

PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting
February 24, 2025

300 LIBRARY LANE, PORTAGE, MICHIGAN 49002



NOTICE OF REGULAR MEETING

PORTAGE DISTRICT LIBRARY BOARD

Regular Board Meeting, Monday, February 24, 2025 | 6:00 PM

The Library Board of the Portage District Library will hold a regular meeting on Monday, February 24, 2025 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.

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.

Dated: Feb 20, 2025

Quyen Edwards
Library Board Secretary

Portage District Library
300 Library Lane
Portage, MI 49002

AGENDA

February 24, 2025

I. Start of Meeting

II. Roll Call

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

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

IV. Adoption of the Agenda for the Regular Meeting of February 24, 2025 (1 minute) (Vote)

V. Consent Agenda (5 minutes) (Vote)

- A. Minutes of the regular meeting held on January 27, 2025 (Info) Pg.5-9
- B. February 2025 Narrative (Info) Pg.10-15
- C. Financial Condition for January 2025 (Info) Pg. 16-17
- D. Statistical Report for January 2025 (Info) Pg.18-19
- E. March 2025 Program Calendar (Info) Pg.20
- F. Review of Confidentiality Policy (Info) Pg. 21-23
- G. Review of Social Media Policy (Info) Pg. 24-25
- H. Review of Lost and Found Policy (Info) Pg. 26
- I. MLA Advocacy News (Info) Pg.27-28

VI. Governance (30 minutes)

- A. Review and Approve Library Board Bylaws (Vote) Pg. 29-31
- B. Report for Friends of the Library. (Info) Pg.32
- C. Budget Amendment for Friends of the Library (Vote) Pg. 33-34
- D. Memo: Guests/Presenters to be Invited to Board Meetings in 2025. (Info) Pg.35
- E. Review and Approve Adjusted Wording in the Computer and Internet Usage Policy and the Resident/Non-Resident Policy. (Vote) Pg.36-45
- F. Review and Approve Circulation Policy (Vote) Pg.46-49

VII. Ends Development (10 minutes)

- A. Donations Report for Funds Received in 2024. (Info) Pg.50
- B. Memo Regarding Budget Amendments for Restricted Donations and Allocation of 2024 Donations. (Vote) Pg. 51

AGENDA

VIII. Monitoring Reports (10 minutes)

- A. Monitoring Report: Emergency Library Director Succession. *(Info) Pg.52-54*
- B. Monitoring Report:Succession/Replacement Plan. *(Info) Pg.55-56*
- C. Monitoring Report:Treatment of Consumers. *(Info) Pg.57-59*

IX. Library Director's Reports (10 minutes)

- A. Final remarks by Library Director for the February 24, 2025 Library Board Meeting

X. Process Evaluation (5 minutes total)

- A. Suggestions for Agenda Items to be included on the March 24, 2025 Board Meeting
 1. Minutes of the Regular Meeting held on February 24, 2025
 2. Monitoring Report on Executive Limitation: Asset Protection.
 3. Monitoring Report on Executive Limitation: Financial Planning & Budgeting.
 4. Monitoring Report on Executive Limitation: Financial Condition & Activities.
 5. Library Investment Report.
 6. 2025 Marketing Plan.
- B. Miscellaneous

XI. Adjournment

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From the January 27, 2025
Regular Board Meeting

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, and Linda Whitlock

Board Members Absent: Donna VanderVries (excused)

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

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

Library Board Chair Tom Vance welcomed everyone to the January 27, 2025 Library Board Meeting. He asked if anyone present or online had any comments and there were two.

A. Comment from Trustee Cara Terry - Terry commented on the wonderful services available in the Makerspace and the helpfulness of the Makerspace staff members Jane Fleming and Sean Cornish.

B. Comment from Trustee Ken Baker - Baker made some comments on an interesting history display he viewed at the Museum of Contemporary Art in Chicago.

V. Adoption of the Agenda for the Regular Meeting of January 27, 2025

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 Whitlock and supported by Trustee Behr that the Library Board adopt the agenda for the regular meeting of January 27, 2025. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

VI. Consent Agenda

Library Board Chair Vance asked if there were any changes needed to the consent agenda for the January 27, 2025 board meeting before its adoption and none were requested.

