

# PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting  
February 26, 2024

300 LIBRARY LANE, PORTAGE, MICHIGAN 49002



# NOTICE OF REGULAR MEETING

## PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting, Monday, February 26, 2024 | 6:00 PM

The Library Board of the Portage District Library will hold a regular meeting on Monday, February 26, 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 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 at (<https://qrco.de/bdiESq>).

### 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](mailto: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](mailto: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/89636368568>

Webinar ID: 896 3636 8568

Dated: Feb. 21, 2024

**Quyen Edwards**  
*Library Board Secretary*

Portage District Library  
300 Library Lane  
Portage, MI 49002

# AGENDA

February 26, 2024

## 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 February 26, 2024 (1 minute) (Vote)

## V. Consent Agenda (5 minutes) (Vote)

- A. Minutes of the regular meeting held on January 22, 2024 (Info) Pg.5-10
- B. February 2024 Narrative (Info) Pg.11-13
- C. Financial Condition for January 2024 (Info) Pg. 14-15
- D. Statistical Report for January 2024 (Info) Pg.16-17
- E. March 2024 Program Calendar (Info) Pg.18
- F. Review of Confidentiality Policy (Info) Pg. 19-21
- G. Review of Social Media Policy (Info) Pg. 22-23

## VI. Governance (40 minutes)

- A. Review and Approve Library Board Bylaws (Vote) Pg. 24-26
- B. Report for Friends of the Library. (Info) Pg.27
- C. Budget Amendment for Friends of the Library Donation. (Vote) Pg. 28-29
- D. Memo: Guests/Presenters to be Invited to Board Meetings in 2024. (Info) Pg.30
- E. Review and Approve Lost and Found Policy. (Vote) Pg.31-32

## VII. Ends Development (10 minutes)

- A. Donations Report for Funds Received in 2023. (Info) Pg.33
- B. Memo Regarding Budget Amendments for Restricted Donations and Allocation of 2023 Donations. (Vote) Pg. 34

## VIII. Monitoring Reports (10 minutes)

- A. Monitoring Report: Emergency Library Director Succession. (Info) Pg.35-37
- B. Monitoring Report:Succession/Replacement Plan. (Info) Pg.38-39
- C. Monitoring Report:Treatment of Consumers. (Info) Pg.40-42

# AGENDA

## **IX. Library Director's Reports (10 minutes)**

A. Final remarks by Library Director for the February 26, 2024 Library Board Meeting

## **X. Process Evaluation (5 minutes total)**

A. Suggestions for Agenda Items to be included on the March 18, 2024 Board Meeting

1. Minutes of the Regular Meeting held on February 26, 2024
2. Monitoring Report on Executive Limitation: Asset Protection.
3. Monitoring Report on Executive Limitation: Financial Planning & Budgeting.
4. Monitoring Report on Executive Limitation: Financial Condition & Activities.
5. Library Investment Report.
6. 2024 Marketing Plan.

B. Comments from the public, board, or staff

## **XI. Adjournment**

# MINUTES

From the January 22, 2024  
Regular Board Meeting

## I. Start of Meeting

## II. Roll Call

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

*Board Members Present:* Michele Behr, Cara Terry, Tom Vance, and Linda Whitlock

*Board Members Absent:* Ken Baker, Jeanne Friedman (excused),  
and Donna VanderVries (excused)

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

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

Library Board Chair Tom Vance welcomed everyone to the January 22, 2024 Library Board Meeting. He asked if anyone present or online had any comments and there were none.

## V. Adoption of the Agenda for the Regular Meeting of January 22, 2024

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 Terry and supported by Trustee Whitlock that the Library Board adopt the agenda for the regular meeting of January 22, 2024. Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

## VI. Consent Agenda

Library Board Chair Vance asked if there were any changes needed to the consent agenda for the January 22, 2024 board meeting before its adoption and none were requested.

- A. Minutes of the regular meeting held on December 11, 2023
- B. December 2023 Narrative
- C. 2024 Library Board Roster
- D. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2024 Budget to Offset Unpaid Encumbrances
- E. Financial Condition for December 2023
- F. Statistical Report for December 2023
- G. Year End Statistical Report for FY 2023
- H. February 2024 Program Calendar
- I. Library Advocacy January 2024
- J. Updated Staff Organizational Chart
- K. Monitoring Report on Executive Limitation: Global Executive Constraint.

**MOTION:** It was moved by Trustee Terry and supported by Trustee Whitlock that the Library Board approve the consent agenda for the regular meeting of January 22, 2024. Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

# MINUTES

## VII. Governance

### A. Election of Library Board Officers for 2024

Trustee Behr surveyed trustees' interest in serving as an officer, personnel committee member, or Friends liaison in 2024. Tom Vance was willing to continue as Board Chair, Jeanne Friedman was willing to continue as Vice Chair, Ken Baker and Cara Terry were willing to continue as Friends of the Library liaisons, Linda Whitlock, Donna Vander Vries, and Jeanne Friedman were willing to serve on the Personnel Committee. Board Chair Vance asked if there were any other nominations from the floor and there were none.

**MOTION:** It was moved by Trustee Terry and supported by Trustee Whitlock to close the nominations for Chair and Vice Chair. Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

**MOTION:** It was moved by Trustee Behr and supported by Trustee Terry to accept the proposed 2024 officers – Tom Vance as Chair and Jeanne Friedman as Vice Chair Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

### B. Appointment of Library Board Personnel Committee, Board Liaison to the Friends of the Library, and Library Board Secretary for 2024.

Taking into account those who expressed willingness to serve, Board Chair Vance made the following appointments for 2024:

Personnel Committee -	Jeanne Friedman and Linda Whitlock
Liaison to the Friends of the Library -	Ken Baker and Cara Terry
Library Board Secretary -	Quyen Edwards

Board Chair Vance thanked Trustee Behr for surveying trustees.

### C. Annual signing of "Conflict of Interest" Statements by Trustees.

Trustees present completed their Conflict of Interest forms. Board Secretary Edwards said she would follow up with those not present this evening. All trustees are asked to sign the form each year which will be filed in the Library Office.

**DISPOSITION:** The Library Board present signed the Conflict of Interest Statements.

### D. MiDEAL Extended Purchasing Program Renewal

Library Director Klien said the Portage District Library would like to continue to participate in the State-Wide MiDEAL program. This program is the State of Michigan's extended purchasing program that allows Michigan cities, townships, villages, counties, school districts, universities, colleges and nonprofit hospitals to buy goods and services from state contracts. The program is authorized by Michigan Legislation and has been in existence since 1984. Members benefit directly from the reduced cost of goods and services and indirectly by eliminating the time needed to process bids. There are approximately 500 contracts available to MiDEAL members.

The library has saved money by using the MiDEAL Program to purchase technology, various supplies and services. The library would like approval to continue to use these contracts to acquire goods.

**MOTION:** It was moved by Trustee Behr and supported by Trustee Whitlock to approve use of the MiDEAL Extended Purchasing Program in lieu of competitive bids where applicable. Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

# MINUTES

## E. Discussion About Continuation of Hybrid Board Meetings

Trustees continued their discussion from the December 2023 meeting regarding hybrid board meetings. Klien informed them that some public Boards are changing the way public comments can be made. Trustees discussed their options: continue hybrid meetings as is, continue streaming live meetings via Zoom, but allowing only in-person or written comments, or discontinuing all virtual components.

Klien said that in the month of January, she spoke with the library's attorney Anne Seuryneck who recommended that the Library Board continue the virtual option for the public to attend and view monthly meetings, but to no longer allow online public comments. While the library has not experienced this issue, if a member of the public wanted to make a comment via Zoom and was unable to due to technological issues, the Board might be put in the position of rescheduling the meeting.

**MOTION:** It was moved by Trustee Behr and supported by Trustee Terry that the Library Board continue streaming live meetings via Zoom, but allowing only in-person or written comments during the scheduled public comments time. Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

## F. Consideration of Guests/Presenters to be Invited to Board Meetings in 2024.

Library Director Klien said at the beginning of each year, it has been the practice of the Library Board to consider guests to be invited to board meetings throughout the year or presentations to be heard that would be beneficial. Klien recommended 1 - 2 guests to fit into the Board meeting schedule. The Board discussed inviting the Portage Mayor and City Manager, new City Council members, Public Safety Community Liaison, some to talk about the new Portage Farmers Market plans, Jaqua realtor to talk about economic development and property values, Portage Public Schools Superintendent to talk about the new elementary schools being built, local legislators Senator Sean McCann and Representative Christine Morse. Senior Center Director Kim Phillips was high on trustees list of potential guests. Klien said she would follow up with trustees at the February Board Meeting.

