PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting
July 22, 2024

Portage District LIBRARY

NOTICE OF REGULAR MEETING

PORTAGE DISTRICT LIBRARY BOARD

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

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

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

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

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

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

To watch the meeting online via Zoom, please click the link below at the time of the meeting:
https://us02web.zoom.us/j/87592153141

Dated: July 18, 2024   **Quyen Edwards**
Library Board Secretary

Portage District Library
300 Library Lane
Portage, MI 49002

AGENDA

I.   **Start of Meeting**

II. **Roll Call**

III. **Comments or Requests from the Public, Board
     Members, or Library Staff** *(10 minutes total)*

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 July 22, 2024** *(1 minute) (Vote)*

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

   A. Minutes of the regular meeting held on June 24, 2024 *(Info) Pg.5-9*

   B. June 2023 Narrative *(Info) Pg.10-12*

   C. Budget Amendment for Designated Donations *(Info) Pg.13-14*

   D. Financial Condition for June 2024 *(Info) Pg. 15-16*

   E. Statistical Report for June 2024 *(Info) Pg. 17-18*

   F. MLA Advocacy Update *(Info) Pg.19*

   G. August 2024 Program Calendar *(Info) Pg.20*

   H. 2nd Quarter Financial Report *(Info) Pg. 21-23*

   I. Monitoring Report on the Executive Limitation Policy for
      Minutes and Records Retention *(Info) Pg.24-25*

VI. **Governance** *(20 minutes)*

   A. Revisit Board Retreat Discussion *(Info) Pg.26*

   B. Creation Station & Makerspace Policy Update with New Service *(Info) Pg.27-32*

   C. Discussion of Internet Filtering required for E-Rate funding
      and Approval of the Internet Policy. *(VOTE) Pg. 33-39*

VII. **Ends Development** *(30 minutes)*

   A. Presentation of the library's 3-Year Technology Plan (2025-2027) *(Info) Pg.40-51*

   B. Second Quarter 2024 Strategic Plan Report *(Info) Pg. 52-58*

   C. Final Review and approval of the preliminary FY 2025 Budget and Millage Rate for
      Public Inspection prior to Public Hearing at the August 26, 2024 *(VOTE)*
      Separate document

AGENDA

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

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

IX. Process Evaluation *(5 minutes total)*

    A. Suggestions for Agenda Items to be included on the August 26, 2024 Board Meeting
1. Minutes of the Regular Meeting held on July 22, 2024
2. Public Hearing on the Proposed FY 2025 Budget and Formal Resolution to Adopt the FY 2025 Budget and Set the Amount of Millage Rate to be Levied for the Library
3. Monitoring Report for Executive Limitation on Compensation and Benefits for Library Employees
4. Monitoring Report on Executive Limitation for Treatment of Staff

    B. Miscellaneous Items

X. Adjournment

MINUTES

I. **Start of Meeting**

II. **Roll Call**

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

Board Members Present: Ken Baker, Michele Behr, Jeanne Friedman, Cara Terry, Tom Vance, Donna VanderVries (6:10 PM), and Linda Whitlock

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

Guests Present: Savannah Rucker, PDL Reciprocal Patron

Nathan Baldermann, Auditor at Rehmann Robson

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

Library Board Chair Tom Vance welcomed everyone to the June 24, 2024 Library Board Meeting. He asked if anyone present had any comment.

A. **Comment from Savannah Rucker -**

Ms. Rucker attended the June Library Board Meeting to express her feelings about a title that she had recently filed a Request for Reconsideration. Upon review of the title by library staff, it was agreed that the title should be shelved in the Adult Area. The Board thanked Ms. Rucker for her feedback.

B. **Comment from Trustee Cara Terry -**

Trustee Terry said that the library grounds and native plantings are looking great with the help of library staff member Quyen Edwards, Master Gardeners, and other volunteers.

V. **Adoption of the Agenda for the Regular Meeting of June 24, 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 Baker and supported by Trustee Terry that the Library Board adopt the agenda for the regular meeting of June 24, 2024. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

VI. **Audit Presentation**

A. **Presentation of Audit Report for FY 2023 by Rehmann Robson**

Auditor Nathan Balderman attended the meeting virtually to give his audit presentation. The Audit was issued today with a clean opinion for trustees to review. New this year, library staff had to look at subscription based technology arrangements (aka software leases) making sure all agreements qualify under the Gasby standard. This included approximately 40 contract reviews. Baldermann thanked Business Manager Foti for all his efforts in helping the audit process run smoothly. Bladerman said he had no additional comments or process changes for consideration this year

The Library Board thanked Baldermann for his report and his time and thanked Business Manager Foti for handling the library's finances well.

MINUTES

I. New Staff Introduction - Benjamin Chee, Facilites Manager

Ben Chee is the library's new Facilities Manager. He has experience as a Facilities Manager at other area non-profits and also worked for Allied Mechanical. He said been at the library for four weeks and has been settling in well.

VII. Consent Agenda

Library Board Chair Vance asked if there were any changes needed to the consent agenda for the June 24, 2024 board meeting before its adoption and none were requested.

A. Minutes of the regular meeting held on May 20, 2024

B. June 2024 Narrative

C. Spotlight on Outreach

D. Financial Condition for May 2024

E. Statistical Report for May 2024

F. July 2024 Program Calendar

G. MLA Advocacy for June 2024

H. Updated Staff Organizational Chart

> **MOTION:** It was moved by Trustee Friedman and supported by Trustee VanderVries that the Library Board approve the consent agenda for the regular meeting of June 24, 2024. Vote 7-Yes, 0-No, 0-Absent. Motion carried.

VIII. Governance

A. Initial Discission About Plans for 2024 Library Board Retreat

Library Board Chair Vance led a discussion about this year's Library Board Retreat. Possibilities for activities included a field trip to another library, hosting a guest speaker, and in-house inservice to learn about unique PDL services. Trustees discussed the possibility of reviewing a United for Libraries online webinar or having a library legal professional speak to the group. In the end, trustees were most interested in spending more time learning about PDL's unique services. Library Board Secretary Edwards said she would put together a list of topics as options to lead their next discussion in July.

B. Heritage Room Policy Update

Library Director Klien said that the content of the Heritage Room Policy was the same, but the formatting had been adjusted with headings to make topics easier to find. The changes were recommended by Local Historian Steve Rossio.

> **MOTION:** It was moved by Trustee Friedman and supported by Trustee VanderVries that the Library Board approve the Heritage Room Policy as presented. Vote 7-Yes, 0-No, 0-Absent. Motion carried.

C. Creation Station & Makerspace Usage Policy Update and Price Adjustment

Library Director Klien said that after reviewing increased prices on certain materials and the changes that came with adding two part time Makerspace Assistants, STEAM Librarian Jane

MINUTES

Fleming has recommended adjustments to the Creation Station & Makerspace Policy. The Board expressed their thanks to STEAM Librarian Jane Fleming for the great projects happening in the Creation Station & Makerspace and for keeping track of changes in pricing and adding more services for patrons. Klien said that also presented is a waiver reviewed by the library's attorney Anne Seurynk. This waiver needs to be signed one time by patrons using equipment in the Makerspace.

MOTION: It was moved by Trustee Friedman and supported by Trustee VanderVries that the Library Board approve the Creation Station & Makerspace use policy as presented. Vote 7-Yes, 0-No, 0-Absent. Motion carried.

II. Ends Development

A. Presentation of the Preliminary FY 2025 Budget for the Portage District Library

Library Director Klien asked Business Manager Rob Foti to do an overview of the FY2025 Budget. Foti said this is a preliminary budget and reflects what staff have requested through meetings with all the library department heads. At next month's meeting, after reflection, the Board can make any additional requests for changes. After July, the Proposed FY 2025 Budget will be available for public viewing. At the August 2024 meeting, the FY 2025 Budget is approved at a Public Hearing for official purposes.

Foti said that what is being presented is a balanced budget. This document reflects what we are requesting for FY 2025. FY2026 is an estimate of where we think things are going as we plan ahead. We have seen very strong tax revenue increases this year of approximately 7.3%. In total, the library's revenue is up almost $359,000. This budget also reflects an adjustment to increase our General Reserve to a level equal to 13% of this years revenue. Foti said the library has experienced a minor setback with Headlee.It is down again from 1.9945 mills to 1.9922, which is an approximate loss of $25,000. Foti said he wouldn't recommend that the Library Board try to get the millage renewed to the full 2 mills at this time.

Foti then began a breakout explanation of library expenses for 2025 beginning with Salaries and Wages. This line has seen a 9.5% increase. This budget also reflects that salary levels changing over the next few years as we implement some of the suggestions from the consultant who analyzed our staff pay ranges. The Library has been informed by Rose Street Advisors that health insurance premiums could see an increase in premiums of 12-15% .

Staff have been analyzing their collections and making recommendations for the future. Digital collections (eBooks and eAudiobooks) continue to increase, while some physical AV material are on a downswing including reduced talking books and hot picks cd collections.

Foti said that the preliminary budget includes funding to outsouce some Human Resource related projects as a pilot program.

In the Non-Capital Equipment lines, some funds are being sat aside for an adult changing table, as well as additional requested youth and adult furniture. There is also funding set aside for new equipment in the Creation Station, specifically for new computers and a large format scanner.

MINUTES

Foti reported on Capital Improvement Projects where that debt payments for the Library Bond is reflected. Included in the Library Technology Projects for the upcoming year include additional discussions about security cameras and a library generator.

Business Manager Foti opened the floor to questions. Trustees wondered about any damage to the library building or grounds following the May 7th tornado or other spring storms. Foti said that the condenser on roof shifted, some large trees came down, but did not damage any cars, and there is flashing on the atrium roof that needs repair.

The Board expressed their thanks to Business Manager Foti and staff for their work on the FY2025 Budget.

IX. Library Director's Reports

A. Final remarks by Library Director for the June 24, 2024 Library Board Meeting.

Library Director Klien said we hosted a meeting between FEMA and representatives from the City of Portage and other affected areas today.

Kalamazoo Community Foundation is hosting an event at the library on Thursday, June 27 at 2PM.

PDL's annual Staff Development Day has been scheduled for Friday September 13, 2024. The library will close to the public on that day for training and department meetings.

During week of the 4th of July, the library will host its annual Lego City display. This is a great linkage activity for Board Members. Please see Head of Youth Services Laura Wright to sign up to volunteer monitoring the display and interact with the community.

Vance - 63 outreach 6,000 people. Steve helped the city document tornado history.

X. Process Evaluation

A. Suggestions for Agenda Items to be included on the July 22, 2024 Board Meeting
1. Minutes of the Regular Meeting held on June 24, 2024
2. Review of Internet Policy
3. Final Review and Approval of Proposed Fiscal Year 2025 Budget and Millage Rate for public inspection prior to Public Hearing at the August 26, 2024 board meeting
4. 2nd Quarter Report for FY 2024
5. Presentation of the Library's 3-Year Technology Plan (FY 2025-2027)
6. Monitoring Report on Executive Limitation for Minutes/Records Retention

B. Miscellaneous -

Trustee Whitlock said she had a great experience with Sean, one of the new Makerspace Assistants. He was really helpful!

Trustees and staff congratulated Trustee Jeanne Friedman on her retirement from Portage Public Schools!
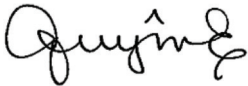
MINUTES

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 June 24, 2024.

DISPOSITION: The regular board meeting of June 24, 2024 was adjourned at 7:15 PM.