A. Minutes of the regular meeting held on December 16, 2024 *(Info) Pg. 5-8*

B. December 2024 Narrative *(Info) Pg. 9-12*

C. Spotlight on the Circulation Department *(Info) Pg. 13*

D. 2025 Library Board Roster *(Info) Pg. 14*

E. 2025 Staff Organizational Chart *(Info) Pg.15*

F. Approval of Budget Amendment Request to Increase Expense Lines in the FY 2025 Budget to Offset Unpaid Encumbrances. *(Info) Pg.16-17*

G. Financial Condition for December 2024 *(Info) Pg. 18-19*

H. Statistical Report for December 2024. *(Info) Pg.20-21*

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- I. Year End Statistical Report for FY 2024 *(Info) Pg. 22-28*
- J. February 2025 Program Calendar *(Info) Pg. 29*
- K. Library Advocacy January 2025 *(Info) Pg. 30*
- L. Review Community Meeting Room Policy *(Info) Pg. 31-35*
- M. Monitoring Report on Executive Limitation: Global Executive Constraint. *(Info) Pg. 36-37*

MOTION: It was moved by Trustee Terry and supported by Trustee Friedman that the Library Board approve the consent agenda for the regular meeting of January 27, 2025. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

VII. Governance

A. Election of Library Board Officers for 2025

Trustee Friedman surveyed trustees' interest in serving as an officer, personnel committee member, or Friends liaison in 2025. Tom Vance nominated himself to continue as Board Chair, Jeanne Friedman nominated herself to continue as Vice Chair. Board Chair Vance asked if there were any other nominations from the floor and there were none.

MOTION: It was moved by Trustee Whitlock and supported by Trustee Baker to close the nominations for Chair and Vice Chair. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

MOTION: It was moved by Trustee Baker and supported by Trustee Whitlock to accept the proposed 2025 officers – Tom Vance as Chair and Jeanne Friedman as Vice Chair. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

B. Appointment of Library Board Personnel Committee, Board Liaison to the Friends of the Library, and Library Board Secretary for 2025.

Board Chair Vance made the following appointments for 2025:

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

Board Chair Vance thanked Trustee Friedman for surveying trustees.

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

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

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

D. MiDEAL Extended Purchasing Program Renewal

Library Director Klien said the Portage District Library would like to continue to participate in the State-Wide MiDEAL program. This program is the State of Michigan's extended purchasing program that allows Michigan cities, townships, villages, counties, school districts, universities, colleges and nonprofit hospitals to buy goods and services from state contracts. The program is authorized by Michigan Legislation and has been in existence since 1984. Members benefit

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directly from the reduced cost of goods and services and indirectly by eliminating the time needed to process bids. There are approximately 500 contracts available to MiDEAL members.

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

MOTION: It was moved by Trustee Behr and supported by Trustee Terry to approve use of the MiDEAL Extended Purchasing Program in lieu of competitive bids where applicable for the foreseeable future. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

E. Discussion About Continuation of Hybrid Board Meetings

Trustees continued their discussion from the December 2024 meeting regarding hybrid board meetings. They took into account the amount of time staff spend setting up and tearing down equipment, as well as the fact that only one member of the public attended any board meetings virtually last year. Trustees had a discussion about transparency. Trustees asked library staff to assist them in informing the public the ways they can communicate with Board Members.

MOTION: It was moved by Trustee Terry and supported by Trustee Friedman that the Library Board discontinue streaming Library Board meetings via Zoom. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

F. Consideration of Guests/Presenters to be Invited to Board Meetings in 2025.

Library Director Klien said at the beginning of each year, it has been the practice of the Library Board to consider guests to be invited to board meetings throughout the year or presentations to be heard that would be beneficial. Klien recommended 1 - 2 guests to fit into the Board meeting schedule. The Board discussed inviting the Portage Mayor, Jaqua realtor to talk about economic development and property values, and Portage Public Safety trends and concerns. Other suggestions included the Portage City Planner or the new KPL Director if ever possible (meeting dates usually coincide).

DISPOSITION: The Library Board considered guests for 2025 Board Meetings.

G. MakerSpace Embroidery Pricing

MOTION: It was moved by Trustee Friedman and supported by Trustee Whitlock that the Library Board approve the proposed pricing as written.

Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

H. 4th Quarter Financial Report for FY 2024 and Variance Report.

Foti said that this financial report captures any categories that are more than 20% different from the amount budgeted. On the Revenue side, the category "Other Revenue" is significantly ahead of pace as interest income is up due to interest rates rising. This category is approximately \$377,000 greater than the conservative amount that was budgeted this year.

On the expense side, we are not completely done receiving invoices for 2024.

DISPOSITION: The Library Board received the 4th Quarter Financial Report for FY 2024 and Variance Report.

