7,476**	**20.28%**
Adult	1,401	470	198.09%	2,521	1,892	33.25%
Youth	2,272	2,160	5.19%	6,095	5,244	16.23%
Heritage Room	128	170	-24.71%	376	340	10.59%
Total Number of Programs	**97**	**89**	**8.99%**	**275**	**281**	**-2.14%**
Adult	41	38	7.89%	114	124	-8.06%
Youth	53	49	8.16%	154	152	1.32%
Heritage Room	3	2	50.00%	7	5	40.00%
Total Volunteer Hours	**199**	**231**	**-13.85%**	**504**	**627**	**-19.62%**
Adult	61	57	7.02%	170	157	8.28%
Youth	46	53	-13.21%	100	146	-31.51%
Technical	12	23	-47.83%	35	70	-50.00%
Circulation	46	61	-24.59%	97	141	-31.21%
Administration	34	32	6.25%	102	99	3.03%
Community Service	0	5	-100.00%	0	14	-100.00%
Total Front Door Traffic	**20,976**	**21,341**	**-1.71%**	**57,639**	**58,113**	**-0.82%**
Total Youth Services Traffic	**14,998**	**15,443**	**-2.88%**	**42,652**	**42,144**	**1.21%**
Total Business Center Traffic	**0**	**0**	**0.00%**	**0**	**0**	**0.00%**
Information Access/Reference/Research						
Total Reference Transactions	**6,027**	**7,285**	**-17.27%**	**17,987**	**20,708**	**-13.14%**
Adult Phone	461	453	1.77%	1,509	1,396	8.09%
Adult Ready Reference	1,060	2,163	-50.99%	3,547	5,932	-40.21%
Adult Reference	171	208	-17.79%	589	685	-14.01%
Youth Phone	55	50	10.00%	203	202	0.50%
Youth Ready Reference	2,834	2,750	3.05%	8,028	7,786	3.11%
Youth Reference	445	373	19.30%	1,152	965	19.38%
HR Phone	16	17	-5.88%	33	39	-15.38%
HR Ready Reference	478	484	-1.24%	1,002	1,016	-1.38%
HR Reference	17	20	-15.00%	37	43	-13.95%
Circ Phone	248	266	-6.77%	879	902	-2.55%
Circ Ready Reference	128	276	-53.62%	584	1,031	-43.36%
Circ Reference	114	225	-49.33%	424	711	-40.37%
Total Edutainment LAN Use	**379**	**376**	**0.80%**	**934**	**954**	**-2.10%**
Total Internet Computer Use	**1,536**	**1,527**	**0.59%**	**4,396**	**4,352**	**1.01%**
Youth Computers	144	156	-7.69%	490	481	1.87%
Adult Computers	1,387	1,369	1.31%	3,896	3,864	0.83%
Laptop Computer Circulated	5	2	150.00%	10	7	42.86%
Total Electronic Transactions	**45,050**	**70,287**	**-35.91%**	**127,749**	**215,544**	**-40.73%**
WebSite Hits	34,485	59,224	-41.77%	95,381	182,154	-47.64%
WebCatalog Sessions	9,021	9,451	-4.55%	27,203	27,897	-2.49%
Licensed Database Hits	1,544	1,612	-4.22%	5,165	5,493	-5.97%

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

Library Closed due to COVID-19 on March 13, 2020

Christy Klien, Library Director

PDL Events

Drop-In Hours @ The Makerspace
Wednesday, May 1 | 2:00pm - 4:00pm

70's Trivia!
Go back to the 70's through
this time capsule
Thursday, May 2 | 6:00pm - 8:00pm

Exploring Options with Warren
The Basics of Investing with Options
Thursday, May 2 | 10:00am - 11:30am

Muffins and the Market
An Investment Discussion Group
Thursday, May 2 | 9:00am - 10:00am

Drop-In Hours @ The Makerspace
Thursday, May 2 | 6:00pm - 8:00pm

Drop-In Hours @ The Makerspace
Monday, May 6 | 2:00pm - 4:00pm

7th Annual Summer Movie Preview
Tuesday, May 07 | 7:00pm - 8:00pm

Make It @ The Library
Personalized Straw Sun Hat
Tuesday, May 7 | 2:30pm - 4:00pm

Introduction to Watercolors
with Sarah Nott
Tuesday, May 7 | 6:30pm - 8:00pm

Bedtime Storytime
Wednesday, May 8 | 7:00pm - 7:30pm

Drop-In Hours @ The Makerspace
Wednesday, May 8 | 2:00pm - 4:00pm

Early Elementary Book Club
Young Authors
Wednesday, May 8 | 6:00pm - 7:00pm

Middle Grade Book Club
4th-6th Grade
Wednesday, May 08 | 6:00pm - 7:00pm

Drop-In Hours @ The Makerspace
Thursday, May 09 | 6:00pm - 8:00pm

Meet the Charlie Cart!
Check out our latest addition!
Thursday, May 9 | 3:00pm - 4:00pm

International Mystery Book Discussion
"Birnam Wood"
Thursday, May 9 | 7:00pm - 8:00pm

Documentary and Donuts
"Good Ol Girl"
Friday, May 10 | 10:00am - 11:30am

Drop-In Hours @ The Makerspace
Monday, May 13 | 2:00pm - 4:00pm

Introduction to D&D
with Dungeon Master Amy!
Tuesday, May 14 | 6:00pm - 8:00pm

Knot for Profit
A Fiber Arts Club
Tuesday, May 14 | 2:30pm - 4:30pm

The Mediterranean Way of Eating
with Registered Dietitian, Gretchen Kauth
Wednesday, May 15 | 6:00pm - 7:00pm

Make It @ The Library
Personalized Straw Sun Hat
Wednesday, May 15 | 6:30pm - 8:00pm

Cookies and Conversations Book Group
"Pineapple Street," by Jenny Jackson
Wednesday, May 15 | 2:00pm - 3:00pm