Recorded and Transcribed by,

Quyen Edwards
Library Board Secretary

Director's Report
July 2024

Adult Services

On Saturday, June 8th, Adult Services Librarian, *Rachael Wiegmann*, and Heritage Room Coordinator, *Steve Rossio*, teamed-up to host Dr. Ronald J. Stephens and his program: Idlewild: "The Black Eden of Michigan." Dr. Stephens is a professor of African American Studies at Purdue University and has studied Idlewild for many years. Although it was a beautiful, sunny Saturday, we had twenty-seven participants who were entertained by Dr. Stephens's enthusiasm and knowledge of Idlewild. We have several of Dr. Stephens's books in the library

Outreach Librarian *Sara Weyenberg* attended two Portage Farmer's Market events on June 9th and June 23rd. Using leftover gift cards that were donated by the Friends of the Portage District Library last year for Summer Reading, she held a raffle at both events that asked for the individual's library card number to be provided. These raffles, collectively, encouraged approximately 260 interactions with members of the public resulting in 16 new library cards being made and 8 out of date cards being renewed. The Portage Parks and Recreation Department remarked on the 23rd that members of the public were asking where the Library was on June 16th and telling them how much they appreciated being able to connect with the Library while there.

STEAM Librarian *Jane Fleming* worked with Youth Librarian *Kristy Zeluff* and Annie Pryor from Portage Parks and Recreation to host Portage's Second Annual Bioblitz on June 29th. A Bioblitz is an event where citizen scientists spread out over a pre-determined area to record as much biodiversity as possible. These results then are sent to scientists who use that data to help determine what types of flora and fauna are in the area, whether invasive species are under control, etc. Participants used the iNaturalist app to take photos of as many different plants, insects, birds and animals they could find. Local experts in the flora and the fauna of the area were there to answer questions. This was a family friendly event, with activities for Youth as well as Adults. We had 38 attendees, which is a significant jump from last year's event where we had around 15 people attend.

On Thursday, June 27th, the Michigan Notable Authors' Tour made a stop at the Portage District Library with a visit from Erin Bartels. Bartels performed several songs from her book Everything Is Just Beginning and spoke about her inspiration for it. This was a fun evening and was enjoyed by many.

Eleven patrons joined Librarian *Ruth Cowles* for Fantasy Romance Novels: Current greats and upcoming hits on June 27th. It was an enthusiastic group covering the prominent authors of today, the classics, and what to put in their calendars for the rest of 2024 and into 2025. Wearing her Xaden Riorson sweatshirt, one patron entered with a huge smile, pulled her notebook and pencil from her bag, and announced, "I'm ready!" As Ruth introduced authors and titles, she opened the floor for reviews, encouraging patrons to share their love for this genre. After the program, one patron thanked Ruth for adding ten titles to her To Be Read list.

Youth Services

Three events in June allowed patrons to create experiences for themselves and those who visited later. Brio Trains, Marble Mazes, and Big Box Build all provided participants the opportunity to build and play. Many families also chose to leave their creations intact so that later visitors could enjoy what they built or add on to what was there.

Andrea Smalley visited the Portage Public Schools Summer Program with support from *Emily Mingle* and Vicki Hoover. Information on the library Summer Reading Program was provided to over 180 students, and each student received a summer quest journal and a button.

Outreach Librarian *Andrea Smalley* coordinated with the area summer care program through the YMCA to bring a weekly selection of library books for participants to read.

Based on feedback from a local former kindergarten teacher, staff provided parents the opportunity to sit with the teacher and watch their children during k readiness sessions. During our Kindergarten Readiness program, parents were provided a space to explore library books and resources geared towards going to school and support with reading.

Sixteen teens created masterpieces by flinging paint off paintbrushes and toothbrushes at the Teen Splatter Paint Extravaganza hosted by Youth Services Staff Member *Karina Gluys* and Teen Services Librarian *Olivia Pennebaker*.

Circulation & Technical Services

During the month of June, we had 681 students use their PASS cards with the library. We sent out 1,414 text messages to users regarding bills, overdue materials, and membership renewals.

The Circulation Department also undertook a large project. We adhered labels into each talking book case in Adult, Teen, and Juvenile. These labels direct patrons to our audiobook collection of our digital library.

Assistant Circulation Supervisor *Chelsea Axtell* has been creating fun displays at our front entrance to promote programs at the library. She has been putting up a prompt for patrons to respond to, as well as putting books on display. In June, we promoted the Charlie Cart and Summer Reading. Of the 75 books we put on display for the Charlie Cart, 57 were checked out in a 2-week period!

Personnel

The Library Director and Business Manager have made all changes to the Library's Employee Handbook and will be rolling it out to employees by the end of July. Staff will be required to review and sign off that they have received a copy. The Employee Handbook will be uploaded into Paylocity for easy access when needed. Paylocity is the library's payroll software, but also has other modules that handle recruiting, onboarding, training videos and document storage for employee files. The Business Manager will be completing the Workers' Compensation audit at the end of July. This is an annual reconciliation of actual wages paid by position class to determine the actual amount of workers' compensation wages that should have been paid. Depending on the result, the library could be charged additional premiums or receive a refund. The Professional Development Committee is working on finalizing the agenda for the 2024 Staff Development Day to be held on Friday September 13, 2024.

IT Department

The Portage District Library IT Department helped launch PDL Mobile, the library's new integrated mobile app. This new app will not only search the library's catalog but will also search Hoopla and Libby, allows for booking study rooms and registration for PDL events. Our Digital User Experience Coordinator *Jill Austin*'s attention to detail and persistence will be a key component in its success going forward.

The Portage District Library IT Department has setup BlueCloud Cataloging a web based ILS product that adds modern tools for copy cataloging and bibliographic maintenance.

The IT department is working with BlueHost (website hosting vendor) to upgrade its OS to AlmaLinux, and is performing firmware upgrades to its network firewalls, switches and access points.

Maintenance & Building Services

· All gender bathrooms will be up and running by mid-month
· Storm damage to IT Mini split has been repaired by Allied Mechanical
· Working on quote for tuckpointing around building
· Floor polishing had to be rescheduled to the end of July due to contractor staffing issues
· The rear exit in the toddler room has had water problems from rain, the issue is being looked at from every angle. The new flooding issue is likely caused by tornado damage. We are taking some temporary measures until the problem is resolved.
· Landscaping at staff parking lot has been weeded
· No outstanding work orders

Memo

Budget Amendment to adjust the FY 2024 Budget for a Designated Donation

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

BACKGROUND

On June 6, 2024, the library received a $250 donation that was designated to Science/Nature spending. After discussion with Seed Library Coordinator Quyen Edwards, the donation will be spent on materials for the PDL Seed Library.

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2024 Budget to increase the Adult Services Library Materials - Seed Library expenditure line by $250 for the use of these funds in FY2024.
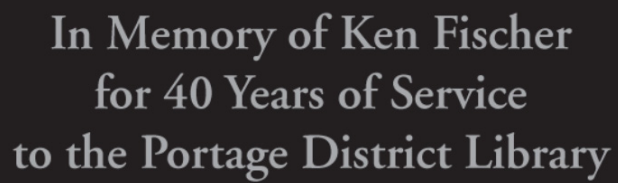
Memo

Budget Amendment to adjust the FY 2024
Budget for a Designated Donation

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

BACKGROUND

On July 12, 2024, the library received a $2,857.43 donation from the Kenneth Fischer Trust to purchace a memorial bench and plaque for the library property. The plaque will read as follows:

In Memory of Ken Fischer
for 40 Years of Service
to the Portage District Library

RECOMMENDATION:

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2024 Budget to increase the Library Grounds expenditure line by $2,857.43 for the use of these funds in FY2024.

Financial Condition Report

June 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 $8,556,171
Expenditures $4,322,351

Fund	5/31/2024	Changes	6/30/2024
General Reserve (13%)	$ 796,325	-	$ 796,325
Building Reserve	50,000	-	50,000
Benefits Reserve	29,741	-	29,741
Technology Reserve	111,305	-	111,305
Patio Feasibility Reserve	4,700	-	4,700
Bldg. Improvement Reserve	731,419	-	731,419
Personal Property Tax Reserve	805,946	-	805,946
Library Endowments	75,542	-	75,542
Unassigned Fund Balance	7,648,172	-	7,648,172

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

June 2024

	Month Statistics			YTD Statistics		
	Jun-24	**Jun-23**	**CHANGE**	**2024**	**2023**	**CHANGE**
Circulation/Collections						
Total Library Circulation	**79,461**	**78,227**	**1.58%**	**453,722**	**435,489**	**4.19%**
Adult - Books	16,668	17,816	-6.44%	97,894	98,666	-0.78%
Adult - A/V	2,918	3,562	-18.08%	21,136	23,065	-8.36%
Youth - Books	34,664	33,320	4.03%	181,732	178,584	1.76%
Youth - A/V	3,010	2,966	1.48%	17,869	16,632	7.44%
Hot Picks	662	986	-32.86%	4,139	5,325	-22.27%
E-Material	19,662	17,724	10.93%	119,177	101,253	17.70%
ILL - PDL Requests	1,176	1,047	12.32%	7,328	6,624	10.63%
ILL - Other Lib. Requests	701	806	-13.03%	4,447	5,340	-16.72%
Self-Checkout Percentage	**57.16%**	**58.77%**		**52.40%**	**53.52%**	
Total Library Collection	**178,280**	**177,646**	**0.36%**			
Adult - Books	71,939	72,272	-0.46%			
Adult - A/V	11,020	13,431	-17.95%			
Youth - Books	85,619	81,132	5.53%			
Youth - A/V	7,171	8,086	-11.32%			
Hot Picks	2,531	2,725	-7.12%			
Net Acquisitions	**1,162**	**(137)**	**948.18%**	**28**	**(314)**	**108.92%**
Purchased - Books	2,079	1,381	50.54%	9,294	9,070	2.47%
Purchased - A/V	121	312	-61.22%	876	935	-6.31%
Donated - Books	1	0	100.00%	1	1	0.00%
Donated - A/V	2	0	100.00%	2	0	100.00%
Material Discarded	(1,041)	(1,830)	43.11%	(10,145)	(10,320)	1.70%
Total In-House Usage*	**0**	**0**	**n/a**	**0**	**0**	**n/a**
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
Patrons						
Total Patrons	**33,965**	**33,417**	**1.64%**			
Adult	16,750	16,205	3.36%			
Youth	2,276	3,026	-24.79%			
Non-Resident	206	181	13.81%			
Reciprocal	3,246	3,069	5.77%			
Internet User	623	465	33.98%			
PASS Users	10,802	10,412	3.75%			
Professional	62	59	5.08%			
Net Patrons	**172**	**(422)**	**140.76%**	**906**	**(3,744)**	**124.20%**
Adult	229	212	8.02%	1,313	1,269	3.47%
Youth	27	36	-25.00%	102	116	-12.07%
Non-Resident	2	4	-50.00%	15	19	-21.05%
Reciprocal	75	65	15.38%	439	350	25.43%
Internet User	39	38	2.63%	312	220	41.82%
PASS Users	1	4	-75.00%	113	122	-7.38%
Professional	2	1	100.00%	5	1	400.00%
Patrons Removed	(203)	(782)	-100.00%	(1,393)	(5,841)	76.15%