**DISPOSITION:** The Library Board considered guests for 2024 Board Meetings.

## G. Review of Community Meeting Room Policy

Library Director Klien said that attached for review is the current Community Meeting Rooms policy. There are no changes proposed to the policy itself, however there are some proposed changes to fee schedule listed in Section 1.E. For clarity when referring to the two tier system, Tier 1 is resident and paying non-resident card holder and Tier 2 refers to non-resident and reciprocal card holders.

Room booking is done by Business Assistant Kathy Morris and can take one hour or more of time per room booking. Scheduling can include an initial call, questions, a tour in person of the room space, checking the room availability and booking in the library's online room reserve software. Kathy has received comments that we are much lower priced than other organizations. Klien said that after much discussion and research into what similar organizations are charging, the library is proposing an increase the price for staff time and technology. Trustees asked who is the typical person booking a room. Klien responded that the majority are residents, using a single room for 2 hours for a meetings or trainings. Klien said the library will book rooms to the public up to two

# MINUTES

months in advance and we do not guarantee availability for any specific day or time. We have not made any changes to the room rental rate since moving back to our renovated building. The adjusted rates more accurately reflect the current market rate and will help the library recoup some of the costs related to staff time and cleaning.

**MOTION:** It was moved by Trustee Terry and supported by Trustee Behr that the Library Board approve the proposed meeting room fee increases effective April 1, 2024. Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

## H. 4th Quarter Financial Report for FY 2023 and Variance Report.

Foti said that this financial report captures any categories that are more than 20% different from the amount budgeted. On the Revenue side, the category "Other Revenue" is significantly ahead of pace as interest income is up due to interest rates rising. This category is approximately \$213,000 greater than the conservative amount that was budgeted this year. Property Taxes and State Aid Revenue are on pace for this time of year.

On the expense side, we are in the post project phase. During our first full year back in the building we budgeted to safe guard against unexpected events and costs. We were unsure of how utilities costs would balance out with 14,000 additional square feet of building space and budgeted accordingly to be prepared. What we have found is that the efficiency from HVAC and LED upgrades have not added to the overall cost for utilities so the library is under budget for this time of year. In the "Professional Services" category, it is slightly under due to several projects that did not occur. Foti concluded that all in all, it's been a good year. The library hit their goals, including adding full time staff. We are close to fully staffed as we recently hired two new part time circulation assistants and are getting ready to advertise for a part time Makerspace assistant.

Trustee Behr asked if it's possible someone might look at the library budget and think that we keep an excess of cash on hand. Foti said that when the staff is working on the budget, staff are requesting amounts but still always looking for the best price on items and saving money where possible. We only have so much book space, so we can only order so many books, but we have budgeted for future growth and new services such as the Library of Things, a books by mail service, Makerspace and Creation Station equipment upgrades and software renewals. We have to continue to be mindful of the additional millage that will expire in 2029 and not grow beyond what can be financially supported if that is not renewed.

**DISPOSITION:** The Library Board received the 4th Quarter Financial Report for FY 2023 and Variance Report.

## VIII. Ends Development

### A. Endorsement of Library Director's Personal Goals for 2024.

Library Director Klien said that her goals are straightforward this year and are based on the comments received from her evaluation last year. Trustee Behr asked about Library Director professional development. Klien said that the Public Library Association conference (which is held every other year) will be held in 2024 and that she plans to attend. She is also participating in MLA ThinkSpace which is designed for Library Directors and is a year-long commitment with some virtual and some in person components.

**MOTION:** It was moved by Trustee Behr and supported by Trustee Whitlock that the Library



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Board endorses the Library Director's Goals for 2024. Vote 4-Yes, 0-No, 3-Absent (Baker, Friedman, VanderVries). Motion carried.

## **B. 4th Quarter 2023 Strategic Plan Report**

Klien said that a lot of progress has been made on the Library's strategic plan. There are some areas that we will focus on in the future. The library staff is focused on reporting items that are completed or have made significant progress on. Klien asked if there were any questions or concerns about the report. Behr said she liked how the new quarterly report is laid out. Edwards said that the library is not planning on compiling all the quarterly reports into one long cumbersome document as has been done in the past. The quarterly reports will show the forward momentum staff is making on strategic plan initiatives and give accomplishments the opportunity to be highlighted.

**DISPOSITION:** The Library Board received the 4th Quarter 2023 Strategic Plan Report.

## **IX. Library Director's Reports**

### **A. Final remarks by Library Director for the January 22, 2024 Library Board Meeting.**

Library Director Klien asked trustees to review the Board Roster to be sure the information is correct. Klien also pointed out the trustee terms that are expiring this year. Klien said that it would be great if those trustees were interested in continuing to serve. She said that she would encourage all trustees to think about others in the community who would be interested in serving on the library board in the future. Klien said that when the County Clerk announces the exact dates for filing, we will pass that information along. The filing deadline to appear on the ballot is some time in August and write in candidates must file by the end of October. Edwards said that there will be information packets available for prospective trustees in the coming months.

Klien said that the year end statistics show that 2023 was the highest circling year the library has ever experienced. It also shows that the decision to build small meeting rooms was a good one as they were well used this year!

Klien said that she also wanted trustees to be aware that Ken Fischer recently passed away. He was employed with the library for over 40 years as a Cataloging Librarian and retired in 2017. He is the person who brought Dynix to the library.

## **X. Process Evaluation**

### **A. Suggestions for Agenda Items to be included on the February 26, 2024 Board Meeting**

1. Minutes of the Regular Meeting held on January 22, 2024.
2. Review of Library Board Bylaws.
3. Donations Report for Funds Received in 2023.
4. Approval of Allocation of 2023 Gifts & Donations for Expenditure in 2024.
5. Finalization of Guests to be Invited to Board Meetings in 2024.
6. Monitoring Report: Emergency Library Director Succession.
7. Monitoring Report: Treatment of Consumers.

### **B. Miscellaneous**

# MINUTES

Trustees commented on the great Directors Report this month. They acknowledged all the outreach work library staff accomplished and really liked the story about the patron and the scarf.

There were positive comments about the Angel Tree and how heartwarming it is to see how generous the community is. Klien added that the library staff adopts a family from the Portage Community Center as well.

Trustees agreed that the year is off to a great start.

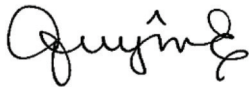
Head of Adult Services Laura Wright said that last night's Teen Exam Late Night from 5-9 PM hosted 106 teens studying. Wright said that trustees were invited to sign a word of encouragement to the teens on a poster in Youth Services. Trustee Whitlock also commented on the impressive number of hours of volunteer work done by teens in the community. Wright said that this group of teens is very philanthropic which includes the Book Buddies facilitated by Jeanne Friedman.

## XI. Adjournment

Library Board Chair Vance said if there was no further business to be considered, that he would adjourn the regular board meeting of January 22, 2024.

**DISPOSITION:** The regular board meeting of January 22, 2024 was adjourned at 7:15 PM.

Recorded and Transcribed by,



**Quyen Edwards**

*Library Board Secretary*

# Director's Report

## February 2024

### Adult Services

Adult Librarian [Ruth Cowles](#) led six patrons in a great discussion on Top 10 Marvel and DC Villains. After defining the qualities of what makes a top villain, Ruth shared her top 10, causing much shock and awe. In the end, many participants shared villains they thought should have been on the list.

Outreach Librarian [Sara Weyenberg](#) attended the Kalamazoo Literacy Council's special Family Literacy Event at Wax Wings Brewery on January 21st. The event was an endcap to a fundraising week for them during Kalamazoo Beer Week and the first of many 50th anniversary events that they have planned throughout the year. In all, about 150 people showed up to learn about the KLC, talk with Portage and Kalamazoo librarians, and partake in crafts and activities.



[Jane Fleming](#), STEAM librarian, taught 20 participants how to make Personalized Greeting Cards on January 10th, 18th, and 23rd. Patrons used the Cricut to learn how to make their own greeting cards. They were able to personalize them by choosing images and text of their choice. Patrons learned how to search the database to look for images and how to use the pen tool to put their choice of text on their card.

Adult Programming Librarian [Rachael Wiegmann](#) started hosting Yoga with Apral on Monday, January 8th. Apral Milan-Corcoran of Pebbles and Sunshine LLC is a certified yoga instructor. This program is a series of eight-yoga classes that are held twice a month through the month of April. This program had fifteen participants and a waiting list. An attendee was very grateful that we are offering this as she has a lot of stress going on in her life and as a caregiver, it is something she can do for herself.