Drop-In Hours @ The Makerspace
Wednesday, May 15 | 2:00pm - 4:00pm

Drop-In Hours @ The Makerspace
Thursday, May 16 | 6:00pm - 8:00pm

eBikes 101
Decide if eBikes are right for you
Thursday, May 16 | 6:00pm - 7:30pm

Muffins and the Market
An Investment Discussion Group
Thursday, May 16 | 9:00am - 10:00am

Kalamazoo Macintosh Users' Group
Meeting
Saturday, May 18 | 9:00am - 12:00pm

Saturday Sound Immersion
Saturday, May 18 | 10:00am - 11:00am

Kalamazoo Valley Genealogical Society
General Meeting & Program
Monday, May 20 | 7:00pm - 8:30pm

Make It @ The Library
Personalized Straw Sun Hat
Monday, May 20 | 10:30am - 12:00pm

Drop-In Hours @ The Makerspace
Monday, May 20 | 2:00pm - 4:00pm

Plots and Pages
A Local Writers' Group
Tuesday, May 21 | 6:00pm - 8:00pm

Acrylic Ink and Watercolor Painting
Learn to Blend Two Styles Together
Tuesday, May 21 | 6:30pm - 8:00pm

Drop-In Hours @ The Makerspace
Wednesday, May 22 | 2:00pm - 4:00pm

Family Goth Day
Wednesday, May 22 | 6:00pm - 7:00pm

Drop-In Hours @ The Makerspace
Thursday, May 23 | 6:00pm - 8:00pm

Literacy Advocacy Orientation
with the Kalamazoo Literacy Council
Thursday, May 23 | 6:30pm - 8:00pm

Knot for Profit
A Fiber Arts Club
Tuesday, May 28 | 6:00pm - 8:00pm

Drop-In Hours @ The Makerspace
Wednesday, May 29 | 2:00pm - 4:00pm

Kalamazoo Area Wild Ones
Seeking Spiritual Connectedness with the Plant Nation
Wednesday, May 29 | 6:30pm - 8:00pm

Estate Planning
Learn the Basics
Wednesday, May 29 | 5:30pm - 6:30pm

Drop-In Hours @ The Makerspace
Thursday, May 30 | 6:00pm - 8:00pm

MLA ADVOCACY NEWS

March 2024

Note From Debbie
March 28, 2024

How do you show your community your value and importance? How do you know your local libraries have impact? How do you document the economic benefits, the educational benefits, the social benefits and the health and well-being benefits that your library contributes into making your community the thriving and dynamic places that they are?

As Kate Pohjola Andrade from the Woodlands Library Cooperative stated at our most recent Advocacy Hour, collecting appropriate data is the key to knowing the answer to any of these questions – from a national, statewide or local perspective. On a federal level, we are thankful for the data provided and collected by the American Library Association. From a statewide angle, the Library of Michigan, Michigan Library Cooperatives and MLA are collecting the kind of data that you may find amazing.

Hopefully you all take an hour or two to digest the most current State Aid Reports and all the tabs that get you exactly what you might be looking for (to be honest, MLA sends a lot of trustees to this site to do salary and benefit comparisons for new directors.) Learn more at https://www.michigan.gov/libraryofmichigan/libraries/admin/statistics

Just last year, MLA did a statistically valid statewide poll of 800 voters. A few of the general data findings include:

71% solid majority of all respondents gave local public libraries in Michigan a positive rating for the job they are doing providing programs, services and a diverse, quality collection of books and other materials to their library patrons. A 79% majority of Democrats, 68% of Independents and 65% of Republicans offer a positive job rating.

A 57% majority of all respondent households use the programs and services of their local public library at least, "a few times a year."

A 77% solid majority of all respondents agreed that "local public libraries should have a diverse collection of books and reading materials that represents the community and the world around us."

But at the local level, how do you know the return on investment (ROI) that your public library has when valuing the crucial role they play in serving as vital hubs of education, culture, and social engagement? How do we know that citizens love our library?

First and foremost, we can guarantee that these questions can be answered very simply: it is evident in your local citizens active participation at your library, in their advocating on behalf of the library in challenging times, and probably most important through their VOTE to fund a local library millage. Close to $430 Million dollars is currently approved in communities large and small by voters in the state of Michigan to fund their local libraries. What can we derive from that?

Millages are the lifeblood of Michigan Public Libraries. Some people believe libraries are mostly funded by things like donations or book sales but that is not the case.

MLA ADVOCACY NEWS

Libraries are essential to the fabric of our communities. Statewide, 85% of local library funding comes from millages voted for by local communities. Local voters choose to fund local libraries! Michigan's libraries are vital hubs of learning and enrichment, fostering community connections and fostering lifelong learning. Local funding from millages, ensures libraries remain vibrant resources accessible to all!

So where can you get the data for your local library to prove to the citizens of your community that their hard earned money that goes to fund a local millage has the kind of ROI that shows value and importance?

We are sure there are others, but we wanted to point you to a resource that we have been given permission to share from the Ohio Library Council. Their recently updated Return on Investment calculator (2023) is a valuable tool available to libraries. Note, some of the information is outdated but will updated later this year. The ROI Calculator is in an Excel spreadsheet to be completed by a library and includes instructions on how to complete the calculator, an explanation of what the ROI figures mean, and notes on the pricing and cost assumptions.

Download the ROI Calculator https://olc.org/blog/2023/03/06/updated-version-of-roi-calculator-now-available-2/

Public libraries are valued not only for their tangible benefits but also for the intangible contributions they make to the social fabric, cultural identity, and quality of life within the community. Their mission to provide access to information and knowledge; support for literacy and education; provide cultural enrichment and community engagement; provide digital inclusion and technological access; serve as community spaces and social connections; preserve local history and heritage; and contribute to the local economy by supporting workforce development and entrepreneurship initiatives through their contribution. When you can provide your value in data form and a citizen can provide the story of how the library has transformed their family's lives – it is a powerful message.