Statistical Report

	Month Statistics			YTD Statistics		
	Jun-24	**Jun-23**	**CHANGE**	**2024**	**2023**	**CHANGE**
Library Building Usage						
Total Meeting Room Usage	**717**	**639**	**12.21%**	**4,706**	**4,042**	**16.43%**
Internal/Collaboration	134	116	15.52%	709	522	35.82%
External/Outside Usage	583	523	11.47%	3,997	3,520	13.55%
Total Program Audience	**4,230**	**1,887**	**124.17%**	**20,266**	**17,748**	**14.19%**
Adult	1,102	553	99.28%	5,135	3,968	29.41%
Youth	3,008	1,209	148.80%	14,418	12,940	11.42%
Heritage Room	120	125	-4.00%	713	840	-15.12%
Total Number of Programs	**91**	**52**	**75.00%**	**551**	**489**	**12.68%**
Adult	53	29	82.76%	263	230	14.35%
Youth	36	22	63.64%	274	246	11.38%
Heritage Room	2	1	100.00%	14	13	7.69%
Total Volunteer Hours	**234**	**207**	**13.04%**	**1,189**	**1,318**	**-9.79%**
Adult	44	48	-8.33%	348	324	7.41%
Youth	119	60	98.33%	350	386	-9.33%
Technical	10	8	25.00%	67	115	-41.74%
Circulation	29	33	-12.12%	225	252	-10.71%
Administration	32	56	-42.86%	198	219	-9.59%
Community Service	0	2	-100.00%	1	22	-95.45%
Total Front Door Traffic	**19,887**	**19,899**	**-0.06%**	**120,528**	**120,544**	**-0.01%**
Total Youth Services Traffic	**13,126**	**12,136**	**8.16%**	**88,276**	**85,173**	**3.64%**
Total Business Center Traffic	**0**	**0**	**0.00%**	**0**	**0**	**0.00%**
Information Access/Reference/Research						
Total Reference Transactions	**7,502**	**7,039**	**6.58%**	**36,483**	**38,300**	**-4.74%**
Adult Phone	401	327	22.63%	2,614	2,453	6.56%
Adult Ready Reference	1,369	1,624	-15.70%	7,747	10,676	-27.44%
Adult Reference	160	125	28.00%	1,180	1,088	8.46%
Youth Phone	81	80	1.25%	409	384	6.51%
Youth Ready Reference	3,436	3,271	5.04%	16,112	15,089	6.78%
Youth Reference	1,265	812	55.79%	3,165	2,177	45.38%
HR Phone	15	5	200.00%	66	64	3.13%
HR Ready Reference	45	119	-62.18%	1,446	1,582	-8.60%
HR Reference	3	4	-25.00%	61	77	-20.78%
Circ Phone	402	246	63.41%	1,901	1,717	10.72%
Circ Ready Reference	152	188	-19.15%	966	1,663	-41.91%
Circ Reference	173	238	-27.31%	816	1,330	-38.65%
Total Edutainment LAN Use	**177**	**178**	**-0.56%**	**1,854**	**1,831**	**1.26%**
Total Internet Computer Use	**1,754**	**1,547**	**13.38%**	**9,776**	**8,595**	**13.74%**
Youth Computers	265	218	21.56%	1,061	917	15.70%
Adult Computers	1,487	1,327	12.06%	8,694	7,663	13.45%
Laptop Computer Circulated	2	2	0.00%	21	15	40.00%
Total Electronic Transactions	**37,994**	**52,626**	**-27.80%**	**251,221**	**413,947**	**-39.31%**
WebSite Hits	27,887	42,287	-34.05%	188,140	349,276	-46.13%
WebCatalog Sessions	8,675	8,798	-1.40%	53,289	54,108	-1.51%
Licensed Database Hits	1,432	1,541	-7.07%	9,792	10,563	-7.30%

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

Christy Klien, Library Director

MLA ADVOCACY NEWS

June 2024

2025 Budget Update

Never wanting to keep MLA members in the dark, we are finally able to share the state of Michigan budget with you (links below for the House Fiscal Agency Conference Reports for the General Omnibus Budget and the School Aid Fund). With little to no advance public review of the budget, in the early morning hours today, the FY25 State of Michigan budget (beginning October 1) has finally passed through the conference committee, the Senate and the House. The budget now awaits the Governor's signature before the July 1st deadline. (Just as a reminder, she also has line item veto power, so nothing is in stone until she signs.)

While we haven't had time to digest the entire budget, we have highlighted some of the items that we have been watching including (DRUMROLL PLEASE) a $1,000,000 increase to State Aid bringing it to $16,567,700.

And while we didn't get everything we asked for in the budget…your voices were heard and communications with your state legislators made a difference! Advocacy is a full year commitment – it never ends, so keep up the good work. We are #StrongerTogether. MLA will share more details soon on other MLA priorities.

Thank you MLA Members!

https://www.milibraries.org/index.php?option=com_content&view=article&id=1639:fy25-budget---news---michigan-library-association&catid=44:news-advocacy&Itemid=311

PDL Events

Kid Olympics

Fun for elementary-aged children and their adults!

Thursday, August 1st
6:00pm - 7:30pm

Friends of the Library Members Only Sale

Book Sale

Friday, August 2nd
4:00pm - 5:30pm

Friends of the Library

Book Sale

Saturday, August 3rd
9:00am - 3:00pm

Kalamazoo County Outreach Day

Tuesday, August 6th
3:00pm - 5:00pm

Introduction to D&D for adults!

Hosted by Dungeon Master Amy

Tuesday, August 6th
6:00pm - 8:00pm

Teen Summer Reading Pizza Party

6th-12th Grade

Tuesday, August 6th
6:30pm - 7:30pm

Kindergarten Readiness

Session 3

Wednesday, August 7th
6:00pm - 7:00pm

Make It @ The Library

Magnet Mania for Adults

Thursday, August 8th
10:30am - 12:00pm

Stuffed Animal Sleepover Camp

Thursday, August 8th
6:30pm - 8:00pm

PDL Monarch Waystation Tour

Monday, August 12th
6:30pm - 7:30pm

Bedtime and Bears Storytime

Children and their families are welcome!

Tuesday, August 13th
7:00pm - 8:00pm

Knot for Profit

A Fiber Arts Club

Tuesday, August 13th
2:30pm - 4:30pm

Coffee Hour with Senator McCann

Wednesday, August 14th
12:00pm - 1:00pm

Make Leather Wrap Bracelets with CreativeBug

Wednesday, August 14th
6:30pm - 8:00pm

Light Lunch and Literature

Novellas & Short Stories

Thursday, August 15th
12:00pm - 1:00pm

STEM Storytime

Friday, August 16th
10:00am - 11:00am

August Plant Swap

Kalamazoo Plant It Forward

Saturday, August 17th
10:00am - 12:00pm

Kalamazoo Macintosh Users' Group

Meeting

Saturday, August 17th
9:00am - 12:00pm

Make It @ The Library

Magnet Mania for Adults

Tuesday, August 20th
2:30pm - 4:00pm

Speed Friending for Adults!

Focused on 30-40 year olds!

Tuesday, August 20th
6:00pm - 7:30pm

Pilates with Joy!

Move with Joy!

Wednesday, August 21st
4:00pm - 5:00pm

Contemporary Romance

Current Greats and Upcoming Hits

Thursday, August 22nd
6:30pm - 8:00pm

Antique Lit

A Historical Fiction Book Group

Saturday, August 24th
1:00pm - 2:00pm

Knot for Profit

A Fiber Arts Club

Tuesday, August 27th
6:00pm - 8:00pm

Make It @ The Library

Magnet Mania for Adults

Wednesday, August 28th
6:30pm - 8:00pm

Portage District Library
2nd Quarter Report
June 30, 2024

Revenue

Percent of Year Gone -->   50%

General Ledger Category	2nd Qtr Actual	% of Annual Budget	2024 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Received
Total Tax Revenue	$ 103,264	2%	$ 5,567,876	$ 5,642,809	$ 5,642,809	101%
State Aid Revenue	28,348	7%	408,753	390,096	390,096	95%
Other Revenue	145,854	80%	181,482	294,071	294,071	162%
Revenue (To)/from Reserves	-	0%	1,321,295	1,321,295	1,321,295	100%
Other Financial Sources	907,900	94%	962,350	907,900	907,900	94%
Total Revenue	**$ 1,185,366**		**$ 8,441,756**	**$ 8,556,171**	**$ 8,556,171**	**101%**

Expenses

General Ledger Category	2nd Qtr Actual	% of Annual Budget	2024 Annual Budget	YTD Actual	YTD Actual+Enc.	YTD % Spent
Total Salaries & Wages	$432,949	22%	$ 1,991,261	$925,803	$925,803	46%
Total Fringes & Benefits	165,283	22%	744,281	328,983	328,983	44%
Total Library Materials	124,499	16%	799,768	301,049	342,429	43%
Total Utilities	30,169	19%	159,100	60,383	60,383	38%
Total Buildings	52,403	18%	286,536	108,017	164,631	57%
Total Furnishings & Equipment	15,966	29%	55,000	15,966	25,466	46%
Total Supplies	26,932	11%	237,078	52,767	88,883	37%
Total Professional Services	85,791	19%	456,343	171,435	192,354	42%
Total Other Charges	50,004	10%	483,999	215,042	228,522	47%
Other Financial Uses	907,900	94%	962,350	907,900	907,900	94%
TOTAL OPER. EXPENSES	**$ 1,891,896**		**$ 6,175,716**	**$ 3,087,345**	**$ 3,265,354**	**53%**
TOTAL CAPITAL PROJECTS	$ 11,532	1%	$ 2,266,040	$ 947,589	$ 1,056,997	**47%**
TOTAL EXPENSES	**$ 1,903,428**	**23%**	**$ 8,441,756**	**$ 4,034,934**	**$ 4,322,351**	**48%**

EFFECT ON FUND BALANCE *	$ (718,062)		$ -	$ 4,521,237	$ 4,233,820	

Cash Flow Analysis of all money including prior year(s)	
12/31/2023 Audited Total cash (Fund Equity*) minus liabilities	$ 10,232,248
+ 2024 Revenues	7,648,271
- 2024 Operating Expenses	2,179,445
- Capital Projects	947,589
- General Reserves	796,325
- Building Reserves	50,000
- Benefits Reserve	29,741
- Technology Reserve	111,305
- Patio Feasibility Reserve	4,700
- Personal Property Tax Reserve	805,946
- Building Improvement Reserve	731,419
- Library Endowments	86,555
- Encumbrances	287,417
Total available cash as of 6/30/2024 (Fund Balance*)	$ 11,850,077

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

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

Property Taxes - Property Tax collections are complete for the year. The Library has approximately $75,000 of collections above that which was budgeted. The Library will continue to collect delinquent Personal Property Taxes each quarter as they are paid in the current year and additional years. Chargebacks for propery tax appeals by the City of Portage and County of Kalamazoo are budgeted at $12,500 and have only been $130 for the year. This amount will increase as the year goes on, but has been under budget in prior years.

State Aid Revenue - The Library has not received its 2nd State Aid payment in the current year. It is estimated that once this payment is received it will make total State Aid Revenue collections approximately $10,000 over budget for the year. The Library has received its distribution from the Local Community Stabilization Fund for eliminated personal property tax. The distribution was $361,748. This amount was $12,005 less than budgeted and made up for by the additional funds received in the Library's State Aid payments.

Revenue from Reserves - This category is used to track the inflow of funds from the various Reserve accounts, as well as from Unassigned Fund Balance. As part of the Library's FY2024 budget, the library will maintain 13% of its budget in its General Reserve. In doing so, the General Reserve from the prior year will be increased by $38,518 in FY2024. Funds have been added to the FY2024 budget for the following items: prior year encumbrances ($1,325,886); and restricted donations received in FY2023 ($33,926).

Other Revenue - Other Revenue is ahead of pace for the year. Interest income will be collected throughout the year as interest is earned. Revenue from interest in the first two quarters has already surpassed the annual budget for this area. Fines and Fees are slightly ahead of pace for the year. The Library does not budget for donations, but instead chooses to request budget amendments when they are received and needed for use. The Library has received approximately $16,000 of donations and grants during the year that it has not requested budget amendments in order to spend. Penal Fines are budgeted at $50,000, but will not be collected until July. The Library received a distribution from the Michigan Municipal Risk Management Authority (MMRMA) for building insurance premiums of approximately $20,000.