In late December, we debuted the Wall Street Journal as a newspaper service. Similar to the New York Times that we also offer, patrons outside the library must authenticate through our website with a code. We have had 43 active users view 907 articles since we launched.

### Youth Services

Teen Librarian [Olivia Pennebaker](#) is collaborating with Youth Staff (and current MLIS grad student) [Karina Gluys](#) to create a monthly art club and additional community art activities for the year.

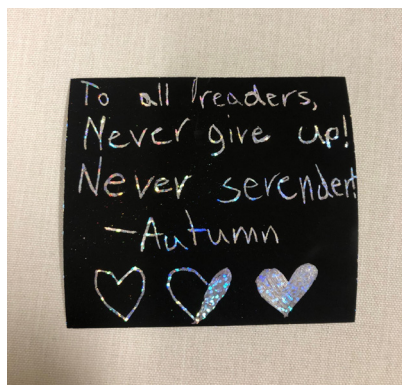
Families contributed to a "Fairy Wishes" display where they could create a decorative tile with their wish written on it. The wishes covered everything from health concerns to words of encouragement to new readers.

Youth Staff is providing several different types of preschool and baby/toddler program options this spring, adding a variety of outside performers, large motor free play, and music-based options. We will then poll attendees on what works best for them. This information will allow us to focus on what the attendees find valuable.

Youth Staff [Jenni Chase](#) and [Kristy Zeluff](#) created a play session focused on building large motor skills after observing the need for movement-based activities for this age group. Equipment and activities were provided to encourage climbing, balancing, jumping, and more. Around 100 children and caregivers attended.

106 high schoolers studied for finals and enjoyed pizza at Teen Exam Late Night. 191 teens picked up High School Exam Care Packages assembled by Teen Services Librarian [Olivia Pennebaker](#) and an intrepid teen volunteer.

Youth Staff [Annette Wendt](#) and [Mary Breuer](#) hosted a Movie, Popcorn, and Craft event during the last week of Winter Break. Attendees could drop in and participate at any point during the event.



## Personnel

The Library has posted the position of Makerspace/Creation Station Assistant. This is a new position for the Library and will assist STEAM Librarian [Jane Fleming](#) in the Makerspace/Creation Station in the areas of patron assistance, equipment maintenance, and assisting and leading programs. It is the hope to begin interviewing prospective candidates in early March and to have someone on board by April 1, 2024. The HR team continues to complete the update of the Employee Handbook. The Business Services team is working on preparing the Fiscal Year 2023 financial statements and having all work completed by April 1, 2024, for the auditors. A new Governmental Accounting Standards Board (GASB) pronouncement effective in 2023 will require a significant amount of work in the lead up to 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.

## Maintenance & Building Services

Building services involved the replacement of darker stair nosing on the interior stairs, cleaning carpet and tables of stains, installing new door and window shades, shoveling and salting sidewalk snow and ice, pest control treatment, renew MIDeal membership, writing and scheduling annual maintenance and service contracts, receiving new stacking chairs and chair movers, State of Michigan inspection for 2 boilers, elevator #2 repacking of cylinder completed and participated in first strategic planning review.

## Circulation and Tech Services

During the month of January, we had 482 patrons use their PASS cards. We also sent out 1514 SMS messages regarding overdue items, bills, and membership renewals.

## Information Technology

The Portage District Library completed its replacement of staff workstations as a part of its normal technology refresh schedules. As a part of this refresh cycle, the library has added workstations/laptops to shared desks for part time staff.

The library IT Department finally resolved an issue with its firewall that was causing service interruptions on its staff network. The IT department verified the issue was hardware (firmware) related and not security related.

The IT Department completed and submitted the annual State Aid Report to the Library of Michigan. This report is required to receive State Aid funding and allows the library to compare its services with other libraries throughout the state.

The IT Department is actively working with Communico and library staff on our Library Mobile App replacement. The library is working on changes to the searching and display functionality to increase quality and accuracy. The library will not sacrifice usability and reliability of the App before delivering it to our patrons.

# Financial Condition Report

## January 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 \$ 4,295,410  
Expenditures \$ 1,814,552

Fund	12/31/2023	Changes	1/31/2024
General Reserve (13%)	\$ 727,173	-	\$ 727,173
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

January 2024

	Month Statistics			YTD Statistics		
	Jan-24	Jan-23	CHANGE	2024	2023	CHANGE
<b>Circulation/Collections</b>						
<b>Total Library Circulation</b>	<b>78,560</b>	<b>74,060</b>	<b>6.08%</b>	<b>78,560</b>	<b>74,060</b>	<b>6.08%</b>
Adult - Books	17,494	17,470	0.14%	17,494	17,470	0.14%
Adult - A/V	3,690	4,144	-10.96%	3,690	4,144	-10.96%
Youth - Books	29,776	29,356	1.43%	29,776	29,356	1.43%
Youth - A/V	3,971	2,664	49.06%	3,971	2,664	49.06%
Hot Picks	872	917	-4.91%	872	917	-4.91%
E-Material	20,737	17,168	20.79%	20,737	17,168	20.79%
ILL - PDL Requests	1,163	1,237	-5.98%	1,163	1,237	-5.98%
ILL - Other Lib. Requests	857	1,104	-22.37%	857	1,104	-22.37%
<b>Self-Checkout Percentage</b>	<b>51.73%</b>	<b>54.02%</b>		<b>51.73%</b>	<b>54.02%</b>	
<b>Total Library Collection</b>	<b>177,789</b>	<b>177,351</b>	<b>0.25%</b>			
Adult - Books	71,453	72,936	-2.03%			
Adult - A/V	12,727	13,823	-7.93%			
Youth - Books	83,967	79,664	5.40%			
Youth - A/V	7,020	8,155	-13.92%			
Hot Picks	2,622	2,773	-5.45%			
<b>Net Acquisitions</b>	<b>(848)</b>	<b>(643)</b>	<b>-31.88%</b>	<b>(848)</b>	<b>(643)</b>	<b>-31.88%</b>
Purchased - Books	1,074	1,419	-24.31%	1,074	1,419	-24.31%
Purchased - A/V	214	134	59.70%	214	134	59.70%
Donated - Books	0	0	0.00%	0	0	0.00%
Donated - A/V	0	0	0.00%	0	0	0.00%
Material Discarded	(2,136)	(2,196)	2.73%	(2,136)	(2,196)	2.73%
<b>Total In-House Usage*</b>	<b>0</b>	<b>0</b>	<b>n/a</b>	<b>0</b>	<b>0</b>	<b>n/a</b>
In-House Periodical Usage	n/a	n/a	n/a	0	0	n/a
In-House Book Usage	n/a	n/a	n/a	0	0	n/a
<b>Patrons</b>						
<b>Total Patrons</b>	<b>33,197</b>	<b>33,834</b>	<b>-1.88%</b>			
Adult	16,163	16,492	-1.99%			
Youth	2,513	3,330	-24.53%			
Non-Resident	191	165	15.76%			
Reciprocal	3,026	3,128	-3.26%			
Internet User	554	364	52.20%			
PASS Users	10,691	10,295	3.85%			
Professional	59	60	-1.67%			
<b>Net Patrons</b>	<b>17</b>	<b>(3,423)</b>	<b>100.50%</b>	<b>17</b>	<b>(3,423)</b>	<b>100.50%</b>
Adult	226	255	-11.37%	226	255	-11.37%
Youth	23	19	21.05%	23	19	21.05%
Non-Resident	2	4	-50.00%	2	4	-50.00%
Reciprocal	81	56	44.64%	81	56	44.64%
Internet User	58	36	61.11%	58	36	61.11%
PASS Users	1	1	0.00%	1	1	0.00%
Professional	2	0	100.00%	2	0	100.00%
<b>Patrons Removed</b>	<b>(376)</b>	<b>(3,794)</b>	<b>90.09%</b>	<b>(376)</b>	<b>(3,794)</b>	<b>90.09%</b>