Always remember – no data without a story, no story without data.
Deborah Mikula, Executive Director

MLA ADVOCACY NEWS

ALA Releases 2023 Censorship Data, Reports Record Number of Unique Book Titles Challenged in 2023

The surge in book censorship and the number of titles targeted for censorship during 2023 reached unprecedented levels. According to the American Library Association (ALA), there was a 65 percent increase in the number of titles targeted for censorship compared to the previous year. In 2023, 4,240 unique book titles were subject to censorship efforts, surpassing the previous high of 2,571 titles in 2022.

Several key trends emerged from the data collected by ALA's Office for Intellectual Freedom:

Public Libraries Under Pressure: Pressure groups in 2023 not only focused on school libraries but also intensified their efforts against public libraries. The number of titles targeted for censorship in public libraries increased by 92 percent compared to the previous year, while school libraries experienced an 11 percent increase.

Demand for Censorship of Multiple Titles: Groups and individuals advocating for censorship often targeted multiple titles simultaneously, sometimes numbering in the dozens or hundreds.

Representation Matters: Titles representing the voices and lived experiences of LGBTQIA+ and BIPOC (Black, Indigenous, and People of Color) individuals constituted 47 percent of those targeted for censorship.

Michigan Challenges: Attempts to restrict access to books: 42. Titles challenged in those attempts: 67.

ALA will unveil the list of the Top 10 Most Challenged Books in the U.S. for 2023 on Right to Read Day, Monday, April 8, as part of the release of the State of America's Libraries Report that kicks off National Library Week.

ALA compiles data on book challenges from reports filed by library professionals in the field and from news stories published throughout the United States. Because many book challenges are not reported to the ALA or covered by the press, the data compiled by ALA represents a snapshot of book censorship.

Visit ALA's website for more information about ALA's intellectual freedom efforts and a heat map of censorship challenges by state. Learn more at ala.org/advocacy/bbooks/book-ban-data.

Portage District LIBRARY

Programming Policy

The Portage District Library ("Library") supports its mission of connecting people to ideas, information, experiences and materials that provide enjoyment, enrich peoples' lives, and strengthen our community by developing and presenting programs that provide additional opportunities to further the Library's mission to provide for information, learning, and entertainment. Programming is an integral component of Library service that:

· Expands the Library's role as a community resource

· Introduces patrons and non-users to Library services

· Provides entertainment

· Provides opportunities for learning

· Expands the visibility of the Library

· Furthers the mission of the Library

I.   Program Determination

Ultimate responsibility for programming at the Library rests with the Library Director, who administers under the authority of Portage District Library Board ("Library Board"). The Library Director, in turn, delegates the authority for approved program management to the Assistant Director/Program Coordinator, who oversee this responsibility through delegation to designated staff. The Library Director has the discretion to determine which programs the Library shall sponsor or co-sponsor. This policy does not apply to any program that is not conducted or co-sponsored by the Library.

II.   Criteria for Programs

Library staff plans and develops programs for the community based on relevance to community interests and issues, popular appeal, the mission of the Library and suitability for general or targeted audiences.

Program presenters are chosen for their expertise and public performance experience. Program presenter shall be required to undergo a criminal background screening.

The Library does not plan programs or classes that are commercial in nature. Although a professional or businessperson may be invited to speak, the purpose of the program is to educate, inform, or entertain and otherwise further the Library's mission. Programs are not designed for commercial purposes or for the solicitation of business.

III.   Co-Sponsorship of Programs

The Library may co-sponsor programs with other persons, agencies, organizations, and institutions. The Library Director has the sole discretion to determine whether to co-sponsor a program according to the criteria set forth in this Programming Policy. If the Library desires to co-sponsor a Library program, these individual or organizational partners must coordinate marketing efforts with the Library's Assistant Director/Program Coordinator. No co-sponsor may use the Library's name in any marketing material without prior approval of the Library Director. If a person or organization desires to co-sponsor a program, the person or organization shall make such request in writing to the Library Director.

IV. Non-discrimination

The Library does not discriminate in its programs. Library sponsorship or co-sponsorship of a program does not constitute endorsement of the content or the views expressed by the presenter or the participants. Program topics, speakers, and resources are not excluded from programs because of possible controversy, and the Library will strive to offer multiple viewpoints.

V. Program Attendance

Library programs and classes are open to the public; however, due to the nature of certain programs, attendance may be limited. For example, some children's programs may be limited based on age.

Further, attendance may be limited based on the occupancy permitted in the room. When occupancy limits must be established, advanced registration may be required.   In the cases where advanced registration is not required, the Library may limit the number of people that may attend any program at the door. Attendance will be determined on a first come, first served basis, either with advanced registration or at the door.

Generally, Library programs are free; however, some classes or programs may require a nominal materials fee or require a ticket to be purchased.

VI. Library Staff

Library staff members who present programs or classes do so as part of their regular job and are not hired as outside contractors.

VII. Programming Concerns

The Library welcomes expressions of opinion from patrons concerning programming. If a patron questions a Library program, he/she should first address the concern with the Library Director. Patrons who wish to continue their request for review of Library programs may submit the Request for Reconsideration form to the Library Director. Requests for review of programs will be considered in the same manner as requests for reconsideration of Library materials as outlined in the Library's Material Selection Policy.

VIII. Guidelines for Selling Books, Recordings, Art, or Other Items at Library Programs

Program presenters who are authors or artists are invited to sell and sign books, music, movies, and art following Library programs upon prior approval by the Library Director.

Art Exhibit Policy

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

Display areas may also be used for Library purposes such as to display materials from the Library's collection, or to publicize Library services, collections, or activities. Thus, this policy does not apply to the Library's use or co-sponsored use and the Library's use and co-sponsored use has first priority. When not used for Library sponsored or co-sponsored events, space designated by the Library for public use may be used for exhibits and displays pursuant to this Policy.