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

Salaries & Wages - Salaries & Wages are slightly below pace for this time of year.   The Library is fully staffed, but does currently have 2 part-time positions in the Circulation Department that it is using for summer help. When these positions are vacant, funds are going unused. There are additional funds in this line that are earmarked for year-end bonuses and thus unspent.

Fringes & Benefits - Fringes & Benefits are less than 50% expended as of June 30, 2024. This is due to four (4) employees opting out of the Library's insurance plan and picking up a spouse's insurance plan. Based on this scenario, there should be a surplus of funds at the end of the year.

Library Materials - This category shows that it is less than 50% spent for this time of year. This can be due to ordering slowing as staff become busy with summer reading. It is expected that ordering will pick up by the 4th quarter of the year.

Utilities - Utilities are under budget for this time of year. Gas & Electric comprise the largest expenditure line in this category and expenditures have been below budget. Overall, Gas & Electric are under budget for the year. With the mild winter, expenses were less than prior years, however, the May and June electric invoices have shown a surge in usage. This will be watched as the year progresses. The budget should be adequate for the remainder of the year.

Building - Year-to-date actual and encumbrances are greater than the 50% target. The Library has set up encumberances for anticipated building and equipment maintence for the year. Therefore, there is a large proportion of the budget accounted for at this time.

Furnishings & Equipment - The library has budgeted $25,000 for new expenditures in this line for FY2024. It has since increased that budget by $9,500 for FY2023 encumbrances, $15,000 for items approved in the Friend's donation request, and $5,500 for donations received in FY2023. A portion of those funds have been purchased or encumbered. Funds in this line should be spent before the end of the year.

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

Professional Services - This category is slightly lower than the 50% target for several reasons. The Library has several lines that have projects, that have not started or been billed yet this year. These projects include: Phase II of the salary & wage study; various small projects for the Library's attorneys, consulting services for the annual audit, and fundraising initiatives. There are no concerns at this point with any lines within this category being over budget for the year.

Other Charges - This category is on pace for this time of year. Lines in this category include programming, training and maintenance and support for the various hardware and software located throughout the Library. The majority of lines in this category are being used at an acceptable rate.

Capital Projects - This category is on pace for this time of year. The Library's has ordered additional furniture that was not purchased during the renovation project. The Library will make its last debt payment for the year in October. The May debt payment is the largest of the two payments and is a substantial component of this budget area. The Library's annual tech project will not begin until the 4th quarter.

Monitoring Report on the Executive Limitation Policy for Minutes and Records Retention

July 2024

As an elected, public governance body, the Library Board will generate and retain official board meeting minutes and other board records in a manner that complies with the Michigan Open Meetings Act (Public Act No. 267 of 1976, as amended.)

Policy: **1. Minutes will be produced for all library board meetings, and will contain:**

    a. Information about the agenda topics, and the date, time and location of the board meeting.

    b. A list of all attendees/absentees.

    c. A brief summary of any public comments, staff presentations or discussions.

    d. A record of any decisions made at the meeting; motions made with the results (may include a very brief summary); and a record of all roll-call votes.

    e. A listing of other topics discussed (may include a very brief synopsis of the discussion.)

    f. A list of unresolved issues or other items to be carried forward to the next month (may include a brief discussion).

    g. References to any pertinent supporting documents, as deemed appropriate by the Library Director, Board Secretary or as requested by the Library Board.

Director's Response: The contents of the minutes produced for the Portage District Library Board include: (1) date, time, location and agenda topics for the meeting; (2) list of attendees and absentees; (3) summary of public comments and all other discussions; (4) a record of decisions and motions made and votes taken; (5) a list of other topics discussed; (6) a list of unresolved issues or other items to be handled at a future date; and (7) references to pertinent supporting documents.

In compliance with the State of Michigan's OPEN MEETINGS ACT 267 of 1976, requiring **proposed minutes to be available for public inspection within (8) business days after the meeting**, the board meeting minutes are e-mailed to trustees for review, made available at the Adult Information Desk for public inquiry, and kept on file in the Library Office for easy access and referral. A list of any issues needing further consideration is maintained and used to generate agenda items for subsequent board meetings. **Approved minutes will be available for public inspection within (5) business days after the meeting** and are made available on the library's website, at the Adult Information Desk, and kept on file in the Library Office for easy access and referral.

Every effort is made to produce professional, informational and accurate minutes of board meetings that will be retained in Library Archives as the only permanent record of Library Board activities and the chronological progress of the Portage District Library over the years.

Policy: **2. RETENTION of library board meeting official minutes, notes, and audiotapes will be kept according to the official record retention schedule adopted by the State of Michigan as follows:**

    a. For open session library board meetings, official minutes will be **retained indefinitely.**

    b. For open session library board meetings, **recordings will be retained until official minutes are approved by the Library Board,** after which the recordings will be deleted.

    c. For open session library board meetings, **notes taken by the Library Board Secretary for the purpose of producing official board meeting minutes will be retained until official minutes are approved by the Library Board,** after which the notes will be deleted.

    d. For closed sessions of library board meetings, official minutes will be recorded but will not be available for public inspection unless disclosure is required by a civil action. **These closed session minutes may be destroyed one year (365) days and (1) day after approval of the minutes of the regular meeting at which the closed session was approved.**

    NOTE: Except for minutes taken during a closed session, all minutes are considered public records, open for public inspection, and must be available for review (on the library's website and in print) as well as copying at the address designated on the public notice for the meeting.

Director's Response:

The process for retaining minutes of Library Board meetings is followed according to this Executive Limitation Policy. The Board Secretary maintains all Library Board meeting files and complies with all retention period requirements.

Open session board meeting minutes in print are kept indefinitely. Recordings and notes for each open session library board meeting are kept until official minutes are approved by the Library Board and are subsequently destroyed.

After each board meeting, minutes are filed by board meeting dates in both the Library Office and in library archives in the Heritage Room. These files are weeded at the end of the fiscal year and old board meeting files with minutes are rotated out of the active file into the Business Storage Room.

Closed session minutes are kept separately from regular session minutes, and are not made available to the public.

Memo

Continued Discussion About Plans for 2024 Library Board Retreat

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

BACKGROUND:

The Portage District Library Board typically holds an Annual Retreat in the fall. Over the years, trustees have participated in many different activities for their retreat. It is usually a learning opportunity for trustees and library administrative staff to experience together. In the past few years, the Library Board Retreat time has been used to rewrite the Library's mission, vision, and values statements, and complete a Strategic Plan for the Library with facilitator Amanda Standerfer. Board retreats could also include additional training or a field trip. In June, trustees indicated their interest in additional training on library services.

Continued discussion for the 2024 Library Board Retreat has been placed on the agenda for the July 22, 2024 meeting for discussion.

Memo

Creation Station & Makerspace Usage Policy

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

We have a new service available in the Makerspace: a Magnet Maker!

The Magnet Maker makes 2" x 3" magnets. You can use the materials we have in the library to create your magnets or make your own designs and bring them in. The Magnet Maker works with regular copy paper. Photo paper or cardstock are too thick and will jam the machine.

You do not need to make a reservation to use the Magnet Maker. If you would like to use the machine, stop by the Makerspace during Staffed Hours and staff will help you. If you stop by to use the Magnet Maker during a time when the Makerspace is not Staffed, please check with the Adult Information Desk.

Magnets are 50¢ each. This service and price has been added to the Creations Station & Makerspace policy.

Creation Station, Makerspace, and 3D Printing Usage Policy

I. The Makerspace and Creation Station, including 3D printing, will fulfill the following purposes:

1. To facilitate the exploration of new technology, which will help participants gain practical skill and experience with that technology.

2. To encourage participants to utilize their creative and "maker" skills as they create new things.

3. To encourage creativity, collaboration, the sharing of skills/knowledge, and social connections among participants.

II. Participants may use the Makerspace and Creation Station supplies and equipment in the following ways:

1. **As part of a program or workshop.**
   These workshops will involve all participants working on the same projector activity and will generally not require advanced technological skills.

2. **During a Staffed Hours**
   The Portage District Library will strive to hold as many "drop-in" times as possible, during which times the Portage District Library staff will be available to assist users with the materials and equipment.

3. **One-on-One**
   The Makerspace and Creation Station will be available by appointment for users who wish to have more assistance with their project. 3D printing is available only by appointment or through direct submission.

4. **On their Own**
   The Makerspace and Creation Station will be available for independent use during all hours the Portage District Library is open and when no other program is scheduled. However, Makerspace Staff will not always be available to assist patrons. Patrons can still use the room and some certain on their own during those times. This option is best for those who are comfortable using the Creation Station and Makerspace equipment independently. Patrons can also bring in their own projects to work on.

   Note: Some equipment will not be available for use during these times. Availability of all equipment is clearly marked in the Makerspace and on the website.

5. **Electronic Submission**
   In addition to an appointment, 3D printing is available via electronic submission.

III. Conditions Prior to Use

1. Prior to using the Makerspace or participating in a Library hosted "workshop" for the Makerspace, patrons must sign a Release of Liability Agreement. The patron will be considered the "User" for the purpose of the Release of Liability Agreement. If the patron is under the age of 18, a parent or legal guardian must sign the Release of Liability Agreement. Patrons must also participate in a training session with Makerspace staff or participate in a Library hosted "workshop" for using the equipment from the Makerspace and review this Policy before using the Makerspace.

2. Users under age 14 must be accompanied by a parent or caregiver over the age of 18 while using the Makerspace unless they are attending a sponsored Library workshop involving the use of the Makerspace.

IV. The following policy establishes terms of use:

1. Portage District Portage District Library's policies, including but not limited to the Patron Behavior Policy and Internet Policy, apply to the Makerspace and Creation Station. Failure to comply with Portage District Library policies may result in loss of Portage District Library privileges.

2. Equipment in the Makerspace and Creation Station, including by not limited to 3Dprinting, may be used only for lawful purposes subject to any condition set forth in this policy or any other Portage District Library policy. The public will not be permitted to use the equipment in the Makerspace of Creation Station to create material that is:

    A. Prohibited by local, state, or federal law or regulation.

    B. Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others.

    C. Obscene, sexually explicit, or harmful to minors.

    D. In violation of another's intellectual property rights. The patron will be responsible for compliance with all intellectual property laws, including patent, trade dress, trademark, and copyright laws. Responsibility for possible copyright or any other intellectual property infringement lies solely with the user and the Portage District Library disclaims any responsibility or liability resulting there from. The person requesting to use Makerspace and Creation Station equipment is liable for any infringement.

        i. Weapons or weapon replicas of any kind.
        ii. Produced for commercial purposes or goods to be sold for profit.

3. The Portage District Library is not responsible for any manufacturing defects, issues with quality of workmanship, safety, or flaws or failures in materials associated with the use of the Makerspace and Creation Station's tools or equipment. Portage District Library is not responsible for failed 3D prints, although we will do our best to assist in completing successful 3D prints.

4. Computers in the Makerspace and Creation Station are to be used for programming,digital content creation, and creative work only.

5. The Portage District Library is not responsible for any loss of digital data, injuries,property damage or other damage to materials provided by users or caused by objects or materials using 3D printers.

6. Some of the Makerspace and Creation Station equipment can only be operated under the supervision of designated Portage District Library staff.

7. Equipment in the Makerspace and Creation Station and 3D printing via electronic submission is available for use on a first-come, first-served basis unless a patron has reserved a specific time to use the equipment.

8. Patrons are responsible for bringing their own materials except for 3D printing filament and when attending Portage District Library sponsored workshops. Portage District Library staff must approve all materials before they are used.