# Statistical Report

	Month Statistics			YTD Statistics		
	Jan-24	Jan-23	CHANGE	2024	2023	CHANGE
<b>Library Building Usage</b>						
<b>Total Meeting Room Usage</b>	<b>760</b>	<b>543</b>	<b>39.96%</b>	<b>760</b>	<b>543</b>	<b>39.96%</b>
Internal/Collaboration	105	22	377.27%	105	22	377.27%
External/Outside Usage	655	521	25.72%	655	521	25.72%
<b>Total Program Audience</b>	<b>2,062</b>	<b>1,650</b>	<b>24.97%</b>	<b>2,062</b>	<b>1,650</b>	<b>24.97%</b>
Adult	594	426	39.44%	594	426	39.44%
Youth	1,426	1,174	21.47%	1,426	1,174	21.47%
Heritage Room	42	50	-16.00%	42	50	-16.00%
<b>Total Number of Programs</b>	<b>79</b>	<b>97</b>	<b>-18.56%</b>	<b>79</b>	<b>97</b>	<b>-18.56%</b>
Adult	36	46	-21.74%	36	46	-21.74%
Youth	42	50	-16.00%	42	50	-16.00%
Heritage Room	1	1	0.00%	1	1	0.00%
<b>Total Volunteer Hours</b>	<b>103</b>	<b>211</b>	<b>-51.18%</b>	<b>103</b>	<b>211</b>	<b>-51.18%</b>
Adult	49	50	-2.00%	49	50	-2.00%
Youth	0	51	-100.00%	0	51	-100.00%
Technical	12	28	-57.14%	12	28	-57.14%
Circulation	8	43	-81.40%	8	43	-81.40%
Administration	34	35	-2.86%	34	35	-2.86%
Community Service	0	4	-100.00%	0	4	-100.00%
<b>Total Front Door Traffic</b>	<b>18,998</b>	<b>18,907</b>	<b>0.48%</b>	<b>18,998</b>	<b>18,907</b>	<b>0.48%</b>
<b>Total Youth Services Traffic</b>	<b>14,332</b>	<b>13,245</b>	<b>8.21%</b>	<b>14,332</b>	<b>13,245</b>	<b>8.21%</b>
<b>Total Business Center Traffic</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	<b>0.00%</b>
<b>Information Access/Reference/Research</b>						
<b>Total Reference Transactions</b>	<b>6,164</b>	<b>7,411</b>	<b>-16.83%</b>	<b>6,164</b>	<b>7,411</b>	<b>-16.83%</b>
Adult Phone	576	463	24.41%	576	463	24.41%
Adult Ready Reference	1,448	2,134	-32.15%	1,448	2,134	-32.15%
Adult Reference	197	217	-9.22%	197	217	-9.22%
Youth Phone	84	65	29.23%	84	65	29.23%
Youth Ready Reference	2,660	2,872	-7.38%	2,660	2,872	-7.38%
Youth Reference	361	339	6.49%	361	339	6.49%
HR Phone	6	9	-33.33%	6	9	-33.33%
HR Ready Reference	177	203	-12.81%	177	203	-12.81%
HR Reference	5	8	-37.50%	5	8	-37.50%
Circ Phone	345	321	7.48%	345	321	7.48%
Circ Ready Reference	155	454	-65.86%	155	454	-65.86%
Circ Reference	150	326	-53.99%	150	326	-53.99%
<b>Total Edutainment LAN Use</b>	<b>113</b>	<b>124</b>	<b>-8.87%</b>	<b>113</b>	<b>124</b>	<b>-8.87%</b>
<b>Total Internet Computer Use</b>	<b>1,371</b>	<b>1,363</b>	<b>0.59%</b>	<b>1,371</b>	<b>1,363</b>	<b>0.59%</b>
Youth Computers	200	134	49.25%	200	134	49.25%
Adult Computers	1,168	1,226	-4.73%	1,168	1,226	-4.73%
Laptop Computer Circulated	3	3	0.00%	3	3	0.00%
<b>Total Electronic Transactions</b>	<b>42,688</b>	<b>80,769</b>	<b>-47.15%</b>	<b>42,688</b>	<b>80,769</b>	<b>-47.15%</b>
WebSite Hits	31,691	69,576	-54.45%	31,691	69,576	-54.45%
WebCatalog Sessions	8,765	8,879	-1.28%	8,765	8,879	-1.28%
Licensed Database Hits	2,232	2,314	-3.54%	2,232	2,314	-3.54%

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

Christy Klien, Library Director

# PDL Events

March 2024

## Yoga with Apral

Monday, March 4 | 4:00pm - 5:00pm

## Kalamazoo County Historical Society

Monday, March 04 | 7:00pm - 8:30pm

## Baby/Toddler Storytime

Monday, March 4 | 10:30am - 11:00am

## Baby/Toddler Storytime

Monday, March 4 | 9:30am - 10:00am

## Drop-In Hours @ The Makerspace

Monday, March 4 | 2:00pm - 4:00pm

## Bookmark Maker Drop-in

Tuesday, March 5 | 6:00pm - 7:30pm

## Family Storytime

Tuesday, March 5 | 10:30am - 11:00am

## Family Storytime

Tuesday, March 5 | 9:30am - 10:00am

## Baby/Toddler Storytime

Wednesday, March 6 | 10:30am - 11:00am

## Baby/Toddler Storytime

Wednesday, March 06 | 9:30am - 10:00am

## Immaculate Snacks & Gaming

Wednesday, March 6 | 3:30pm - 4:30pm

## Drop-In Hours @ The Makerspace

Wednesday, March 06 | 2:00pm - 4:00pm

## Yellowface Book Discussion

Thursday, March 7 | 7:00pm - 8:00pm

## Flower Arranging at Wedel's!

Thursday, March 7 | 4:00pm - 5:00pm

## Exploring Options with Warren

Thursday, March 07 | 10:00am - 11:30am

## Little Roots Storytime

Thursday, March 7 | 9:30am - 10:00am

## Muffins and the Market

An investment discussion group.