I. General Principles

A. It is not the goal of the Portage District Library to build an art collection.

B. Exhibit and display areas are available on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use.

C. The Library does not endorse content nor imply agreement or disagreement with beliefs or viewpoints expressed in the exhibits or displays.

D. Display space is limited.

II. Temporary Exhibits

A. Acceptance and placement of an art exhibit will be determined by the Library Director or designee. Those who wish to display their artwork at the Portage District Library must read and sign the "Art Where You Are Artist Contract". Permission for hosting an art reception, and for conducting any activities or mounting displays during an art reception, will be granted at the discretion of the Library Director or designee.

B. The Library reserves the right to determine at its sole discretion what materials will be displayed as well as scheduling, duration, and assignment of exhibit and display spaces. Applications for exhibits or displays will be reviewed in light of the Library's educational, cultural, intellectual, or recreational purpose and community interest. The limitations on space will also be taken into consideration.

C. Length of time for each display will be determined by the Library Director or designee. Set-up and removal dates will be determined in advance.

D. Sales transactions may occur on the library premises during gallery hops or special art receptions. However, artists must delay delivery of any purchased artwork to buyers until the agreed upon exhibit schedule at the library had concluded. No price tags may be affixed to any artwork on exhibit at the library, but price lists will be made available to the public at the Adult Information Desk for the duration of the art exhibit. Subject to the approval of the Library Director, artists may display their names, addresses, and telephone numbers on their artwork.

E. The Library must be provided with a license to use images of the artwork for Library uses, including but not limited to advertising, brochures, posters, catalogs, the Library's website or similar uses.

F. The Exhibitor may be identified by name within the exhibit or display.

G. The library's Curator is responsible for installing and labeling the exhibit or display on the agreed upon date.

H. All exhibits or displays must be set up and removed with as little interference as possible to the daily operations of the Library. Once the exhibit or display is installed, changes may be made only with Library approval.

I. The library's Curator shall remove the exhibit or display promptly on the agreed upon date at the end of the scheduled period. Exhibits or displays will be considered for exhibit for longer than the scheduled period with written approval of the Library Director or his/her designee.

J. The Library has the right to remove exhibit or display materials if they are not picked up by the agreed upon date. Exhibit materials may be disposed of if not claimed within sixty (60) days after the scheduled display period.

K. Exhibitors may not charge an admission fee or request donations.

L. Damages to the premises, equipment or furnishings as a result of the Exhibitor's use will be charged to the Exhibitor.

III. Decision and Appeal

A. The Library Director or his/her designee shall make the determination regarding the use of exhibit and display spaces. The Library Director or his/her designee has the right to review the materials, including promotion or publicity materials, in advance. The Library Director's decision shall be final.

B. Any person or organization aggrieved by the Director or designee's decision may appeal that decision to the Library Board. Such appeal shall be made within ten (10) business days of the decision. The appeal letter must indicate it is an appeal and be sent to the Library Director.

C. The Library reserves the right to remove any item from an exhibition or display on the above grounds or if the exhibition is a possible safety hazard, is too large for the display space, creates a maintenance problem, exceeds acceptable noise and light levels, interferes with the public service or other activities in adjacent Library areas or has been displayed without authorization.

Monitoring Report Reviewed and approved: 04-24-2023

Executive Limitation Policy on Fundraising Activities

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

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

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

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

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

Policy: **Permit the presentation of any fundraising program at the library without the approval of the Library Director.**

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

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

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

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

Director's Response: There have been no instances of the library entering into any fundraising agreement that requires the library to permanently endorse a product or promote an individual or business.

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

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

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

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

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

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

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

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

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

Director's Response: All donors are properly recognized with a letter of thanks following their donation. The library has received several donations of $5,000 or more and all have been significantly recognized through letters and personal contacts.

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

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

Memo

Scheduling of Mid-Year Meeting With the Library Director

To: Portage District Library Board
From: Tom Vance, Library Board Chair
Date: April 18, 2024

April is the month that a mid-year meeting with the Library Director is scheduled in order for the Library Board to assess current activities and to make sure that things are progressing appropriately and everything is on track with activities to accomplish the Ends and Activity Plan for the 2024 Strategic Plan.

This will be an agenda item for the April 22, 2024 board meeting and we can discuss the mid-year meeting with the Library Director at that time.

Memo

Allocation of Gifts & Donations From FY 2023

To: Portage District Library Board
From: Christy Klien, Library Director
Date: April 16, 2024

Background

At the February Board Meeting, the Library Board was told that staff were still discussing the best use of the unallocated donation funds for FY2023 in the amount of $32,226.45. After much consideration, the staff is recommending the following:

Huddle Table to enhance large study room technology $1,500
Artificial Foliage for Decorating Public Space $1,000
Educational Vinyl Banners for Courtyard $3,000
Bike Repair Station $2,500
Outdoor Furniture $8,226.45
Collections Enhancements for eMaterials and DEIA $16,000

Recommendation

I recommend that the Library Board approve the allocation of FY 2023 gifts and donations revenue to the following expenditure lines:

Huddle Table, Artificial Foliage, Educational Banners
$5,500 Adult Non-Capitol New Furnishings

Bike Repair Station and Outdoor Furniture
$10,726.45 Library Grounds

$16,000 Materials

Total: $32,226.45

Memo

Library of Things Policy

To: Portage District Library Board
From: Christy Klien, Library Director
Date: April 17, 2024

Background

As part of the Portage District Library's Strategic Plan, the library will begin offering a new Library of Things service to our community later this year. Please review the following recommended policy for review and discussion at the April 22, 2024, Library Board Meeting.

Portage District **LIBRARY**

Library of Things
Lending Policy and Agreement

I. Purpose and Selection

The Portage District Library recognizes the need to circulate items that may be outside the scope of traditional library materials. Therefore, the Library has developed a "Library of Things." The Library staff will select materials for the Library of Things based on the criteria identified in the Library's Material Selection Policy. Any requests for reconsiderations of "Things" will be processed under the same procedure as reconsideration of library materials in the Material Selection Policy.