9. Users (or, if minors, their parents/guardians) are responsible for any fees incurred for loss or damage to Portage District Portage District Library property, not associated with normal wear and tear, that is the result of inappropriate or unauthorized use of tools, equipment, or consumable materials, or for clean-up of the tools, equipment, or space. Portage District Portage District Library is not responsible for any damage to or loss or theft of users' personal property including electronic files left on Portage District Portage District Library computers.

10. The Portage District Library Director and designated staff reserve the right to:

    A. Refuse any request/service.

    B. Review and approve all materials before using equipment in the Makerspace and Creation Station. If there is a problem with designs and/or production, the patron will be informed. The Portage District Library cannot guarantee a successful project or time frame of completion. Failed projects may be attempted two more times.

    C. Halt, delete, or disallow the creation of items that violate any Portage District Library policy.

    D. Stop a request due to time or equipment capabilities.

    E. Set a limit as to the maximum number of projects.

    F. Close the Makerspace and Creation Station at any time for programs or maintenance with little or no notice.

11. The Patron agrees to follow the safety policies and procedures involved with the Makerspace, including the following:

    A. The Patron will follow all equipment safety procedures as documented if neither a training session, workshop and/or detailed in the owner's manuals. Owner's manuals will be available for review by the User.

    B. The patron agrees that if any tool or piece of equipment becomes unsafe or in a state of disrepair, he/she will immediately discontinue use of the tool and notify Portage District Library staff.

    C. The Patron must report any accident/incident that occurs to a Portage District Library staff member, at the time of the accident/incident.

12. The patron agrees that items used in the Makerspace and Creation Station are to be returned in the same condition as they were issued, barring normal wear and tear. The Patron agrees to pay for the loss or damage to any items and further agrees to accept the Portage District Library staff's assessment of fair restitution for damage,dirtiness, delinquency and/or loss of items in part or total.

13. The Patron agrees to take precautions to avoid causing unnecessary mess. The Patron agrees to clean up his/her workspace following use and will inform a Portage District Library staff member if they are unable to return a work surface, tool, or equipment to its original state.

14. The Portage District Library is not responsible for the following:

    A. The Portage District Library does not accept responsibility if a project is destroyed, does not print correctly, or does not work.

    B. The Portage District Library will not offer refunds for supplies used.

    C. The Portage District Library does not accept responsibility if a patron's personal equipment (VHS, DVD) is damaged or destroyed while using the tools.

15. Food and drinks are prohibited when using the Makerspace or Creation Station.

16. Users must save their work on their own external memory source – external hard drive, CD, DVD, cloud storage, or flash drive.

17. It is the responsibility of the User to delete and/or remove any files (digital or print) from the Portage District Library equipment in the Makerspace. The Portage District Library is not responsible for equipment or files (digital or print) left behind by Users.

18. Portage District Library staff will provide very limited assistance in using the equipment and software in the Makerspace outside of Staffed Hours. They also are unable to provide assistance in transporting supplies, equipment, or furniture to and from the Makerspace.

19. While the Portage District Library makes every effort to oversee the use of the equipment, usage of the equipment is not under the direction or control of the Portage District Library. Approval to use the Makerspace does not constitute endorsement by Portage District Portage District Library of the uses to which the space is put or the products produced therein. The Portage District Library is not responsible for any object created with the use of the equipment, including any harm or injury incurred because of any usage of the equipment.

20. The Makerspace and Creation Station are not single occupancy rooms. More than one patron/group may be in them at a time, working on different projects.

21. All equipment in the Makerspace and Creation Station must stay in the Makerspace and Creation Station.

22. The library reserves the right to place limits on the number of items patrons create due to the availability of resources.

V. 3D Printing

1. In addition to the above policy provisions, the following are applicable to 3D printing:

    A. If submitted electronically, the print file submitted must be sent in .STL format.

    B. Only one print request per person will be accepted and printed at a time. A person may submit one request every two weeks.

    C. The print object must be smaller than 9.8" x 8.2" x 8.2". Library staff reserve the right to resize projects unless dimensions are specific in the request.

    D. The nature of 3D printing does not allow complete member privacy, but the library will comply with the Library Privacy Act.5

    E. The printer will only print an object in a single color. Color preferences may be submitted and we will do our best to accommodate requests, but the library staff will determine the color of the filament based on availability.

VI. Fee Schedule for Makerspace

3D Printing

The cost for 3D printing is 10 cents per gram with a minimum cost of $1.00.

HP DesignJet T650 Large Format Printer

Patrons must bring their files for printing on an external USB Flash Drive.

Button Making Machine

The cost is $0.25 per button.

Magnet Making Machine

The cost is $0.50 per magnet.

Poster Printing

Paper	18" x 24"	24" x 24"	24" x 36"
Matte Paper	$4.00	$6.00	$8.00
Glossy Paper	$6.00	$10.00	$14.00

Dimensions that are not listed above will be rounded up to the closest available size. Dimensions that are larger than those listed above would cost an additional $1.00 per linear foot.

Sublimation Paper (Ink Included)

4 x 9.5 Mug Paper $1.00

8 1/2 x 11 $1.50

8.5 x 14 $2.00

11 x 17 $2.50

The library will carry limited sublimation items:

Sublimation hat: $6.00

Small sublimation puzzles
(5 x 7 or smaller): $3.00

Large sublimation puzzles
(larger than 5 x 7): $4.00

Standard coffee mug (11 ounces) $4.00

17 ounce Latte mugs: $7.00

20 ounce Tumblers: $8.00

Coasters $2.50

Key chains $1.50

Prices include costs for ink and paper.

Memo

Internet Filtering Discussion

To: Portage District Library Board
From: Christy Klien, Library Director
Date: July 23, 2024

BACKGROUND:

The Portage District Library is required to discuss internet filtering annually at a public board meeting in accordance with Children's Internet Protection Act (CIPA) in order to apply for USF E-Rate funding.

The FCC statement is as follows:

"Schools and libraries subject to CIPA may not receive the discounts offered by the E-rate program unless they certify that they have an Internet safety policy that includes technology protection measures. The protection measures must block or filter Internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors (for computers that are accessed by minors). Before adopting this Internet safety policy, schools and libraries must provide reasonable notice and hold at least one public hearing or meeting to address the proposal."

The library currently has an Internet Policy that addresses the above requirement. In Section III of the Library's Internet Policy we state that all library workstations and all library wireless connections are filtered to comply with Children's Internet Protection Act ("CIPA") and Michigan's Public Act 212 of 2000 ("PA 212").

The library uses the following technology and services to comply with its policy. Cisco Umbrella has been configured to filter DNS requests from all wired and wireless devices at the Portage District Library in accordance with CIPA. The filtering profile has been extended to remote proxy and anonymizers categories to prevent a means to bypass its filtering. The library utilizes MobileBeacon and Sprint (now T-Mobile) to apply CIPA filtering on all of its circulating hotspots.

RECOMMENDATION:

I recommend that the Library Board vote to continue to maintain its CIPA compliant Internet Policy and allow the library to pursue USF E-Rate funding for all eligible technology and services.

Computer and Internet Use Policy

I. General Statements Regarding Internet.

A. Internet Access.

The Portage District Library provides access to a broad range of information resources, including those available through the Internet. Access to the Internet enables the Library to expand its information services significantly. This Policy applies to both the Library owned computers and wireless access available at the Library.

B. Validity of Information.

The Internet offers access to a wealth of information and Internet sites including useful ideas, information and opinions from around the world. However, not all sources on the Internet provide information that is accurate, complete or legal. Internet Users will need to evaluate for themselves the validity of the information found.

C. Library Does Not Endorse Information on Internet.

Because the Internet is a vast and unregulated information network, it also enables access to information, ideas and commentary beyond the confines of the Library's mission, selection criteria,and collection development policies. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary that may be found on the Internet.

D. View Internet at Own Risk.

The Internet may contain information that is controversial, sexually explicit or offensive. Users are cautioned that ideas, points of view and images can be found on the Internet that are controversial, divergent and/or inflammatory. Because of this and the fact that access points on the Internet can and do change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive,disturbing or inaccurate. Library patrons use the Internet at their own risk. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.

E. No Liability.

The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. Patrons shall use Library computer hardware and software at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to the User's disks, data, or electronic transactions of any type. The Library is not responsible for the loss of any portable media.

II. Nature of the Public Library Setting.

A. Respect Others.

Because Library Users of all ages, backgrounds and sensibilities are using the computers, Library patrons are asked to be sensitive to other's values and beliefs when accessing potentially controversial information and images.

B. Use with Caution of Risks.

Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions,files and communications are vulnerable to unauthorized access and use.

III. Internet Filtering; Children Under 18

A. Internet Filtering – General.

i. Filtered Access.

In order to comply with the requirements of the Children's Internet Protection Act ("CIPA") and Michigan's Public Act212 of 2000 ("PA 212"), all computer terminals are filtered. Further, the Library's wireless access is also filtered. Filtered access means the computer or wireless system has a program installed that is designed to restrict minors[1] from receiving obscene material or sexually explicit material that is harmful to minors as defined by PA 212 and visual depictions that are obscene, child pornography or harmful to minors as defined by CIPA. This filtering method is designed to prevent access by minors to inappropriate matter on the Internet. Children under the age of18 shall only use the Library computers designated and posted for use by minors.

ii. Safety of Minors Regarding E-Mail.

The Library does not filter e-mail or other direct electronic communications. It is the responsibility of the parent or guardian to educate the minor on safety and security and monitor the use of these communications.

iii. Internet Access.

Patrons wishing to access the Library's workstations must possess a valid library card or internet user card. If a patron doesn't have either then he/she must register for a card at the Checkout desk. Then, the patron must read and accept the Library's Internet Use Policy. All patrons should be able to show proof of identification if requested by a staff member.

B. Internet Filtering – Patrons 18 Years of Age or Older.

i. Disable Filters.

Patrons 18 years of age or older may request to have the filters disabled for bona fide research or other lawful purposes. The Library's wireless access cannot be disabled, so any patron who desires to have the filters disabled must use the Library's computers.

ii. Unblock Sites.

Individuals 18 years of age or older who believe an Internet site has been improperly blocked can request that the site be"unblocked." A decision on the site's status will be made by the Director or his or her designee, who will prepare a written reply to the individual submitting the form.

C. Internet Filtering – Patrons Under 18 years of Age.

i. Responsibility of Parents and Legal Guardians.

As with other materials in the Library's collection, it is the Library's Policy that parents or legal guardians are responsible for deciding which library resources are appropriate for their children. The Library urges parents and guardians to discuss Internet use with their children and to monitor their use of this educational tool. Parents and youth patrons are encouraged to talk to the Librarian regarding both the benefits and pitfalls inherent in its use.

ii. Un-filtering Terminals.

Minors who are 17 years old may only have the filters (filters used to filter visual depictions of obscenity, child pornography and material that is deemed harmful to minors as prohibited by CIPA) disabled on a computer used by that patron for (1) bona fide research or other lawful purposes and (2) only if a parent or legal guardian has accompanied them to the Library and is sitting at the computer station or terminal at all times. Patrons under the age of 17 may not ask for the workstation to be unfiltered pursuant to the requirements of CIPA.

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[1] Under Michigan Law, "adults" are 18 years of age or older. CIPA defines an adult as 17 years of age or older. As required by CIPA, 17 year olds may have the filter disabled, but only as specifically described in Section C.3 below.

iii. Unblocking Websites.

Patrons under the age of 18 may request in writing that a particular site be unblocked, but only if the site does not include obscene or sexually explicit material deemed harmful to minors or other material prohibited by law. The Library Director shall make that determination.