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VIII. Ends Development

A. Endorsement of Library Director's Personal Goals for 2025.

Following feedback from the end of year evaluation received from the Library Board, the Library Directors Goals for 2025 are as follows:

Goal 1:

Restructure the library's Human Resources department

Goal 2:

Conduct a staff satisfaction/climate survey to better understand the staff's work experience

Goal 3:

Identifying staffing needs and develop a plan for future budgeting

Goal 4:

Professional development in Intentional Leadership

MOTION: It was moved by Trustee Behr and supported by Trustee Terry that the Library Board endores the Library Director's Goals for 2025. Vote 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

B. 4th Quarter 2024 Strategic Plan Report

Klien said that a lot of progress has been made on the Library's strategic plan. There are some areas that we will focus on in the future. The Staff has been doing an amazing job.

DISPOSITION: The Library Board received the 4th Quarter 2024 Strategic Plan Report.

IX. Library Director's Reports

A. Final remarks by Library Director for the January 27, 2025 Library Board Meeting.

Library Director Klien shared a thank you letter to Board and Staff from the family of a staff member.

Library Director Klien asked for feedback from the Board related to closing to the public for staff training more than one day per year. The Board was receptive to this idea .

X. Process Evaluation

A. Suggestions for Agenda Items to be included on the February 24, 2025 Board Meeting

1. Minutes of the Regular Meeting held on January 27, 2025.
2. Review of Library Board Bylaws.
3. Donations Report for Funds Received in 2024.
4. Approval of Allocation of 2024 Gifts & Donations for Expenditure in 2025.
5. Finalization of Guests to be Invited to Board Meetings in 2025.
6. Monitoring Report: Emergency Library Director Succession.
7. Monitoring Report: Treatment of Consumers.

B. Miscellaneous

The Board continued to express how impressed they were with the library staff's focus on outreach to the community!

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Board Chair Vance praised the Fine Free postcard.

Printed copies of the Board Annual Calendar 2025 were shared with trustees.

Trustees asked what staff procedures are if there was a situation at the library involving Immigration and Customs Enforcement Agents. Klien said staff are trained to follow the Confidentiality Policy. They can walk through the public areas building, but staff cannot give out any private information regarding patrons. If a warrant is served, staff will contact the Director or Board Chair who will reach out to the Library's attorney.

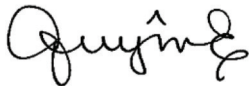
Check out the Hot Air Balloon reading nook on loan to Youth Services in the back left corner.

XI. Adjournment

Library Board Chair Vance said if there was no further business to be considered, that he would adjourn the regular board meeting of January 27, 2025.

DISPOSITION: The regular board meeting of January 27, 2025 was adjourned at 7:00 PM.

Recorded and Transcribed by,



Quyen Edwards
Library Board Secretary

Director's Report

February 2025

Adult Services

Librarians [Jane Fleming](#) and [Rachael Weigmann](#) were very excited to debut the first of a series of new programming for adults with developmental disabilities and their caregivers. These programs will be held every other month in the Makerspace. The first program in the series was held on Thursday, January 8. A total of eight patrons attended. The activity for the first program was pour painting. Participants watched a short video that explained how to make the paintings, they chose their colors, and then both librarians and the caregivers attending helped the participants follow the necessary steps to make the painting. The smiles and excitement from the adults in attendance was great to see.



On Saturday, January 11th, Adult Services Librarian, [Rachael Wiegmann](#), hosted Gary Marquardt and his Coffee: Bean to Cup presentation. Mr. Marquardt presented about the origins of coffee, where it comes from, and the different ways and processes that happen for us to enjoy it. There were thirty-seven participants who all had the opportunity to sample different kinds of coffees.



On Friday, January 17th, Cheng Tao of WMU's Asian Initiatives came to teach an Introduction to Tai Chi. Mr. Tao was engaging and the participants enjoyed learning the basics of Tai Chi. One patron commented, "that was so fun" while another said "I love healthy classes (sound immersion, yoga, healthy food, Tai Chi, etc.)"

On January 25th, Outreach Librarian [Sara Weyenberg](#) attended the Annual Chinese New Year Gala at Chenery Auditorium hosted by the Chinese-American Association of Greater Kalamazoo. As part of our growing partnership with them, they invited the Library to have a presence at the registration table to handout Library resources. Over 900 people were in attendance at the event, many of which took a moment to express their delight at seeing the Library at the event.