II. Guidelines for Borrowing and Use

Portage District Library will provide a current list of "Things" but the list may be changed from time to time. The Library will divide the list into Tier 1 and Tier 2 items based on safety and financial factors. The Library does not guarantee the availability of any items on the list.

A. Tier 1 Things can be checked out by any PDL resident, paying non-resident, or teacher card in good standing. Tier 2 Things can only be checked out by PDL resident, paying non-resident, or teacher card in good standing that is age 18 and older.

B. A signed waiver form and a valid ID is required for Tier 2 items.

C. Checkout is 14 days with up to 2 renewals if there are no holds.

D. Items must be returned between checkouts.

E. Things must be checked out and returned to a staff member at the circulation desk of the Portage District Library where you will wait for the initial check-in of item.

F. Limit of 2 checkouts at a time

G. Patrons may not lend the Thing to another person. Patrons are fully responsible for items borrowed.

III. Patrons Must

A. Be a resident, paying non-resident, and teacher cardholder with Portage District Library

B. Be 18 years old or older to check out Tier 2 items. Provide a valid Driver's License or State ID with a picture and current address at the time of checkout and read, understand, and execute a Borrower's Agreement outlined below at the circulation desk.

C. Patrons 17 years old or younger may only check out Tier 1 Things.

IV. Fines and Liability

A. Checked-out material that is not returned within 28 days of the due date (or subsequent renewal dates) will be considered to be Lost Material by the Library, and the Lost Item fees and regulations will apply.

B. If a billed item is returned in good condition before being referred to collections, the bill will be removed from your account.

C. Accounts that have been billed for $25.00 or more in lost or damaged material and remain unresolved or unpaid for more than 28 days may be referred to a private notification service but not reported to a credit bureau. Once an account has been sent to collections, a non-refundable fee equal to the private notification service fee charged to the library will be charged to the user's account.

D. If any components of the Things or the packaging are lost, damaged, or altered, a replacement fee equal to the cost of the item will be billed to the user's account.

E. A list of replacement costs of Things is maintained by the Library and is available for viewing upon request.

F. The Library is not responsible for the loss of data, manufacturing defects in quality of workmanship or materials inherent in any borrowed Thing, or any damage caused while using a Thing.

G. Borrowers must cease using the Thing immediately and notify the Library if the Borrower has any concerns about the safety or state of repair of a Thing.

H. Michigan Penal Code, Act 328 of 1931, MCL 750.362 and 362a, provides that any person who converts for their own use or fails to return rented tangible library property shall be guilty of larceny, and may be prosecuted for a misdemeanor.

V. Care and Operation

A. The Thing may only be used and operated in compliance with the Library's policies and manufacturer's guidelines. Use care when handling and using the Thing. The Library makes no representation or warranty as to the fitness for use or condition of the items. Borrowers are responsible for reading and abiding by all manufacturer's recommendations, warnings, instructions for use, Library policies and all state and federal laws governing the use of that item.

B. Borrower shall not make any modifications or alterations to the Thing.

C. All Things shall be returned in the same condition as they were when issued, excluding normal wear and tear. All Things that are tools shall be returned clean. Return the Thing with all parts, components, and accessories.

VI. Violations and Appeals

A. The Library Director or designee may refuse to lend any of the Things if a patron has violated this Policy, including losing or damaging any Thing or violating terms of the Borrower's Agreement.

B. The patron may appeal the Library Director or designee's decision to the Library Board by filing a written appeal with the Library Board Chair within 10 business days of the notice of refusal.

Portage District
LIBRARY

Library of Things
Borrower Agreement

Patron Name: _____ **Library Card Number:** _____

Phone Number: _____

Item Borrowed:	Item Number:

Note: the item(s) must be returned on the due date before closing time.

I understand that I am fully responsible for the item(s) borrowed above (the term "Item" includes the item referenced above and all of the accessories for that item) and for the safe and timely return of the Item(s) to a Library staff member. **If the Item(s) or any part of the Item(s) are damaged, lost, or stolen, or late fees are incurred, I understand that I am responsible for all applicable charges.** My signature below indicates that I have read, understand, and agree to the terms of the Borrower Agreement and to pay for any items that are damaged, lost or stolen as determined by the Library. I agree to return the Item(s) by the due date and time listed on this Borrower Agreement. If the Item(s) are not returned by the due date, I understand that the Library has the authority to contact law enforcement to recover the Item(s) and that I may be subject to criminal charges. In addition, I grant my written consent for the Library to provide any information to law enforcement that is necessary to recover or assist in the prosecution regarding the Item(s) not returned by the due date.

In being permitted to borrow the Item(s), I hereby voluntarily waive, release, and discharge and covenant not to sue the Portage District Library, its successors, assignees, officers, agents, employees and volunteers (the "Releasees") for any and all claims, actions or demands of any kind, nature and description, including claims or actions for damages of death, personal injury, property damage and loss of data, and from any and all liabilities, damage, injuries, actions or causes of action either at law or in equity, whether caused by any defect in the Item, negligent act or omission of the Releasees, or otherwise arising out of or in any way related to or connected with my borrowing or use of the Item.

This is a legally binding release, waiver, discharge, and covenant not to sue, made voluntarily by me, the undersigned releaser, on my own behalf, and on my behalf of my heirs, executors, administrators, legal representatives, and assigns.