IV. Procedure for Use.

A. Reservation/Time Limits.

i. If a User wishes to use the Internet station, the User may use a computer if he/she has a valid library card or internet user card. Internet computers are available on a first come first served basis. There are no waiting lists and time extensions are not granted when library computers are at capacity.

ii. Patrons are required to sign in using their valid barcode and pin.

iii. The Patron must possess a valid (not expired) library card or internet user card.

iv. The User may sign up to use the Internet station for periods of only one(1)hour at a time for one time per day. Use of the Internet stations is available on a first come, first served basis. If no one is waiting, the User may use the terminal for additional 30 minute increments until another User signs up to use the terminal.

v. Patrons must sign out by clicking the "End Session" button. Upon clicking the button the computer will reboot and reset the computer for the next patron.

B. Availability.

The public computers are only available for use by Users if they are not being used for Library purposes, such as classes, staff training or special programs. The Library reserves the right to have first priority of use for Library uses, sponsored events or co-sponsored events. Library patrons should be aware that there are some computers that are limited to only the online public access catalog and research databases and have been kiosked for the intended use. The online public access computers are available on a first come, first served basis.

C. Closing.

All computers and printers are shut down ten (10) minutes before the Library closes.

D. Reimbursement for Printing.

The library has a print vending system through which Patrons pay for printed materials. Currently the Library charges ten ($.10)cents a page for black and white printing and seventy-five ($.75) a page for color printing. Print jobs are retained for reprinting purposes until the end of the day at which time the print jobs are purged. The Patron shall be responsible for all printing costs, so Patrons are encouraged to use "print preview" so that they are aware of the number of copies.

V. Acceptable Use.

All Users of the Library's Internet connection and workstations are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this Policy.

A. Lawful Use.

The Library Internet connection and workstations shall be used in a lawful manner. The Library's Internet and workstations cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, state or local law, including, but not limited to, accessing material that can be classified as obscene or child pornography.

B. Intellectual Property.

Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement or violations of other laws or agreements lies with the User. The Library expressly disclaims any liability or responsibility resulting from such use.

C. Use Must Not be Harmful to Minors.

Michigan law prohibits Users from allowing minors access to sexually explicit materials harmful to minors. Internet Users shall also not permit any minor to view sexually explicit material or any other material deemed harmful to minors.

D. Compliance with Patron Behavior.

The same rules apply to the use of the Internet as with the use of any other Library materials. The Library has adopted a Patron Behavior Policy. All Internet Users must comply with the Library's Patron Behavior Policy, which shall be posted in the Library.

E. Privacy; Unauthorized Access.

Users must respect the privacy of others by not misrepresenting oneself as another User; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not hacking or seeking disallowed access to any computer system via the Internet.

F. Time Limit.

Failure to leave a computer terminal upon the expiration of the allotted time is a violation of this Policy.

G. Personal Software Prohibited.

The Users shall refrain from use of personal software, the attachment of equipment to the Library's computers or networks or the modification of any operating system or network configuration. The User shall also refrain from downloading/uploading files to/from the Library's computers.

H. System Modifications.

Users are not permitted to change the security setup,operating systems, the network configuration or any other configuration of any Library computer workstation without authorization. Users may not damage or gain authorized access to the computer or network or repeatedly or intentionally visit websites that introduce spyware, malware, virus or other damaging programs.

I. Damage.

The User shall be responsible for repayment of any costs to the Library for damage to the computer terminals or system.

J. Terminal Use.

  i. Only two (2) people may use a workstation.

  ii. No person may stand behind another person.

  iii. Upon request, Library staff members may approve and allow additional Users at a workstation.

K. Personal Information; Unauthorized Release.

No patron, including minors, may engage in the unauthorized disclosure, use and dissemination of personal information of any person, including minors.

L. Saving Files and Documents.

Patrons who wish to have a permanent record of their work need to save files and documents on their own portable media. Library computers do not allow Users to permanently save documents or personal files to the hard drive.

M. Purposes; Prohibited Uses.

The Library's Internet resources should be used for educational, informational and recreational purposes only. The Library's Internet access shall not be used for personal profit or commercial activities, including the sale of goods and services or fund raising. The Library Internet is intended for information gathering only.

N. Chat Rooms; Instant Messaging.

The use of chat rooms and instant messaging is prohibited.

VI. Violations of Internet Use Policy.

The Library Director or the Director's designee may restrict access to Library facilities by (1) terminating or limiting computer, internet access or Library facilities; (2) immediately dismissing the patron from the premises; (3) suspending the patron's access to Library facilities for a set period of time; or (4) by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

A. Incident Reports.

Library Staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.

B. Violation of the Policy – Suspension of Privileges.

Unless otherwise provided in this Policy (see Section C below), the Library shall handle violations as follows:

i. Initial Violation.

Library patrons observed violating this Policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, police may be called.

ii. Subsequent Violations.

The Director or the Director's authorized designee may further limit or revoke the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

C. Violations That Affect Safety and Security.

Violations involving violations of law (including child pornography and allowing minors to view sexually explicit or other material deemed harmful to minors), violence, threatening behaviors,sexual or other harassment, vandalism, theft or attempted theft, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

i. Initial Violation.

The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges. The Incident Report shall specify the nature of the violation.

ii. Subsequent Violations.

The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Director or the Director's authorized designee may further limit or revoke the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

D. Reinstatement.

The patron whose privileges have been limited or revoked shall attend a meeting with the Director or the Director's designee to review the Library Patron Behavior Policy before their privileges may be reinstated. The Director or the Director's designee may attach conditions to such reinstatement and shall provide written notification of those conditions and the duration of the conditions.

E. Civil or Criminal Prosecution

Illegal acts involving the Library's Internet access service may be subject to civil or criminal prosecution.

VII. Right of Appeal.

Patrons may appeal a decision to (1) limit or revoke privileges or (2) attach conditions to reinstatement by sending a written appeal to the Library Board within ten (10) working days of the date the privileges were revoked or limited or the written statement of conditions was provided, whichever is applicable. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

VIII. Staff Assistance.

Staff may assist Library Users in getting started on the Internet. However, the Library cannot guarantee that Internet-trained staff will be available to assist Users at all times the Library is open. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application. Users who need training on Library software or digital collections should request an appointment.

PORTAGE DISTRICT LIBRARY TECHNOLOGY PLAN 2025-2027

Submitted by
Rolfe Behrje
Portage District Library Systems Administrator

EXECUTIVE SUMMARY

What is the 3-Year Technology Plan?
The Portage District Library's 3-Year Technology Plan serves as a guide for the library's technology goals and objectives. This document describes the technology initiatives for the next three years as part of a library-wide effort to fulfill the library's mission, vision, and Strategic Plan. This plan is a living plan and the technology activities and projects described in it are "proposed activities" and may change with the needs of the library and its patrons.

How is the 3-Year Technology Plan Developed?
As a way of focusing attention and expertise on technology matters, the library has teams addressing social media, web services, technology, public access projects and staff projects. These teams engage in various activities including identifying technology needs; researching & discussing new technologies; and making recommendations to library administration for possible adoption of new technologies at the library. With the dramatic growth of the technology, internet services and smart devices, the various teams add voices and knowledge to the library's technology plan. This open, decentralized method is the reason that the library is a high-quality reliable resource for its public.

What is the Process Followed to implement the 3-Year Technology Plan?
Library teams conduct extensive research, explore technology options for the library, test hardware and software and recommend technologies that would be advantageous for the library and its patrons. The ideas, plans and recommendations from these teams are then documented, quoted and eventually turned into budget requests. The Library Director, Business Manager and Systems Administrator evaluate these requests as potential library projects within the budget. The decision process for making a formal technology project request starts at the administrative level where library administrators evaluate the total cost of operation (TCO) and the overall impact to the institution. If there is administrative support, then the library begins to identify sources of funding. These proposed projects are subsequently included in the library's proposed budget that is developed in May and presented to the Library Board in June/July/August for approval. There is also corresponding information about technology initiatives provided in the library's Strategic Plan. In July, the library presents its 3-Year Technology Plan to the Library Board.

Over the years the Portage District Library put into practice a different technology refresh cycle as a cost-saving measure during a period of declining revenue. This new technology management scenario reset the standard technology refresh rate to a more stringent minimum 5-year refresh cycle, established the expectation that the replacement of essential hardware and software on an "as needed" basis. Other cost-saving tactics that the library is actively pursuing include virtualization technologies (running multiple, independent, virtual operating systems on a single physical computer) and SaaS (Software as a Service).

While longer refresh cycles, virtualization and SaaS may put increased pressure on the core network, combining resources will benefit the library by lowering the total cost of technology ownership; enabling longer, usable equipment life spans and providing for more granular control on what needs to be replaced (meaning a more modular, customized system with more flexibility).

Upgrading library technology in this manner allows the library to: (1) Spread out technology changes at the library over a longer period of time rather than having a massive upheaval every 4 to 5 years; (2) Schedule its investment in technology over a revolving 5-year cycle; (3) Re-purpose older technology where possible, and (4) Better prioritize and plan for investments in new technology as needs are identified and as financially viable.

The goals and objectives of library technology are driven by the library's vision, mission, and Strategic Plan. Technology are the tools by which the library achieves its institutional purposes and defined outcomes. Naturally, as these institutional purposes change, the library's technology initiatives follow.

Below are seven primary technology initiatives targeted for the next three years (2025-2027):

(1) The Portage District Library will make use of new technologies like RFID (Radio Frequency Identification) to empower patrons with self-service, to manage its ongoing operations effectively and to reallocate staff time for more direct personal patron assistance.

(2) The Portage District Library will build web services on standardized platforms to provide for the efficient retrieval of library information, to manage major web service offerings and to promote library services via the web in an ongoing cost-effective manner.

(3) The Portage District Library will transition from deploying local server and virtualization technology and storage consolidation to private cloud hosting (SaaS – Software as a Service) to eliminate single points of failure, to ensure that these resources are available to the maximum extent possible and reduce capital hardware investments while leveraging the Library's WAN connections.

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

(5) The Portage District Library will provide the necessary communication tools for library staff and patrons to enable library patrons and staff to conduct daily business and functions, access digital services, to be creative and learn, and increase productivity of library operations.

(6) The Portage District Library will provide peripheral technologies (external devices that provide input to computers or receive output from computers) to extend its services to patrons in new dynamic formats.

(7) The Portage District Library will build the necessary technology infrastructure to support the library building project and extend its network to support new systems and devices.

New Technologies/Services including RFID (Radio Frequency Technology) in the next three years (2025-2027):

Adopting new technology is critical to the ongoing success of the Portage District Library. For example, RFID was both evolutionary and revolutionary for the library. Proximity read encoded numbers allowed the Portage District Library to enhance its basic circulation services, collection management services, and to introduce new efficiencies in applying these services.

Goals for New Technologies include:

(1) Providing staff tools (RFID readers, software, mobile technology, etc.) for efficient and active management of the library's collections and circulation.
(2) Provide expanded public service technology tools for creativity and productivity.
(3) Reviewing and proposing RFID solutions as they apply to the Portage District Library.
(4) Deploying MobileStaff for outreach circulation, membership drives and Offline transactions.
(5) Manage and extend Public Access Computer Management and Public Access Printing.
(6) Improving Wireless Access for increased density and volume throughout the physical space.
(7) Extending Wireless Access throughout the library grounds.
(8) Reviewing and expand managed technology services like firewalls and DNS.
(9) Refreshing existing and extend RFID technologies as needed.
(10)　Evaluating and implementing technology in the library's Creation Station.