Thursday, March 07 | 9:00am - 10:00am

## Little Roots Storytime

Thursday, March 7 | 10:30am - 11:00am

## Drop-In Hours @ The Makerspace

Thursday, March 7 | 6:00pm - 8:00pm

## Documentary and Donuts

Friday, March 08 | 10:00am - 11:30am

## Baby/Toddler Storytime

Monday, March 11 | 9:30am - 10:00am

## Drop-In Hours @ The Makerspace

Monday, March 11 | 2:00pm - 4:00pm

## Make It @ The Library

Monday, March 11 | 10:30am - 12:00pm

## Baby/Toddler Storytime

Monday, March 11 | 10:30am - 11:00am

## Elementary Maker

Tuesday, March 12 | 4:30pm - 5:30pm

## Just Move Storytime

Tuesday, March 12 | 9:30am - 10:00am

## Teen LGBTQ+ Meet-Up

Tuesday, March 12 | 6:30pm - 8:00pm

## Book and a Movie

Tuesday, March 12 | 7:00pm - 8:00pm

## Just Move Storytime

Tuesday, March 12 | 10:30am - 11:00am

## Middle Grade Book Club

Wednesday, March 13 | 6:00pm - 7:00pm

## The Chinese American Experience

Wednesday, March 13 | 6:30pm - 7:30pm

## Early Elementary Book Club

Wednesday, March 13 | 6:00pm - 7:00pm

## Bookmark Maker Drop-in

Wednesday, March 13 | 3:00pm - 5:00pm

## Toddler Playtime

Wednesday, March 13 | 9:30am - 10:00am

## Toddler Playtime

Wednesday, March 13 | 10:30am - 11:00am

## Make It @ The Library

Wednesday, March 13 | 6:30pm - 8:00pm

## Drop-In Hours @ The Makerspace

Wednesday, March 13 | 2:00pm - 4:00pm

## Drop-In Hours @ The Makerspace

Thursday, March 14 | 6:00pm - 8:00pm

## Baby/Toddler Storytime

Thursday, March 14 | 9:30am - 10:00am

## Baby/Toddler Storytime

Thursday, March 14 | 10:30am - 11:00am

## International Mystery Book Discussion

Thursday, March 14 | 7:00pm - 8:00pm

## STEM Storytime

Friday, March 15 | 9:30am - 10:30am

## Renaissance Irish Warriors

Saturday, March 16 | 1:00pm - 2:00pm

## Kalamazoo Macintosh Users' Group

Saturday, March 16 | 9:00am - 12:00pm

## Crescendo Storytime

Monday, March 18 | 10:30am - 11:00am

## Yoga with Apral

Monday, March 18 | 4:00pm - 5:00pm

## Dungeons and Dragons

Monday, March 18 | 6:30pm - 8:00pm

## Kalamazoo Valley Genealogical Society

Monday, March 18 | 7:00pm - 8:30pm

## Crescendo Storytime

Monday, March 18 | 9:30am - 10:00am

## Drop-In Hours @ The Makerspace

Monday, March 18 | 2:00pm - 4:00pm

## Get Ready for the Eclipse with NASA

Monday, March 18 | 6:30pm - 8:00pm

## Elementary Maker for 3rd-6th Grades

Tuesday, March 19 | 4:30pm - 5:30pm

## Plots and Pages

Tuesday, March 19 | 6:00pm - 8:00pm

## Book and a Movie

Tuesday, March 19 | 6:00pm - 9:00pm

## Family Storytime

Tuesday, March 19 | 9:30am - 10:00am

## Meet Ruta Sepetys, 2023/24 Portage CommuniTeen Read Author

Tuesday, March 19 | 6:30pm - 8:00pm

## Family Storytime

Tuesday, March 19 | 10:30am - 11:00am

## Drop-In Hours @ The Makerspace

Wednesday, March 20 | 2:00pm - 4:00pm

## Baby/Toddler Storytime

Wednesday, March 20 | 10:30am - 11:00am

## Sound Immersion for Youth

Wednesday, March 20 | 4:30pm - 5:30pm

## Cookies and Conversations Book Group

Wednesday, March 20 | 2:00pm - 4:00pm

## Baby/Toddler Storytime

Wednesday, March 20 | 9:30am - 10:00am

## Drop-In Hours @ The Makerspace

Thursday, March 21 | 6:00pm - 8:00pm

## Make It @ The Library

Thursday, March 21 | 3:30pm - 5:00pm

## Baby/Toddler Storytime

Thursday, March 21 | 9:30am - 10:00am

## Baby/Toddler Storytime

Thursday, March 21 | 10:30am - 11:00am

## Muffins and the Market

Thursday, March 21 | 9:00am - 10:00am

## Author Hop 2024!

Friday, March 22 | 5:00pm - 8:00pm

## Meet the Author: R. F. Kuang

Saturday, March 23 | 3:00pm - 4:00pm

## Drop-In Hours @ The Makerspace

Monday, March 25 | 2:00pm - 4:00pm

## Bookmark Maker Drop-in

Monday, March 25 | 10:00am - 11:30am

## PDL Sew Camp I: For Children and Caregivers

Tuesday, March 26 | 1:00pm - 2:30pm

## Teen Art Space

Tuesday, March 26 | 3:30pm - 4:30pm

## Purl for Portage

A Yarn Arts Club

## Kalamazoo Area Wild Ones

Wednesday, March 27 | 6:30pm - 8:00pm

## Get Ready for the Eclipse with NASA

Wednesday, March 27 | 6:30pm - 8:00pm

## Drop-In Hours @ The Makerspace

Wednesday, March 27 | 2:00pm - 4:00pm

## Craftapalooza

Thursday, March 27 | 1:00pm - 4:00pm

## PDL Sew Camp I: For Children and Caregivers

Thursday, March 28 | 1:00pm - 2:30pm

## Drop-In Hours @ The Makerspace

Thursday, March 28 | 6:00pm - 8:00pm

# CONFIDENTIALITY POLICY: DISCLOSURE OF LIBRARY RECORDS

## I. Policy; Library Records

It is the policy of the Portage District Library ("Library") to preserve the confidentiality and privacy of Library Records ("Library Records" or "Library Record") to the fullest extent permitted by law.

## II. Definitions of Library Record

### A. Agent or Employee.

An agent or employee includes an employee of the Library, a member of the governing body of the Library, an individual who is specifically designated as a volunteer and who is acting solely on behalf of the Library, and any other person who is lawfully performing services on behalf of the Library under a written contract, including a collection agency.

### B. Crime.

A crime means that term as defined in section 5 of the Michigan penal code, 1931 PA 328, MCL 750.5 C.

### C. Law Enforcement Officer.

A law enforcement officer means an individual licensed under the Michigan commission on law enforcement standards act, 1965 PA 203, MCL 28.601 to 28.615.

### D. Library Record.

#### 1. Definition.

As defined by the Michigan Library Privacy Act, for the purpose of this policy means:

*"a document, record, or other method of storing information retained by a library that contains information that personally identifies a library patron, including the patron's name, address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library."*

For example, a Library Record would include, but not be limited to patron circulation records, internet browsing history, and program attendance records.

#### 2. Excluded from Definition.

The following are specifically excluded from the definition of Library Record.

- a. *Non-Identifying Material.* Library Record does not include nonidentifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.
- b. *Certain Video Surveillance.* A Library Record also does not include recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from the Library.

### **3. Library Director Determination of "Library Record."**

The Library Director, or his/her designee, shall be responsible for determining whether a particular document meets the definition of Library Record or whether the video surveillance footage contains any images that would require it to be considered a "library record."

## **III. Disclosure of Library Records**

The Library takes seriously its obligation to protect the privacy of every patron, as required by law, even if this commitment to patron's privacy may appear to cause inconvenience on occasion. To that end, Library Records or other confidential information shall be released or disclosed only as provided for herein or otherwise provided by Michigan or federal law.

### **A. Freedom of Information Act Requests.**

All requests for public records that are not subpoenas, court orders or other legal process must be processed according to the Michigan Freedom of Information Act ("FOIA") and the Library's FOIA Procedures and Guidelines. See Procedures and Guidelines and Written Summary for additional information. Library Records are exempt from disclosure under the FOIA.

### **B. Subpoenas, Court Orders or other Legal Process.**

Any employee of the Library who is served with a subpoena, court order, or other legal process to release or disclose any Library Record or other Library document from (1) a state or local law enforcement agency or (2) a federal law enforcement agency shall promptly notify the Library Director, or his/her designee. If neither is available, the Library Board President shall be contacted.

#### **1. Consultation with Attorney.**

The Library Director, his/her designee, or the Board President has the authority to consult with the Library Attorney regarding the sufficiency, scope or any other matter related to the subpoena, court order or other legal process.

#### **2. Action by Library Director.**

After review of the subpoena, court order or other legal process, the Library Director, his/her designee, or the Board President shall take appropriate action to respond.

#### **3. Opportunity to be Heard.**

Depending upon the type of subpoena, court order or other legal process, the Library may appear and be represented by counsel at a hearing on the request for records.

#### **4. Confidentiality.**

If a subpoena, court order or other legal process is submitted to the Library, the Library shall keep the subpoena, court order or other legal process confidential if required by court order, Michigan law or federal law. To that end, the Library may not be able to inform the patron that his/her records were sought. The Library Board acknowledges that the Library Director, if required by a non-disclosure order or law, may not be permitted to inform the Board or its individual members that a local, state or federal agency has sought or obtained requested records.

### **C. Consent.**

In compliance with the Michigan Library Privacy Act, a person who is liable for the payment or return of the materials identified in a Library Record or portion of a Library Record may provide written consent for the release of that Library Record.

#### **D. Voluntary Disclosure without Court Order and Consent.**

A library or an employee or agent of the Library may disclose Library Records without a court order or written consent under either of the following circumstances:

##### **1. Collection Agency.**

The library or an employee or agent of the Library may report information about the delinquent account of a patron who obtains materials from the library to a collection agency under contract with the library. The Library or an employee or agent of the Library shall provide the collection agency with only the library records necessary to seek the return of overdue or stolen materials or to collect fines from the patron.

##### **2. Interlibrary Loan.**

The Library or an employee or agent of the Library may disclose library records to another library or library cooperative for the purpose of conducting interlibrary loans. The Library Records must be limited to those required for providing interlibrary loans.

#### **IV. Disclosures Regarding Alleged Crimes in this Library.**

The Library Privacy Act does not prohibit an employee or agent of a library from providing a sworn statement or testimony to a law enforcement officer based solely on the personal knowledge of the employee or agent of the Library regarding a crime alleged to have occurred at the Library.

# PATRON SOCIAL MEDIA POLICY

## I. Purpose.

The purpose of the Social Media Policy is to ensure effective promotion and discussion of the Portage District Library ("Library") services, resources, and events, and to ensure a reputation for outstanding community engagement and customer service on social media. The purpose of the social media accounts is to discuss library programs, events, and materials.

## II. Definition of Social Media.

Social media is defined as electronic communication through which users create online communities to share information, ideas, personal messages, and other content. Social media would include any webpage or app through which the Library has an account and interacts with other users.

## III. Authority over Social Media Accounts.

The Library Board has the authority to determine whether a particular social media account is used by the Library. This Policy only applies to official Library social media accounts. The social media accounts of individual employees or Board members are not subject to this Policy.