I have read the entire document and my signature below indicates my agreement with the above statements

Signature of Borrower: _____ **Date:** _____

Quarterly Financial Condition

Quarter 1: January 1 - March 31, 2024

Revenue

Percent of Year Gone --> 25%

General Ledger Category	1st Qtr Actual	% of Annual Budget	2024 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Received
Total Tax Revenue	$ 5,539,416	99%	$ 5,567,876	$ 5,463,495	$ 5,463,495	98%
State Aid Revenue	361,748	89%	408,753	361,748	361,748	89%
Other Revenue	167,919	93%	181,382	167,919	167,919	93%
Revenue (To)/from Reserves	1,289,068	100%	1,289,068	1,289,068	1,289,068	100%
Other Financial Sources	-	0%	962,350	-	-	0%
Total Revenue	**$ 7,358,151**		**$ 8,409,429**	**$ 7,282,230**	**$ 7,282,230**	**87%**

Expenses

General Ledger Category	1st Qtr Actual	% of Annual Budget	2024 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Spent
Total Salaries & Wages	$455,716	23%	$ 1,991,261	$455,716	$455,716	23%
Total Fringes & Benefits	167,868	23%	744,281	167,868	168,600	23%
Total Library Materials	189,404	24%	783,667	189,404	252,205	32%
Total Utilities	34,582	22%	159,100	34,582	34,582	22%
Total Buildings	62,950	23%	275,810	62,950	152,518	55%
Total Furnishings & Equipment	0	0%	49,500	24,500	25,000	51%
Total Supplies	23,699	10%	237,078	23,699	59,750	25%
Total Professional Services	81,189	18%	456,343	81,189	101,408	22%
Total Other Charges	167,399	35%	483,999	167,399	189,700	39%
Other Financial Uses	0	0%	962,350	0	0	0%
TOTAL OPER. EXPENSES	**$ 1,182,807**		**$ 6,143,389**	**$ 1,207,307**	**$ 1,439,479**	**23%**
TOTAL CAPITAL PROJECTS	$ 29,095	1%	$ 2,266,040	$ 29,095	$ 132,184	**6%**
TOTAL EXPENSES	**$ 1,211,902**	**14%**	**$ 8,409,429**	**$ 1,236,402**	**$ 1,571,663**	**15%**

EFFECT ON FUND BALANCE *	$ 6,146,249		$ -	$ 6,045,828	$ 5,710,567	

Cash Flow Analysis of all money including prior year(s)	
12/31/23 Audited Total cash (Fund Equity*) minus liabilities	$ 9,001,437
+ 2024 Revenues	7,282,230
- 2024 Operating Expenses	1,207,307
- Capital Projects	29,095
- General Reserves	796,325
- Building Reserves	50,000
- Benefits Reserve	29,741
- Technology Reserve	111,305
- Patio Feasibility Reserve	4,700
- Personal Property Tax Reserve	805,946
- Building Improvement Reserve	731,419
- Library Endowments	75,542
- Encumbrances	335,261
Total available cash as of 3/31/2024 (Fund Balance*)	$ 12,107,027

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

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

Property Taxes - Property Tax collections are on pace for this time of year. The Library has approximately $104,381 in outstanding budgeted property taxes as of March 31, 2024. The Library is expecting the annual payment from Kalamazoo County for all outstanding Real Property Taxes and from the City of Portage for PILOT funds in the 2nd or 3rd quarters. In FY2023 those payments were $94,543 and $10,300, respectively. The Library will continue to collect delinquent Personal Property Tax as they are paid in the current year and additional years. Chargebacks for propery tax appeals by the City of Portage and County of Kalamazoo are budgeted at $12,500 and have only been $130 for the year. This amount will increase as the year goes on, but has been under budget in prior years.

State Aid Revenue - The Library has not received any State Aid payments in the current year. The Library has received its distribution from the Local Community Stabilization Fund for eliminated personal property tax. The distribution was $361,748. This amount was $12,005 less than budgeted. It is anticipated that this amount will be made up for by State Aid payments from the State of Michigan, once received.

Revenue from Reserves - This category is used to track the inflow of funds from the various Reserve accounts, as well as from Unassigned Fund Balance. As part of the Library's FY2024 budget, the library will maintain 13% of its budget in its General Reserve. In doing so, the General Reserve from the prior year will be increased by $38,518 in FY2024. Funds have been added to the FY2024 budget for the following items: prior year encumbrances ($1,325,886); and restricted donations received in FY2023 ($1,700).

Other Revenue - Other Revenue appears slightly ahead of pace for this time of year. Interest income will be collected throughout the year as interest is earned. Revenue from interest in the 1st quarter has already surpassed the annual budget for this area. Fines and Fees are on pace for the year. The Library does not budget for donations, but instead chooses to request budget amendments when they are received and needed for use. The Library has received approximately $6,029 of donations and grants during the year that it has not requested budget amendments for in order to spend. Penal Fines are budgeted at $50,000, but will not be collected until July. The Library is anticipating a distribution from the Michigan Municipal Risk Management Authority (MMRMA) for building insurance premiums. If there is to be a distribution, the amount will not be known until later in the year.

Other Financing Sources/Uses - The Library pays its debt obligation out of its Debt Service Fund, and not the General Fund that is used for the vast majority of Library activity. Therefore, this line represents a transfer of funds from the General Fund to the Debt Service Fund to service the debt payment. Debt payments are due on May 1 and November 1. The May 1st debt payment is scheduled to be paid by ACH on April 25, 2024

Salaries & Wages - Salaries & Wages are slightly below pace for this time of year. The Library is close to fully staffed, but does have 2 part-time positions open in the Circulation Department. The current plan is to fill these positions with temporary help this summer, while the Library analyzes its need for these positions.

Fringes & Benefits - Fringes & Benefits are less than 25% expended as of March 31, 2024. This is due to four (4) employees opting out of the Library's insurance plan and picking up a spouse's insurance plan. Based on this scenario, there should be a surplus of funds at the end of the year.

Library Materials - This category shows that it is ahead of pace for this time of year. This is due to a large amount of encumbered funds coming into FY2024 from the prior year. The effect of those encumbrances will ease as the year progresses.