Goals for Web Services at the Library in the next three years (2025-2027):

Issues, ideas and goals relating to the library's web resources include:

(1) Manage and extend Content Management System (WordPress) for the library that allows better management, more flexible design, and interoperability with other library web services.
(2) Continuing to enhance security and hardening of web services.
(3) Continuing to enhance patron accessibility to the library's web resources through the library's online catalog, online databases, and digitized local history resources.
(4) Developing the library's Teams and SharePoint for collaboration and intranet resources.
(5) Reviewing and extending Beanstack for reading program management.
(6) Monitor and enhance Responsive Web Services for non-traditional devices through the library's Device Apps (PDL Mobile, Libby, Hoopla), the library's website and the library's catalog.
(7) Exploring the software solutions to help manage and deliver services. The services include but are not limited to room booking, event/calendar management, online reference tools, and school/organization partnerships.
(8) Utilizing formal social networking platforms like Facebook and Twitter to increase the library's web presence among all segments of the population.
(9) Developing and enhancing the SD Enterprise Discovery system.
(10)　Researching and deploying enrichment services to the catalog and research searching.
(11)　Researching digital media circulation platforms and search consolidation.

Virtualization, Cloud Hosting and Software as a Service at the Library in the next three years (2025-2027):

Server virtualization and virtual computing (methods of running multiple, independent, virtual operating systems on a single physical computer) have already saved the library thousands of dollars while empowering the library's network with greater flexibility for deploying and maintaining its electronic resources. The library is now carefully moving to SaaS relationships as the next generation of its network services. While virtualization saved the library money and energy usage, the transition to Software as a Service and private cloud hosting is adding agility, resilience and reliability.

Goals for virtualization/SaaS include:

(1) Continue transitioning from local cloud to private cloud hosted platforms and Software as a Service. The library will begin this change with its ILS (Symphony), Accounting and Records Management (Blackbaud & PaperSave) and fundraising (DonorPerfect).
(2) Build its network and WAN connections with no single point of failure to achieve optimization of processing, memory, and storage resources.
(3) Build secure network infrastructure with no single point of failure to safeguard client communication with the library's virtual environment.
(4) Expanding core switching bandwidth to accommodate endpoint growth, expanded endpoint demands from streaming services.
(5) Build reliable and consistent wireless coverage throughout the library to satisfy the growing numbers of mobile/wireless devices in use by patrons and staff.
(6) Design and deploy managed hardware and software services for enhanced reliability, security and availability.

Internet Bandwidth at the Library in the next three years (2025-2027):

As the library evolves its new web technologies, deploys SaaS and private cloud hosted services, internet access and speed are paramount and must be monitored and upgraded for successful library operations. Internet bandwidth is critical to the library's daily operations. Internet bandwidth transports that offer the great flexibility is business-grade fiber. Fiber offers the library a software upgradeable dynamic bandwidth that can address connection needs in the future. As the library builds more and more virtual services that are predicated on a functional/reliable Internet connection, the library must consider redundant connections to ensure business services are always available both internally and remotely.

Goals for Internet bandwidth include:

(1) Continually monitoring Internet bandwidth and allocating resources in a timely manner to address growing needs for connectivity.
(2) Using a point-to-point fiber connection to extend security/reliability/flexibility for remote backups, replication, and hosted virtual machines on demand.
(3) Add a redundant EVC link for business continuity and robust internet service.
(4) Provide adequate access and bandwidth for the 100+ Staff endpoints, 200+ Public Access endpoints and growing SaaS services.
(5) Provide adequate access and bandwidth to the growing number of public access users on their computers, tablets, phones, and other mobile devices.

(6) Provide adequate bandwidth for hosted services (SaaS) like OverDrive, Hoopla, MelCat databases, and Portage District Library databases.
(7) Provide adequate bandwidth and access for meetings/trainings/webinars for public and staff.

Communication Tools at the Library in the next three years (2025-2027):

Communication tools are a growing technology across all organizations. Phone and email have grown to include SMS (text messaging), Social Messaging (blogs, Facebook, Twitter), Mobile (Apps and Presence), and digital newsletters. As the various communication technologies grow, the library will take a pragmatic and cost-effective approach to adopting and integrating these technologies into its business platform.

Goals for Communication Tools include:

(1) Research mobile accessibility to library services.
(2) Setup and monitor pilot programs for the Portage District Library.
(3) Review and select new VOIP telephone system and its various services.
(4) Evaluate alternative notification services for material notification (overdues and holds), registrations and event notification, as well as library general communication.
(5) Evaluate mobility tools for library staff.
(6) Build and increase user-base of digital information products including our eNewsletter, NextReads, Communico Events and Registration, Room Bookings and Staff Bookings, Facebook, Twitter and others.
(7) Monitor and enhance digital signage/kiosk technologies at the library.

Peripheral Technologies at the Library in the next three years (2025-2027):

Assistive peripheral technologies are growing rapidly and will allow the library to provide services in new and innovative ways. The library has already developed new services such as dynamic digital signage and electronic gaming areas.

Goals for Peripheral Technologies include:

(1) Evaluate services and training tools for library patrons through staff interaction on various devices.
(2) Monitor and upgrade the ScanEZ (Multifunctional Copy/Print/Fax/Email/Save).
(3) Monitor and expand circulating mobile wi-fi hotspots.
(4) Monitor and expand Creation Station Technology for patrons and staff to learn, digitize and create.
(5) Monitor and evaluate new technologies for the physical plant and grounds.
(6) Monitor and evaluate new technologies for use in the library's meeting rooms.
(7) Monitor and evaluate new technologies that can enhance library core service delivery.

Technology Infrastructure for Building Project in the next three years (2025-2027):

As the library designs its renovated physical plant, library technology infrastructure will be selected and designed to support its new goals, devices and services. The focus will be designing for the future.

Goals for building project infrastructure include:

(1) Providing modern cabling throughout the physical building and grounds.
(2) Providing a secure, climate controlled and redundant MDF for servers and switches.

(3) Providing IP services for Access Controls, Fire/Building Security, HVAC Controls and Lighting Controls.
(4) Performing Wireless Surveys to assure robust and dense wireless coverage throughout the physical building and grounds.
(5) Providing input to assure infrastructure can grow for the next 50 years.

Staff Technology Training in the next three years (2025-2027):
Continued emphases is placed on enhancing the current staff's technology training. This is done in the form of seminars, user group meetings and annual library meetings to teach staff about new ways of doing things using technology at the library. Formal training in a classroom setting will also help to decrease the library's dependence on outside technology specialists.

Goals for staff technology training include:

(1) Training to maintain and deliver core library network services.
(2) Training to maintain reliable, safe and secure public and private networks.
(3) Continue to send staff to meetings to share and learn.
(4) Staff training to support and deliver the library's network services to end users.

Keeping Up to Date on New Technologies in the next three years (2025-2027):
As the library looks toward the future, a watchful eye will be kept on emerging technologies.

Goals for keeping up to date on new technologies will include:

(1) Watching and assessing other new technologies of note such as: IoT, SaaS, PaaS, IaaS, dynamic digital signage, search interfaces as non-traditional devices (iphones) become more and more prevalent; enhance VOIP (Voice Over Internet Protocol); and Web 2.0+ technologies to keep the library in the forefront as the community's information hub.
(2) On the administrative side of the library's technology services, there will be a focus on further developing the library's Intranet as a mechanism for disseminating information, managing projects/knowledge, and fostering internal communication.
(3) Continue to monitor Modern Library Awards, Marshall Breeding Library Technology Guides and Trends, and others.

How will the 3-Year Technology Plan be Re-Evaluated and Updated?
The library's technology initiatives over the next three years will focus on three primary targeted areas for technology advancements: infrastructure bandwidth/redundancy, administrative services, and public access services. Various analytical methods are employed to ensure that all areas will have appropriate technology applied to enhance these areas of services, such as:

➤ Reviewing of technology needs during the annual budgeting process to ensure that funding for library technology is based on actual needs of library patrons and staff.
➤ Analyzing of the library's monthly usage statistics to determine how patrons are using the library's resources and to identify statistical trends over multiple years.
➤ Compiling and analyzing of new statistics from the Library Document Station, Desktracker, Volgistics and surveys to spot trends for activities and services and to establish priorities.

Following extensive analyses as described above, the library's *3-Year Technology Plan* is re-evaluated each year considering direct and relayed observations, state and national trends, new technological advancements, economic conditions and most importantly PDL usage statistics. It is updated accordingly and presented to the Library Board in July of the following year. Due to the constant advancements and rapid changes in technology, the library's 3-*Year Technology Plan* is in a constant state of evolution and should be regarded as a work in progress or living plan.

CONCLUDING REMARKS:
The *Portage District Library's 3-Year Technology Plan* serves as a master planning document for technology at the library. The Library Board, Library Director and Library Staff uses this plan as a "blueprint" for the library's technology infrastructure and development. The details provided in this document outlines the library's vision for its network in 2025-2027 and is a guide for selecting technologies and software in the future. For these reasons, a significant amount of time and effort will be spent defining expectations and desired outcomes for technology at the library, and the contents of this *3-Year Technology Plan* reflects that effort and coincides with the library's approved Ends Statements which drive all activities at the library including the library's technology initiatives and the library's budget.

Mission Statement
Inspiring, Enriching, and Empowering Our Community

Vision Statement
We transform lives by cultivating connection, discovery, creativity, and personal growth.

Strategic Initiatives 2023-2026

Strategic Initiative #1
STRENGHTEN THE COMMUNITY
We facilitate community members learning, creating and expressing creativity.

Strategic Initiative #2
EXTRAORDINARY EXPERIENCES
We provide exceptional services that are delightful and meaningful interactions.

Strategic Initiative #3
INVESTING IN THE FUTURE
We help the community evolve and grow.

State of Library Network

Servers - Servers have all been virtualized utilizing VMware VSphere 5.5 software. Currently, the library has 30+ virtual servers running on three physical servers. The library has also consolidated storage utilizing Storage Area Network technology (SAN).   For backup and disaster recovery, the library operates a dedicated point-to-point connection where server replicas are stored offsite. The library maintains a backup/network management server that houses server backups.

Software as a Service - The library is currently transitioning 30+ virtualized servers to a Software as a Service platform.

Private Cloud Hosted - The library is currently consolidating and transitioning 10+ virtualized servers to a private cloud hosted platform.

Network Infrastructure - Currently, the library has standardized on Meraki and Sophos equipment for switching and routing within its network, APC for uninterrupted power service and Panduit for physical connections. This equipment is responsible for keeping the core connectivity between our workstations, servers, SAN and the outside world. The library has added Power over Ethernet (PoE) services to its switches for connecting PoE devices. The library also employs specialized network electronics to provide secure and authenticated wireless access for its public. As technology and its complexities grow, the library's technology must also follow suit. To this end, the library has upgraded its core switching from 10Mb to 100Mb to 1 GB to Multi-Gig over time in a pragmatic manner.

The Portage District Library maintains 2 Ethernet Virtual Circuits (EVCs). One circuit between the Portage District Library to Aunalytics. This EVC transports both network and internet traffic and is currently being used to replicate its storage remotely. In 2017, this EVC was used as transport for core network communications as the library transitions to a hosted network core model and the library will expand its internet bandwidth. In 2022, a second fiber circuit was installed for redundancy, expanded internet connectivity and future growth. Also in 2022, the library upgraded its core switching to meet the ever expanding bandwidth demands and devices at the library. Wireless access will also be addressed for both coverage (Library building and grounds) and density.

Staff Technology - Currently, the library has a mixture of desktops and laptops totaling in excess of 100 devices (workstations, laptops and tablets) and has a standardized brand and model. This standardization reduces the TCO (total cost of operations) for the library and enables the library to employ a single network administrator. The library operates 5 networked laser printers and 4 color copier/printers for staff printing. These imaging units have been located strategically throughout the library for ease of use and need.