## IV. Usage Rules.

The Library operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events, and activities. Although the Library welcomes the comments, posts, and messages of other social media users that relate to the Library and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. The Library reserves the right to (but is not required to) remove any comment, post, or message that it deems in violation of this Policy. The Rules are as follows:

### 1. Privacy:

Users should have no expectation of privacy when commenting on Library posts or tagging the Library. Comments and posts may be read by anyone once posted, regardless of one's friends, followers, or subscribers list. The Library advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.

### 2. Library's Rights:

The Library reserves the right to reproduce comments and posts tagging the Library in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.

### 3. No Endorsement:

The Library is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers, and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees, or any individual Board member.

#### **4. Unauthorized Content:**

To ensure a healthy, safe space to discuss Library services, resources, and events, content containing any of the following may be removed immediately from any Library social media forum:

- Obscene, illegal, sexually harassing, threatening or abusive speech or nudity in profile pictures.
- Any post that affects the safety and security of the Library, its property, patrons and staff or creates a hostile work environment.
- Private or personal information, including phone numbers and addresses, or requests for personal information.
- Any statement by a user under a false name or any falsification of identity.
- Comments, links, or information unrelated to the purpose of the limited public forum.
- Spam or other commercial messages.
- Any postings that would violate the Michigan Campaign Finance Act, the Library Privacy Act or other Michigan or federal laws.
- Solicitation of funds.
- Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
- Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
- Any post that violates any Library policy.
- Any images, links, or other content that falls into the above categories.
- Any post that requires immediate action because the Library does not monitor its social media 24 hours a day.
- Any document, information, or image that would be considered a Library record that is posted without permission of the patron or person identified in that record.
- For example, no picture of a Library program shall be posted without permission of every person in that picture.

#### **5. Third Party Usage Rules:**

In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state law.

## **V. Violations and Appeals.**

The Library reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent the Library has sufficient contact information and the Library will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the Library Board. The appeal should be sent to the Library Director within 10 business days of the (1) decision to block or ban or (2) deletion of the post or comment, whichever is applicable. The Library Board shall decide the appeal.

## **VI. General Complaints.**

The Library asks that individual user complaints be sent directly to a manager or the Director so that they can be addressed efficiently. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

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# Library Board By-Laws

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

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

### **Portage District Library**

300 Library Lane  
Portage, Michigan 49002

## Article II **Membership:**

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

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

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

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



### **Article III** **Officers**

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

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

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

### **Article IV** **Meetings**

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

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

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

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

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

## Article V Committees

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

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

## Article VI Powers and Duties of the Library Board

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

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

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

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

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

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

## Article VII Conflict of Interest

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

## Article VIII Amendments

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

**NOTE:** These by-laws were adopted by the Portage District Library Board at its regular meeting on December 14, 2000, and last reviewed and approved on February 26, 2024 All prior bylaws are hereby repealed.

# Memo

## Report from Library Board Liaison to the Friends of the Portage District Library

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 20, 2024

### Background

Portage District Library Board Trustees Cara Terry and Ken Baker are the Board Co-Liaisons to the Friends of the Library in 2024, and as such, one of them will attend Friends' board meetings and share information about Friends' activities.

There will be an item on the agenda for any Library Board meeting that immediately follows a Friends book sale or board meeting. Since the Friends had a book sale on February 2-3, 2024 and their February board meeting on February 12th, there will be an item on the agenda for the February 26, 2024 Library Board meeting.

# Memo

## Budget Amendment to adjust the FY 2024 Budget for Friends of the Library \$32,431.56 Donation

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 20, 2024

### Background

It is my pleasure to announce that the Friends of the Portage District Library will generously support the Library's Summer Reading Program in 2024 with a grant totaling \$13,500. We are most grateful for this grant, enabling us to conduct a summer reading experience for both youth, teens, and adults. The Summer Reading Program at PDL has become a cornerstone event for our community. Without the support of our Friends organization, the Library would be very challenged to sustain the level of summer programs and activities that we have been able to provide due to the Friends' subsidy.

We are also pleased to announce that the Friends of the Portage District Library will generously help support the Library's Geek Fest in 2024 with a grant totaling \$1,200. Geek Fest includes fun organizations, authors and artists, games, and activities.

At the February 2024 Friends Board Meeting, some additional funding requests were made including \$1,000 for activities to celebrate "March is Reading Month", \$180 for prizes for our trivia programs, \$1,551.56 for Imagination Playground blocks which will be used for youth passive programming, and \$15,000 for a Charlie Cart for Adult and Youth cooking programs (a Charlie cart includes an induction cooktop, portable sink, kitchen gadgets, and other things needed to host a cooking class).

### Recommendation

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2024 Budget to increase the Programming-Summer Reading expenditure lines by \$13,500; Adult \$2,000, Teen and Youth \$11,500. The amendment will enable the funds to be used as requested by the Friends of the Portage District Library for the Library's 2024 Summer Reading Program.

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2024 Budget to increase the Adult Restricted Programming Lines \$1,380 to enable the funds to be used as requested for GeekFest 2024 and trivia programming prizes.

I recommend that the Library Board approve a Budget Amendment to the FY2024 Budget to increase Youth Restricted Programming Lines \$2,551.56 to enable the funds to be used as requested for the Library's "March is Reading Month" program and Imagination Playground blocks.

I further recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2024 Budget to increase the Capital Outlay Line by \$15,000 to enable the funds to be used as requested for the purchase of a Charlie Cart for Adult and Youth cooking programs.

# Memo

## Follow-up Guests/Presenters to Be Invited to Board Meetings in 2024

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 21, 2024

### Background

At the beginning of each year, it has been the practice of the Library Board to consider guests to be invited to board meetings throughout the year or presentations to be heard that would be beneficial.

At the January 26, 2024 meeting, Library Director Klien said one or two guests could fit into the Board meeting schedule. After some discussion with trustees who were present, Klien said she would follow-up this discussion at the February Board Meeting.

# Memo

## Lost and Found Policy

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 20, 2024

### **Background**

Following conversations with the Assistant Circulation Supervisors, it has come to my attention that the Portage District Library is in need of a Lost and Found Policy. Please review the following recommended policy for review and approval at the February 26, 2024 Library Board Meeting.

# Lost and Found Policy

Patrons are solely responsible for their own property. The Portage District Library is not responsible for lost items.

As a courtesy, the Portage District Library will retain found items for 30 days. The Library will make a reasonable attempt to determine and contact the rightful owner of a given item so that the owner can reclaim it, but only if there is identifying information readily apparent on the item. Certain types of personal property such as driver's licenses, credit cards, social security cards, passports, and library cards will be turned over to the Circulation Department who will make an attempt to contact the individual. If the library is unable to contact the individual, such items will be disposed of safely (e.g. shredded) after 30 days.

Patrons may leave their name, contact information, and a description of a lost item with the library so they can be notified if their item is found. The library cannot guarantee that any lost items will be found.

Personal items left unattended may be picked up by staff for appropriate action at any time.

## **The Library will use the following guidelines for unattended and found items:**

- The library will contact the police immediately regarding any suspicious items.
- Perishable items, such as food and beverage, personal care items, or hazardous items will be disposed of immediately.
- Flash drives lost in the library will be disposed of safely if they are not claimed within 30 days. For security reasons, library staff will not access saved data on flash drives to determine ownership.
- Lost items of high value (over \$100.00 in value) such as cameras, cell phones, laptops, purses, jewelry, etc. will be kept in a secure location at the library. After 30 days, such items will be turned over to the police.
- Lost items of non-high value (under \$100.00 in value) such as clothing, notebooks, water bottles, umbrellas, gloves, etc. will be held for 30 days. If unclaimed these will be considered either a donation to the library, a donation to charity, or will be discarded.
- Found cash will be retained for 30 days, and if not claimed, will be deposited into the library's donation fund.
- The library is not responsible or liable if lost items are claimed by someone other than the rightful owner.