Utilities - Utilities are under budget for this time of year. Gas & Electric comprise the largest expenditure line in this category and expenditures have been below budget. When preparing the FY2024 budget, the Library reduced the budget for gas & electric for FY2024 based on actual results from the prior year. Through the first quarter of FY2024, gas & electric expenses are slightly below those of FY2023. The cause of this may be due to warmer winter weather resulting in less usage. This category should be under budget at year-end.

Building - Year-to-date actual and encumbrances are greater than the 25% target. The Library has set up encumberances for anticipated building and equipment maintence for the year. Therefore, there is a large proportion of the budget accounted for at this time.

Furnishings & Equipment - The librry has budgeted $25,000 for new expenditures in this line for FY2024. It has since increased that budget by $9,000 for FY2023 encumbrances and $15,000 for items approved in the Friend's donation request. A portion of those funds have been purchased or encumbered. Funds in this line should be spent before the end of the year.

Supplies - The supply category is on target for this time of year. The majority of accounts in this category are used on an as needed basis. The library has tried to adopt a very conservative approach to it spending for lines such as supplies.

Professional Services - This category is slightly lower than the 25% target for several reason. The Library has several lines that have projects, that are in various stages of completing. These projects include: Phase II of the salary & wage study, recruitment and hiring of a new Facilities Manager; various small projects for the Library's attorneys, as well as annual subscriptions to online software that are expensed early in the year. There are no concerns at this point with any lines within this category being over budget for the year.

Other Charges - This category is ahead of pace for this time of year. Lines in this category include programming, training and maintenance and support for the various hardware and software located throughout the Library. There are several contracts that begin in January or February of the year. Therefore, a significant portion of the budget is used early in the year for these annual contracts.

Capital Projects - This category is well below pace for this time of year due to the timing of projects and expenditures. The Library's renovation project is substantially done and the Library is analyzing furniture needed, as funds originally planned for these purchases were cut from the budget during construction. The Library will make its debt payments in May and October. These payments represent slightly less than half the budget for this category.

Portage District
LIBRARY

STRATEGIC PLAN
2023-2026

FIRST QUARTER UPDATE 2024

Strengthening the Community

We facilitate community members learning, creating, and bridging divides.

GOAL 1: Enrich the lives of community members by providing innovative and ample outlets for expressing creativity.

Activities:

1.1.1 Invest in cutting edge technology in the Makerspace, Creation Station, and Library of Things service areas to provide learning opportunities for patrons.

UPDATE:

Based on usage of machines, there were at least 75 different crafts created in the Makerspace from January through the end of March. There were a lot of interesting patron projects. One of my favorites was a patron who came in to cut and laser engrave leather to make some tokens for a game night that she hosts once a month. After she finished engraving them, she painted them. They turned out beautifully. The library is experiencing an uptick in the number of people using the kits. After not being used much at all they are used at least three or four times a week and often more than that.

During the month of March, Admin staff and Jane Fleming interveiwed applicants for the Maker Space Assistant, and two part time Makerspace Assistants were hired.

1.1.2 Create opportunities for patrons' creative work to be displayed and highlighted at the library.

UPDATE:

In the first quarter of 2024, we hosted five art displays in the gallery. The art included the works of the Portage Public School students, an origami artist, and watercolor paintings of the Amtrak Wolverine's journey through Michigan. All but one of these artists live in the community. After the April and May gallery rotation, both the atrium and café galleries will be full with new artists every two months.

GOAL 2: Build and expand vibrant partner plans with organizations working towards aligned goals.

Activities:

1.2.1 Partner with community organizations to host programming.

UPDATE:

The adult department contacted 21 local organizations. Of those 21, we held programming or events with 14 of them in the last quarter, have plans for programs with 13 of them moving forward (including some repeat partnerships), and have 3 that are still pending a response.

1.2.2 **Consult with existing and potential community partners about effective ways to meet community needs.**

UPDATE:

During the first quarter, the Youth Department completed two large community collaborations. The first was a pilot program with the Portage Public Schools for March is Reading Month. This year's focus was on social/emotional learning. We worked closely with teachers and media specialists in the elementary schools to create activities focused on literacy and the theme throughout the month. PDL contributions included videos of staff reading selected books, creation of an activities calendar and, with the support of the Friends, prizes given to those who brought completed calendars in, bracket posters for the schools and libraries for voting, Facebook posts promoting activities and related programs, and bookmarks with the winning books for each school.

The second was our annual CommuniTEEN event. 300 people from the Portage community and surrounding areas far and wide attended Meet Ruta Sepetys, the culminating event in the 2024 CommuniTeen Read, a collaboration between the Portage District Library (represented by Teen Services Librarian Olivia Pennebaker and Adult Services Librarian Rachael Wiegmann), Portage Public Schools, and this is a bookstore/Bookbug. After an introduction by Youth Services Outreach Librarian Andrea Smalley, Ruta Sepetys gave a keynote speech about her book Salt to the Sea, followed by a two and a half hour book signing line where participants got a chance to talk to the author. Special thanks to Portage Education Foundation and Beam Family Literacy Endowment Fund, Miedema & Associates, Grandmother and CIG Endowment, and Zhang Senior Center for their generous support of this program.

Attending Haverhill and Woodland Elementary's Family Nights helped support efforts in March is Reading Month. Library resources and events were shared at both family nights, along with button makers.

GOAL 3: Implement targeted community engagement campaigns and create routine feedback opportunities for patrons.

Activities:

1.3.1 **Prioritize directions for outreach including staff connections and community interest.**

UPDATE:

There was targeted outreach with the Latinx community, Chinese-American community, and refugee community (through English as a Second Language), as well as some connection with the unemployed demographic (Unemployment Insurance Agency of Michigan) and Millennials.

1.3.2 **Create a robust feedback system to allow data from multiple sources to be analyzed and shared with the staff and community.**

UPDATE:

As part of each storytime, Youth Staff Mary Breuer incorporates a short question and requests feedback via a sticker placed as a vote. She began this after seeing the adult response to the "Would You Rather" board.