On January 29th, Outreach Librarian [Sara Weyenberg](#) contacted the Kalamazoo Refugee Resource Collaborative asking if they were in need of winter weather clothing due to an overabundance of donations for the Purl for Portage program. They expressed that they were, in fact, in need as they had approximately seven families who had only arrived within the last week or two and had been cut off from their caseworkers and were in need of resources in the meantime. The Library donated 50 winter weather items to these families. So far in the 2024-25 season, Purl for Portage has given away over 200 items to those in need in the community.

Youth Services

This month Youth Staff [Mary Breuer](#) helped Genevieve ([Quyen Edwards's](#) niece) celebrate reaching 1000 Books Before Kindergarten! She had her parents, aunt and uncle join her in the celebration as well. Genevieve was very excited, gave Mary a high five, and said she loved reading. Her parents plan to set a new goal to keep the excitement going until kindergarten. We normally have about 100 children achieve a "100 books" goal per season, and thanks to Mary our readers have a beautiful handmade tag to mark their progress on the wall.



As a replacement for STEM Storytimes, Youth Staff [Kristy Zeluff](#) and [Jenni Chase](#) are trying quarterly events aimed at preschool age children and their families. Our first event was the afternoon of January 29th. Thirty-two people attended and enjoyed eight different STEM based stations, most of which capitalized on existing PDL kits and materials, though a modest investment in baking soda and vinegar created the station that was the star of the show.



It was another big month for Youth Outreach Coordinator [Andrea Smalley](#)! On Friday the 17th Youth Staff hosted a 5th grade class from Central Elementary at the library for a Makerspace tour and STEM activities. On Wednesday the 15th, we held a Family Night for Mrs. Braat's Young 5s class. On Wednesday the 22nd, we held a family night for English Language Learners from PPS. On Tuesday the 28th, we hosted a mock battle for two Amberly Battle of the Books teams. We also hosted an information table from Heart for Home, a foster, kinship, and respite care organization. Smalley met with a representative from KYD (Kalamazoo Youth Development) Network to plan 2025 partnership activities.

Teen Librarian [Olivia Pennebaker](#) facilitated Teen Exam Late Night, which saw record attendance as 161 high schoolers came to the library to study and enjoy pizza. 200 students collected a Exam Care Package the week prior to exams as well.



Community Comments:

PNHS Teacher Colin Killmer: Thank you so much! I also want to thank your team for hosting the weekend final exam prep time for students. It was great to know they had a safe, positive place to work together on their exam preparations!

Portage Central Elementary Teacher Michelle Braat: I just wanted to take a moment to let you know something that you already know but your youth department staff is top notch. They are easy to work with and willing to take on any challenge. I work at Central Elementary and this year we have teamed up to help enrich the themes that I do for our ELA and science program in young fives. Ms. Emily and Ms. Andrea have been coming in and being the end lesson. They review what has been taught and always do something special with these amazing kids. Last night they put on an event of FUN for them and man did they have fun. The turn out was over 50 percent which I love and they all were leaving with their buckets full of love. It introduced many to the "big" library and got parents on board too.

If I could fly a banner over Portage and tell everyone how appreciative and awesome you all are I would. THANK YOU from the bottom of my heart. Please make sure they get the gold star for the year!!!!

This month's drop-in event was our Fort Builder program. Children of all ages came to add on to the fort started by our resident Book Buddy Volunteers from Portage Northern High School.

Heritage Room

During the month of January, the Heritage Room received several amazing items for the collection.

The first I wish to highlight is a ca. 1900 image showing a gathering of elderly people labeled "Prairie Ronde Pioneers." The image consists of family members who were among the earliest settlers in southwestern Kalamazoo County. Seated in the front row, fifth from the right is John Strange Harrison who was the youngest son of early Schoolcraft/Prairie Ronde settlers Bazel and Martha Harrison.



The next acquisition is a wonderful "class portrait" and school memory book (titled "My golden School Days) for one Bessie A. McCreary who graduated from Schoolcraft High School in 1911. The book features the names of classmates along with numerous school news clippings and various school event programs including the graduation ceremony.

The final item I wish to highlight is a painting acquired from the Zylman Family of Zylman Road. The framed "oil on canvas" dated September 1897 shows Moses Austin's Tavern once located near the southeast corner of the Zylman Road and Cox Drive intersection on the northern tip of Austin Lake. The painting was painted by one Thomas Nash who was known for primarily for his western scenes. For some unknown reason, he came to Michigan for a short time in the 1890's before returning west again.