Public Access Technology - The public access computing side of the library's network includes catalog stations, internet access stations, circulating, creation stations, learning lab laptops circulating laptops, electronic signage displays, meeting room technology and tablets. This mixture of desktops, laptops, tablets and non-standard devices amounts to more than 90 access points for the public access device pool. The library operates 3 Color Laser Print Stations, a traditional copier, a Scan EZ Station for

Copy/Print/USB/Smart Device/Email/Cloud Storage/Fax Cricut cutter, Laser Engraver, 3D printer, Dye-Sublimation Printer, large format printer, and numerous scanners and digitization devices .

Network Services

The Portage District Library's network is expected to maintain the following list of services:

- ❑ Integrated Library Automation Services
    - o SD Symphony: Cataloging, Circulation, Acquisitions, Serials, MobileStaff
    - o SD Enterprise Discovery Server: Internal Public Access, External Public Access, Enriched Content Services, Integrated Searching Services, eResources Central
    - o SD Web Services Server
    - o SD SIP and API Services: Authentication to Databases and E-Content
    - o BlueCloud Analytics: Statistical Data from our Integrated Library System
    - o Bibliotheca Self-Checkout, Auto Check-in, Digital Library Assistant
    - o EZ- Proxy: Authenticated Access to Licensed Databases for Remote Access
    - o ContentDM: Digital Archive Software
- ❑ Public Access Computing Services
    - o TBS MyPC – manages computer access for patrons
    - o TBS PaperCut – manages vended public access printing
    - o TBS ScanEZ (Library Document Station): Copy, Scan and Send Services (Copy, Fax, Smart Device, USB, Email, OneDrive, Google Drive, and Dropbox)
    - o Cisco Umbrella: Public Access Filtering and Security Services.
    - o Communico: Event and Room Booking
    - o TBS EprintIt MobilePrint: printing from home or from patron device
    - o Circulating Laptops for patron use throughout the library
    - o Circulating Mobile Hotspots
    - o Creation Station: PAC and MAC for digitization, Laptop Lab, iPADs, Digitization Peripherals, Finishing/Output devices
- ❑ Edutainment Services:
    - o Educational Computers
    - o Digital Signage application offers the library a dynamic information portal for internal services
- ❑ Business Applications Services
    - o 8x8 Cloud Hosted UCaaS
    - o Business Productivity Applications: Microsoft/Office 365
    - o Intranet Services: Microsoft Teams / Sharepoint
    - o Accounting Services: Blackbaud Financial Edge, PaperSave Pro
    - o FundRaising Services: DonorPerfect
    - o VirtualKeyPad Access Control
    - o Ivu: HVAC Building Management Solution
    - o IT Management: Software Update Services, Faronics Deepfreeze, Ninite Pro, AD Group Policies, Sophos AV, Veeam Backup and Replication, VMware Vcenter, vSphere
- ❑ Printing Services
    - o The library offers both black/white & color printing services to both the public and the library staff.
    - o The library also finishing services in its Creation Station Area.
- ❑ Internet Services
    - o The library currently uses multiple dynamic fiber optic connections to the Internet. These access pipes are the most crucial tool for delivering library services. The library uses this connection to replicate its core network operations center as well as store backups.

Web Services

The following is a list of Web-Based Services that the library expects to maintain, develop and enhance:

- ❑ Library Website
    - o A crucial service for all organizations today is their website. The library will focus on developing an application that is manageable by a wider spectrum of library staff and keeping content fresh and accurate. The focuses of this site will be (1) public access catalog for both traditional and e-material, (2) research resources including Internet links, research databases and interactive features between staff and patrons, and (3) library programs and events for ongoing personal development.
- ❑ Library Online Databases
    - o Online Databases (EZProxy) is also a key focus for the library's image. Offering a broad array of accessible database content will continue to make the library a choice information provider.
- ❑ Library Public Access Catalog
    - o The Public Access Catalog (Enterprise) allows patrons to search and retrieve information on the library's holdings both in-house and remotely. This service has grown dramatically over the past three years and is expected to continue to develop. Enrichment tools like Novelist, Syndetics, Cover Art and Book Reviews have dramatically increased the usability, reader advisory services and self-service discovery. The library will extend these functions to include eContent (eBooks and eAudio) utilizing eResource Central and may consider local history content.
- ❑ Library E-Services
    - o The library publishes an e-newsletter monthly to keep patron informed about events at the library. The library also offers e-notices for holds/overdues/pre-due notices. The library also offers access to its local history resources through it digitization project. In 2017, the library moved from a locally developed Summer Reading software product to a SaaS model provided by BeanStack.
- ❑ Library Events Calendar Online
    - o Library Programs & Events are a popular service provided by the library and is managed by Communico, an online meeting room and event booking software.
- ❑ Library Study Rooms
    - o Library Study Rooms are now managed by Communico and offer both walkup and online reservations. Managing room usage allows the library to maximize their usage and share usage between staff and library patrons.
- ❑ Library Mobile Services
    - o Library Information, Searching, Digital Content Access through mobile applications. The current Mobile Apps menu is Overdrive (Libby), Kanopy, Freegal, Tumble-Books, and Hoopla and these mobile/web apps are used for eMaterials. PDL Mobile (Communico) are mobile searching apps for the library catalog, E-material (Libby and Hoopla) and booking study rooms and attending library events.
- ❑ Library Social Media Services
    - o The library is actively using Facebook and Twitter as a marketing and communication tool for its traditional and digital services. These services have grown dramatically over the past 2 years and will continue to grow as the library operationalizes its use with daily operation.

Evaluating Our Progress

The goals and objectives for Portage District Library's network and web design is reviewed on an ongoing basis through a combination of internal meetings of the administrative, social media, and departmental teams, as well as, external meetings with network and web partners.

In addition to these teams, the library utilizes staff attendance at library and technical conferences to keep up-to-date on technological advancements in the library field. The library also schedules annual network security audits to address the library's progress toward securing its network borders and protecting its most valued asset "information".

Every year, the library's teams and the Library Systems Administrator make budget recommendations to the Library Director in the form of ongoing maintenance for current technology, budget requests to refresh existing technology and budget requests for technology upgrades. These annual reviews ensure appropriate budgets are available for library technology.

These internal and external meetings allow the library to make any necessary course corrections throughout the life of its technology. Applying these pragmatic plans create a more dynamic and responsive set of library technologies. Each year this living document will ebb and flow with the changing needs of technology at the Portage District Library.

STRATEGIC PLAN
2023-2026

Second QUARTER UPDATE 2024

Strengthening the Community

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

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

Activities:

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

UPDATE: In the month of May, 221 patrons came through the Makerspace during Staffed Hours. In the month of June, that number was 270. This does not include patrons who used the Makespace outside of those hours.

For comparison, the month of March, which was the last full month before we expanded the hours and added assistants in the Makerspace, had 84 patrons come through during Staffed Hours.

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

UPDATE: Patron feedback this quarter indicates that families are interested in creation and making, and particularly enjoy a display component as well. In April a Facebook post prompted 19 parents to request a time slot to display their children's art, 14 of the requests coming on the day of the post. We are averaging 250-300 people per day in our drop-in maker/creation events. Staff will continue to prioritize opportunities for this type of community engagement programming.

In the second quarter of 2024, we had more than three artists in the gallery. The art included the works of Ron Dumont and friends, Adrian Chene, and Melody Allen. This quarter the walls were adorned with animals, portraits, and postcards. The artwork was created with pastels, acrylic, as well as mixed media.

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

Activities:

1.2.1 **Partner with community organizations to host programming.**

UPDATE: The adult department contacted 29 local organizations. Of those 29, we held programming or events with 19 of them in the last quarter, have plans for programs with 21 of them moving forward (including some repeat partnerships), and have 5 that are still pending a response.

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

UPDATE: Youth Staff worked to gain feedback in April from community and PPS Staff about March is Reading Month activities. While response was limited from PPS staff, feedback was positive from both groups. We hope to continue this collaboration next Spring.

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

Activities:

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

UPDATE: With the help of tools like Communico event reports and HQ Collection Manager, Youth Staff were better able to track collection use, program participation, and outreach requests. Staff were able to adjust budgets and staff priorities according to this data. For example, during the 2nd quarter, PPS requests for visits jumped considerably. (Of the 41 outreach events we had in 2nd quarter, 40 of them were school-based.) We also noted a rise in interest for formal maker programs and drop-in maker activities.

There was targeted outreach with a focus on community events, the Chinese-American community, and refugee community (through English as a Second Language), as well as some connection with those needing community services (Mobile ID Unit and Mobile Health Unit).

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

UPDATE: There is no update at this time.

Strategic Direction #2

Extraordinary Experiences

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

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

    Activities:

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

        UPDATE: This summer, Youth Staff had success delivering books weekly to the PPS/YMCA summer program. This may be a method we suggest to other organizations.

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

        UPDATE: We attended ten events that were offsite or virtual presentations on library services, targeting community events (Farmer's Markets, Friday at the Flats, Scalin' Up for Summer) and seniors in assisted living facilities.

        This included having our STEM librarian at a Friday at the Flats, with Makerspace equipment and supplies for people to sample.

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

    Activities:

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

        UPDATE: There is no update at this time.

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

        UPDATE: There is no update at this time.

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

    Activities:

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

        UPDATE: We started a new group, Knot for Profit, that meets twice a month during the summer and will meet once a month during cool weather months. Knot for Profit is a fiber arts social group that focuses on fostering connection and community with those who share similar interests. We offered a slime making program for adults that spanned an age range from young adult up through retirement wherein there was a lot of laughter and talking and some patrons even exchanged phone numbers with each other to stay in touch.

During the second quarter of 2024, we offered trivia, book groups, and musical performances. We started Light Lunch and Literature in June. In this book group, lunch is served and prepared on the Charlie Cart and a novella or short story is discussed.

We offered two performances from local musicians: Selkie and WMU's Afro-Latin Jazz Ensemble. This was a great way for the community to connect with other people. In addition to this, we also offered a Chinese Tea Ceremony, a historical presentation, two author visits, several educational presentations, etc.

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

UPDATE: We have been approved for the Human Library; The final paperwork has been. We are now awaiting the training materials. The Human Library encourages empathy and civil discourse and will foster the community in creating unlikely connections.

Investing in the Future

We help the community evolve and grow.

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

Activities:

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

UPDATE: There is no update at this time.

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

UPDATE: There is no update at this time.

3.1.3 Implement robust internal communication procedures.

UPDATE: Departmental meeting notes are distributed to all staff on a weekly/monthly basis to keep staff informed.

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

UPDATE: There is no update at this time.

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

Activities:

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

UPDATE: There is no update at this time.

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

UPDATE:

3.2.3 Invest in more device offerings.

UPDATE: In the second quarter, we added a Magnet Maker, CNC Router, Magna Tiles kit, Keva Planks kit, and Solidworks 3D modeling software to the Makerspace..

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

Activities:

3.3.1 **Create successful collection display practices.**

UPDATE: The Adult Services CSAs and Circulation employees rotate book and information displays once a month. This quarter's displays have been:
April - Gardening, National Poetry Month, Autism Awareness and Help
May – Asian American and Pacific Islander Heritage Month, Better Sleep, and Arthritis Awareness
June – Grilling Cookbooks, Pride Month, Juneteenth, Manga Mysteries, Non-Fiction Comics, Classic Literature in Comics

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

UPDATE: On April 13th, Rosemary Cotter and Lawrence Kaputure worked with Laura Wright and Emily Mingle to host a sensory-friendly evening for neurodivergent people and their families. The goal was to inform the community of the services we offer and the tools that are available to make their visit more sensory friendly.

3.3.3 Prioritize accommodating people with disabilities when designing or selecting offerings

UPDATE: In May, we started Sensory-Friendly DnD for Adults. This program was all inclusive; however, we were able to partner with Disability Network of Southwest Michigan to get educated on how to make it sensory friendly.