For programs that are part of a series, feedback questions are included in the registration process to gain insight from families who regularly register. Registrants were asked what their favorite part of the program was, and one thing they would like to change or see done differently.

Extraordinary Experiences

We provide exceptional services that lead to delightful and meaningful interactions.

Goal 1: Position the library in unexpected ways in the community.

Activities:

2.1.1 **For outreach to under served populations, prioritize access to regular remote circulation of materials and personal connections with Library staff.**

UPDATE: We attended eight events that were offsite or virtual presentations on library services, targeting seniors in assisted living facilities and local tutors of English as a Second Language students.

2.1.2 **Prioritize offsite outreach opportunities that target those who have barriers to in-building services.**

UPDATE: The organization Kalamazoo in Bloom came in to use the Makerspace to make garden flags, coasters, tote bags and wind spinners. They had a great time and are hoping to come back in August.

Goal 2: Equip staff to provide caring, responsive service to support the information and life-stage needs of community members.

Activities:

2.2.1 **Develop and execute training to educate staff on diversity, equity, inclusion, and accessibility (DEIA) principles, ensuring their effective implementation throughout the organization.**

UPDATE: The DEIA committee is looking at trainings that would be beneficial for staff to participate in during the year and will make a recommendation to the Professional Development committee for their consideration.

2.2.2 **Conduct staff trainings to enhance their skills in providing empathetic support and social emotional assistance to patrons.**

UPDATE: The Professional Development committee is meeting and looking at trainings to be offered throughout the year, including our annual Staff Development Day.

Goal 3: Celebrate and strengthen the community's social fabric by incorporating relationship building opportunities in library programs and throughout the building.

Activities:

2.3.1 **Host more programs that foster interaction and community.**

UPDATE:

During the first quarter of 2024, we offered two sessions of both "speed friending" and trivia. The "speed friending" events focused on 20-30-year-olds and 60-80-year-olds. This was a great way for the community to connect with other people. In addition to this, we offered two classes that

encouraged creativity and communication through chocolate making and flower arranging.

We hosted Purl for Portage once per month which is a program that brought together a wide age range of individuals (high school to retirement) who teach each other knitting techniques. For Reading Together, we hosted a book discussion on Yellowface and a subsequent author visit in March which had more of a Millennial demographic than usual.

2.3.2 Investigate framework that helps people share differing viewpoints in a safe space.

UPDATE:

After applying for the Human Library, (the rights to use their program template and branding)Adult Services Programming Librarian Rachael Weigmann set up a time to meet with the employees. The meeting should clarify how we can successfully provide a Human Library to the community and what we can do to get "human books" involved, etc.

The attendance at our Documentary and Doughnuts discussion program continues to grow.

Investing in the Future

We help the community evolve and grow.

Goal 1: Maintain high-quality staff by investing in hiring, orientation, and retention practices that are equitable and inclusive.

Activities:

3.1.1 Review staff wages and adjust based on the results of the compensation study.

> **UPDATE:** The Library has engaged consultants Element One to do an updated compensation study to be completed by the end of this year.

3.1.2 **Create a standardized orientation and cross training.**

> **UPDATE:** There is no update at this time.

3.1.3 Implement robust internal communication procedures.

> **UPDATE:** There is no update at this time.

3.1.4 **Create a performance evaluation system that encourages open communication and clear expectations.**

> **UPDATE:** Library staff's job descriptions are currently being reviewed and updated to match staff responsibilities. The job descriptions will then be used to develop the performance evaluation.

Goal 2: Provide technology access and learning opportunities for community members so they are confident navigating an evolving digital world.

Activities:

3.2.1 **Offer a robust, cutting-edge catalog for patrons to access our full collections including Library of Things, e-resources, and databases.**

> **UPDATE:** During the 2024 budget year, we planned to add the a subscription to the Wall Street Journal as a service for patrons. In the first full quarter the service was live, we had a total of 145 active users, 453 total accesses, and 3,756 page views. 100 of those users were from outside the library.

3.2.2 **Create promotional campaigns to highlight the library's services.**

> **UPDATE:** In the First Quarter of 2024, we have created several campaigns to highlight specific service offerings. At the beginning of the year, we highlighted our new events calendar software and the ability to book study rooms through the Portager, eNews, a banner out front, and materials in the library. We have begun to highlight the Wallstreet Journal Service offering in the same manner.

3.2.3 Invest in more device offerings.

> **UPDATE:** During the first quarter, the library added the following devices: CNC Router, Lightbox Kit, and a Card Making Kit. The most popular device in the Makerspace for the first quarter was the 3D printer. We made 92 prints during the first three months of the year. Sixteen items were made after a library program, and the rest were individual patron requests.

Goal 3: Find ways to be welcoming and inclusive through collections, programs, displays, messaging, and facilities.

Activities:

3.3.1 **Create successful collection display practices.**

UPDATE: The Adult Services CSAs and Circulation employees rotate book and information displays once a month. This quarter's displays have been:

January - Winter Wellness for Seniors, self-improvement, Historical Fiction.

February – Black History Month, US National Parks, Rock-n-Roll.

March – Old Stuff Day, Ides of March, Dune Read-a-likes.

3.3.2 **Improve access to and visibility of collections/services that meet local needs and interests. Prioritize currency, responsiveness, local information, and ties to library and local events.**

UPDATE: There is no update at this time.

3.3.3 **Prioritize accommodating people with disabilities when designing or selecting offerings**

UPDATE: The library had received comment cards from multiple patrons regarding the low contrast between the main staricase steps and the tread nosing making it difficult for them to determine footing when using the steps. Main staircase tread nose was replaced with a higher contrast color for better visability for patrons with low vision. Following the replacement, staff recieved verbal acknowledgement from one of the patons who has low vision and had difficulty navigating the stairs in the past with positive feedback regarding the higher contrast nosing.