# Portage District Library

## Donations Report for Funds Received in Fiscal Year 2023

February 2024

<b>DONATIONS RECEIVED in 2023</b>	<b>AMOUNT</b>
Grants:	15,145.58
Support for Programming:	100.00
Restricted Materials:	650.00
Memorials:	6,925.00
Unrestricted:	24,205.87
<b>TOTAL:</b> <i>(without in-kind donations included)</i>	<b>\$ 47,026.45</b>

In Kind Gifts: <i>(estimated value of donated items - not money)</i>	\$ 3,185.00
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**TOTAL:** *(with "In Kind" Donations Included @ Estimated Value.....)* **\$ 50,211.45**

<b><u>DONATIONS RECEIVED in 2023 – (Previously Allocated)</u></b>	<b>AMOUNT</b>
<i>Note: The following designated donations were previously allocated through Budget Amendments approved by the Library Board during 2023 or 2024.</i>	
Friends' Donation for 2023 Summer Reading	12,000.00
Donation for Adult Programming	100.00
Friend's Donation for Adult Programming in 2023	1,000.00
<b>TOTAL:</b> <i>(donations designated for specific purposes)</i>	<b>\$ 13,100.00</b>

<b>TOTAL DONATIONS to be ALLOCATED in FISCAL YEAR 2024</b>		
Total Donations <i>(without "In-Kind" donations)</i>	\$ 47,026.45	
Less Donations <i>(previously allocated in 2023)</i>	<u>\$ 13,100.00</u>	
Donations from 2023 to be Allocated: (Per Donors' Request):	\$ 33,926.45	
Adult Programming	\$ 750.00	
Heritage Room	\$ 400.00	
Teen Programming	\$ 500.00	
Monarch Waystation	\$ 50.00	
Unrestricted	<u>\$ 32,226.45</u>	
<b>TOTAL Donations from 2023 to be Allocated:</b>	<b>\$ 33,926.45</b>	

# Memo

## Budget Amendments for Restricted Donations and Allocation of 2023 Donations

**To:** Portage District Library Board  
**From:** Christy Klien, Library Director  
**Date:** February 20, 2024

### Background

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

In the past, gifts and donation funds have been used to bolster purchases of library materials or to acquire needed equipment or furnishings, or to supplement adult and youth programming budgets. Year by year, we have identified targeted needs and allocated gifts and donations revenue accordingly.

A review of donations received by the library in FY2023 has determined that there is \$33,926.45 in gifts and donation funds available for allocation in FY2023.

Of the \$33,926.45 of donation that have yet to be brought to the board for allocation: \$750.00 for Adult Programs; \$400.00 for the Heritage Room; and \$500.00 for Youth Programming, and \$50.00 for the Monarch Waystation. That leaves \$32,226.45 of donations to be allocated at the Library's discretion.

### Recommendation

The Library recommends that the FY2024 budget be adjusted for FY2023 donations designated for specific purposes for the following expenditure lines: Adult Unrestricted Programming, \$750.00; Heritage Room, \$400.00; and Youth Programming Unrestricted, \$500.00; Library Grounds Maintenance, \$50.00.

At this time, staff is still discussing the best use of the remaining funds. A recommendation for use of donation funds with a balance of \$32,226.45 will be brought to the Library Board at a future time.

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

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

**Policy: 1. Fail to have a plan in place for emergency Library Director succession, (temporary) which would utilize internal library public service professionals.**

**Director's Response: EMERGENCY (TEMPORARY) SUCCESSION (Short-Term absence up to 6 weeks)**

In the event that the Library Director must be absent from the Portage District Library on an emergency (temporary) basis for a period of more than (3) days and not exceeding (6) weeks, then the succession plan is as follows:

- A. Either the Head of Adult Services or the Head of Youth Services will be designated as a substitute for the Library Director during his/her emergency (temporary) absence from the library, with the support of the Library Administrative Team.
- B. The Library Director will notify the Library Board Chair in advance (if possible) about the need for an emergency (temporary) absence and the expected duration of the short-term leave.
- C. While substituting for the Library Director during his/her short-term absence, the Emergency (Temporary) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or any board action needed.
- D. The Library Business Manager will oversee all financial transactions, during the Library Director's short-term absence.
- E. During the Library Director's short-term absence, the Emergency (Temporary) Successor will act on behalf of the Library Director in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings.
- F. During the Library Director's short-term absence, any personnel issues that may arise will be handled jointly by the Emergency (Temporary) Successor and the Library Business Manager.
- G. During the Library Director's short-term absence, the Emergency (Temporary) Successor will comply with all Executive Limitations Policies and will consult with the Library Board Chair as necessary.
- H. The Emergency (Temporary) Successor's substitution assignment will end when the Library Director returns from his/her short-term absence, or by a Library Board directive.

**Policy:** 2. Fail to have a plan in place for emergency Library Director succession, (temporary) which would utilize internal library public service professionals.

**Director's Response:** The Library Business Manager has not been designated as the Library Director's Emergency (Temporary) Successor during any short-term absence. To avoid any conflict of interest, the roles and duties of the Library Business Manager and the Library Director are clearly defined and separated. For example, the Business Manager generates purchase orders and expends funds, and the Library Director monitors expenditures and signs checks to pay invoices, so there is always a check and balance system in operation.

**Policy:** 3. Fail to have a plan in place for Library Director succession/ replacement that would utilize either an internal public service professional or an outside professional designated by the Library Director and approved by the Library Board.

**Director's Response:** **EMERGENCY (LONG-TERM) SUCCESSION (Long-Term Absence 6 wks. to 1 Year)**

In the event that the Library Director must be absent on an emergency (long-term) basis from the Portage District Library for a period of more than (6) weeks and up to (1) year, then the succession plan is as follows:

- A. The Library Director (if possible), in consultation with the Library Board, will identify a professional either inside or outside of the library who will substitute for the Library Director during his/her long-term absence from the library.
- B. The Library Director will notify the Library Board Chair in advance (if possible) about the expected length of his/her absence and make a recommendation for the person to serve as Emergency (Long-Term) Successor.
- C. The Library Board will hold a special meeting to consider appointment of an individual as the Library Director's Emergency (Long-Term) Successor, and will also identify the terms and conditions of the assignment as well as the probable duration. If the professional is from inside the library, an adjustment will be made to the individual's compensation according to the length of substitution time for the Library Director. If the person is from outside the library, compensation for the substitution period covering the Library Director's long-term absence will be negotiated with the Library Board.
- D. During the Library Director's long-term absence, the Emergency (Long-Term) Successor will communicate on a regular basis with the Library Board Chair and will keep him/her informed of any major issues facing the library or board action needed.
- E. All financial transactions, during the Library Director's long-term absence, will be reviewed by the Emergency (Long-Term) Successor in consultation with the Library Business Manager.
- F. During the Library Director's absence, the Emergency (Long-Term) Successor will act on behalf of the Library Director, with the support of the Library Administrative Team, in all aspects of library administration and operation, and will interact with the Library Board regularly, including preparing library board agenda materials and presenting that information at Library Board meetings.
- G. During the Library Director's long-term absence, any personnel issues will be handled by the Emergency (Long-Term) Successor in consultation with the Library Business Manager.
- H. During the Library Director's absence, the Emergency (Long-Term) Successor will comply with all Executive Limitations and Policies of the Library Board and will consult with the Library Board Chair as necessary.
- I. The Long-Term Emergency Successor's substitution assignment will end upon return of the Library Director from his/her long-term absence, or by a Library Board directive.
- J. In the event that the Library Director's long-term emergency absence changes to a resignation or termination, the Library Board will then refer to the "Library Director Succession/Replacement Plan" that was updated and presented to the Library Board in February 2018.

**Policy: 4. Fail to produce a monitoring report about emergency Library Director succession to the Library Board on an annual basis.**

The Library Board’s annual calendar is developed and ready at the beginning of each new fiscal year, with a list of all the required activities for that year, including due dates for written monitoring reports from the Library Director.

The Monitoring Report for the Executive Limitation on Emergency Library Director Succession appears on the board’s annual calendar in the month of February. In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 27, 2023.

# Library Director Succession/Replacement Plan

If the Library Director departs from his/her position through resignation, retirement or removal, or is deemed incapable of carrying out his/her responsibilities for any reason - other than an emergency situation - the following Succession/Replacement Plan would be implemented immediately by the Library Board:

1. The normal operations of the library would continue under the guidance of the Library Board and with the leadership of the Library Administrative Team in their respective areas of responsibility, as shown below.
  - a. Assistant to the Director
  - b. Business Manager
  - c. Head of Circulation and Technical Services
  - d. Head of Adult Services
  - e. Head of Youth Services
  - f. Marketing Manager
  - g. Systems Administrator
  - h. Facilities Manager
2. The library would continue to operate under the provisions of the District Library Law, any mandates from the Library of Michigan, and would stay in compliance with all Michigan laws and City of Portage ordinances.
3. The Library Board would meet with the departing Library Director (if appropriate) and Business Manager to discuss procedures to be followed for the public announcement of the Library Director's departure and the appointment of an Interim Library Director from the Administrative Team (either the Head of Adult Services or Head of Youth Services). The Library Board Chair would contact the library's attorney about a contract for the Interim Library Director that would define the duration of the temporary appointment and appropriate compensation.
4. The Library Board, the departing Library Director (if appropriate) and the Administrative Team would meet in special session to discuss the process to be followed by the Library Director's succession/replacement. A timeframe would be developed, and specific responsibilities during the interim administration would be identified. A schedule for regular progress meetings with the Library Board Chair would also be established.
5. The Library Board and the departing Library Director (if appropriate) and the Library Marketing Manager would put together and issue a news release to the media about the impending departure of the Library Director and would contact the following individuals and institutions to inform them of the administrative change taking place at the library:
  - a. Library Attorney
  - b. City of Portage (Manager)
  - c. Kalamazoo County Clerk
  - d. Library of Michigan (State Librarian)
  - e. Media
  - f. Michigan Library Association
  - g. Portage Public Schools (Superintendent)
  - h. SMLC Members (Directors)

6. The Library Board and departing Library Director (if appropriate) and the Interim Library Director would work together to identify a list of “priority action items” that would need to be addressed at the library during the interim administration and would determine how to allocate resources best to preserve the library’s culture and maintain momentum.
7. The departing Library Director (if appropriate), the Interim Library Director and the Administrative Team would develop a “transfer of knowledge” plan. The plan would include accounting information, administrative procedures, bank information, Board policies, budget documents, circulation procedures, current contracts, emergency procedures, facilities checklists, institutional benchmarks and standards, legal requirements, security codes and any other important information. This information would later be conveyed to a replacement Library Director.
8. The Library Board Personnel Committee would work with the departing Library Director (if appropriate) and the Business Manager to review and update the Library Director’s job description and prepare a job posting advertisement.
9. The Library Board Personnel Committee or an appointed Search Committee would investigate and then recommend a search process to be followed to replace the Library Director, and the Library Board would vote to accept it. The following decisions would need to be made by the Library Board:
  - a. Selection criteria to be used in the search process (requirements for Library Director position)
  - b. The scope of the search (national search?)
  - c. Method of searching (engage an outside search firm?)
  - d. External involvement (community input in the selection process?)
  - e. Internal involvement (staff and peer input into selection process?)
  - f. Budgetary implications (acceptable cost for search process?)
  - g. The timetable for replacing Library Director (6 to 9 months?)
  - h. Who will evaluate the first-round candidates? (Search firm and Library Board?)
  - i. Who will interview final candidates? (Search firm, Library Board, Community in Meet the Candidates open session?)
  - j. Compensation package to be offered to the successful candidate? (Library Board Personnel Committee and labor attorney)
10. Once interviews have taken place and a final decision has been made by the Library Board a formal job offer with a compensation package is extended to the candidate.
11. After the offer has been accepted, a public announcement of the selection of the new Library Director will be made by the Library Board with the assistance of the Library’s Marketing Manager and the Assistant to the Director.
12. The Library Board and the Administrative Team would jointly plan a community event to welcome the newly hired Library Director.
13. The Library Board and new Library Director would meet to decide on initial first steps to be taken and future direction for the library.
14. The new Library Director would begin administration of the library.

# Monitoring Report

## For Executive Limitation Policy:

### Treatment of Consumers

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

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

**Director's Response:** The application form used by the Portage District Library contains standardized language that is appropriate for a non-profit, tax-supported institution, and that has been examined by legal counsel for compliance with federal and state laws. In addition, there are no questions on the form that attempt to elicit information for which there is no clear necessity. The library has been using this application form since 1998 when it became a district library, and there have been no challenges by applicants or others to its content. In 2019, the Library Director and Business Manager made the decision to remove the requirement to provide a social security number on the application.

To further ensure that all library forms and activities are in compliance with this Executive Limitation Policy, the Library Employee Handbook reinforces these requirements as follows: *"Portage District Library will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws, and to refrain from any illegal, dishonest, or unethical conduct."*

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

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

**PROTECTION of PRIVACY:**

- Symphony (library automation system) updates with password protections.
- Measures have been taken to ensure the security of online e-mailing of overdue and reserve notices to patrons.
- Procedures are in place at all desks to guard against revealing private information.
- Patron data base is reviewed on a schedule to update old information.
- There is a regular schedule in place (quarterly) for deletion of unused patron accounts going forward. The purging process assures that we do not keep any unnecessary personal information in our patron database.
- Self-serve computer print stations with vending capability are available to patrons to print and retrieve their own personal print jobs without the assistance of library staff for more convenience and to ensure their privacy.
- Fax service (outgoing only) is also available to patrons to enable unassisted personal fax transmissions.
- The Library Confidentiality Policy was reviewed and approved by the Library Board and at the February 27, 2023 board meeting. All employees are informed about the policy and trained to follow the specific process for safe-guarding patron privacy.
- The library reappraised the FOIA Policy on December 11, 2023 as required on the Library Board's Annual Calendar.



**Policy: 3. Fail to provide appropriate accessibility and privacy in facilities.**

The Portage District Library is ADA compliant with a wheelchair accessible entrance, elevators, computer stations and restroom facilities. There is also a wheelchair available for use upon request on the premises, and elevators that provide barrier-free entrance & transport.

- Privacy is also ensured for our patrons' information by having an employee code of conduct at the library that requires staff to maintain confidentiality of all patron information.
- More seating has been provided in areas near the entrance to afford those with special needs a place to sit upon arrival, in preparation for leaving, or while waiting for assistance.
- The Adult Services areas are arranged for accessibility and privacy with advantageous placement of furnishings, wider aisles and pathways, lower, easier-to-reach shelving with wide open sight lines and unobstructed seating space.
- Youth Room is arranged to make children's browsing areas more accessible and to create less obstructed sight lines for staff to monitor activities in that area.
- There is a Staff Lounge on the second floor, away from the public area, for employees to take break periods so as not to interfere with patron activities and to provide privacy for staff.
- Privacy is offered to patrons by providing patrons access to study rooms on the main level, youth and teen only meeting rooms on the lower level, and (4) other meeting rooms that are available for public use for a rental fee. There are numerous, individual study table & chair groupings throughout the library that provide places for people to read, study and work in an uninterrupted manner.
- Meeting room rentals are handled confidentially and are listed on the calendar only according to information that the renter provides to the library.
- More casual seating has been provided throughout the library to present a friendlier more comfortable atmosphere for all visitors.
- The Teen Room has been furnished in an appealing way to make it more accessible and comfortable to that age group.
- The Preschool Room has age appropriate learning toys and the floor plan is safe for small children and enables parents and caregivers to easily observe them. There is an attached family bathroom and two nursing/quiet rooms for patrons to utilize.

**Policy: 4. Fail to establish with consumers a clear understanding of what may be expected and what may not be expected from the service offered.**

The library continues to handle its communications with library patrons in an excellent manner, using clear cut and easy-to-understand signage, flyers, posters, brochures, e-newsletters, and website information. All promotional materials are carefully developed to convey important messages to library users that will specifically describe new services (i.e., New York Times and Wall Street Journal online subscriptions) or changes in services (i.e., Evanced to Communico, Non-Resident Fee; Library Closings, Friends' Book Sale dates, the library app, ending the circulating CD collection, etc.) Any enhancements to library services are conveyed to library users via the library's monthly e-newsletter, inserts in The Portager, large posters placed throughout the library, and with banner advertisements on the library's website. The library also uses digital signage to advertise upcoming programs to patrons.

- The library's e-newsletter transmits useful library related information to patrons.
- In addition, other methods are used to communicate, such as:
- The library's website content was updated so that content in several areas of the site is current and dynamic and visually pleasing when viewed on a mobile device.
- The library has a Social Media Committee that is focused on developing meaningful, engaging, and newsworthy content for the library's Facebook and Instagram accounts.

- Newsletters are sent via e-mail and are used to highlight library resources, programs, and services.
- Special phone, and e-mail communications are directed to homebound patrons to make sure they are up-to-date on library events, resources and services.
- Recorded message on the library's phone system are used to direct callers to the appropriate service points in the library and advertises any new services.
- Special promotional campaigns are conducted to "get the word out" about any new services available at the library.
- Any time that library resources and services are changed in any way, there is a publicity initiative undertaken to get the message out, through news releases, newspaper articles, and website alerts as was done with our new SMS Notifications initiative.
- Public surveys (both online and paper) are conducted regularly to gather information and feedback from patrons and then responses are used to assess library operations and services and to make any necessary changes.

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

Currently, the library has the following procedures in place to ensure that patrons are heard:

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

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

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

In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 26, 2024.