What makes this story more intriguing is that this is now the second copy of this painting residing in the Heritage Room's collection. The first was donated in 1967 in memory of the daughter of John Hawkins. John Hawkins acquired the Austin Tavern and surrounding property directly from the Austin Family. This

recent copy was brought to us by a descendant of the aforementioned Zylman Family. The Zylman Family acquired the Austin Tavern and property from the Hawkins sometime between 1890 and 1910. According to the descendant, this painting has been in the family for as long as they can remember.



Circulation & Technical Services

During the month of January, we had 716 students use their PASS cards for services. We sent out 2555 text messages regarding holds, bills, overdue materials, and membership renewals.

Community Comments:

Staff observed a patron walking through the entrance doors and commenting, "This is our happy place. If we have free time, my kids always choose to come to the library!" When asked if staff could share their comment, they replied, "Please do!"

Personnel

The Library welcomes a new Library Assistant in the Circulation Department was hired. [Tonya Helmhodt](#) began work with the Library on February 2nd. [Fran Cooper](#) has announced that she will be leaving the Library in March. The process to recruit and hire a new Tech Services Assistant is in the process. The Library director and Business Manager continue to work on updating and creating policies to account for the new Earned Sick Time Act (ESTA) that is set to begin on February 21, 2025. To comply with this new act that Library will need to update its policies regarding earned sick time for all employees. All part-time employees currently receive paid time off (PTO) based on the number of hours they work. Once ESTA goes into effect, the Library will convert part-time staff to a sick time accrual mandated in the act and a vacation accrual similar to that of full-time staff, adjusted for their hours scheduled. There may be last minute changes or a delay to ESTA be implemented, but it is being watched closely and the Library is in constant contact its labor attorney, Luis Avila, to insure the Library is in full compliance. The Library Director and Business Manager are working with HR Collaborative in a search for a HR Generalist who can work for the Library in a fractional HR role to assist with ongoing projects and day-to-day HR responsibilities.

Information Technology

In January the Portage District Library IT Department continued its transition to a total web interface. The library is working with Blackbaud end users are being trained in purchase orders, reporting, two factor authentication and VPN access.

The IT Department is moving its fundraising software to Little Green Light and has begun configuring and training. This online platform will provide a better interface and more robust services.

The IT Department is upgrading its web hosting instance and will be planning this transition to minimize service disruption. This upgrade will provide a better platform for the library's website in both speed and flexibility.

The IT Department is rescheduling its upgrade of Symphony (Library Management System) and Web Services for early March 2025. The upgrade needs to be rescheduled due to SirsiDynix staff availability and our conditions limiting it to after working hours to minimize service disruptions.

The library will also be verifying its key system reports for MelCat, CollectionHQ and Communico to ensure uninterrupted service. Additionally, the library is also planning an upgrade to authentication for Libby (Overdrive) to web services. While this upgrade will make things easier for our public the library will be working to inform users of the new PIN requirement for authentication.

The IT department completed the bid process for its fiber internet services awarding contracts to Spectrum (Fiber Internet) and Aunalytics (Switching/Access Points/Firewalls) for the next 3 years.

Maintenance & Building Services

The facility has been undergoing several improvements and maintenance tasks. Ongoing repairs have been made to address paint scuffs on all walls, and two bollards have been replaced at the front of the building. The roof leak has been successfully repaired by Weather Guard, and monthly pest control services continue to be completed to maintain a clean and safe environment. Additionally, Torres Snow Removal has been diligent in keeping the parking lot clear and sidewalks well salted during the winter months to ensure safety. A notable enhancement includes the installation of new art rails throughout the building, making it much easier to rotate art displays. Work is also being done to investigate a wall leak in the preschool area, and a replacement section for the front railing has been ordered.

Financial Condition Report

January 2025

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

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

Director's Response: Revenue \$4,881,338
Expenditures \$2,296,363

Fund	12/31/2024	Changes	01/31/2025
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

January 2025

	Month Statistics			YTD Statistics		
	Jan-25	Jan-24	CHANGE	2025	2024	CHANGE
Circulation/Collections						
Total Library Circulation	82,681	78,560	5.25%	82,681	78,560	5.25%
Adult - Books	17,556	17,494	0.35%	17,556	17,494	0.35%
Adult - A/V	3,081	3,690	-16.50%	3,081	3,690	-16.50%
Youth - Books	28,778	29,776	-3.35%	28,778	29,776	-3.35%
Youth - A/V	2,449	3,971	-38.33%	2,449	3,971	-38.33%
Hot Picks	613	872	-29.70%	613	872	-29.70%
E-Material	28,406	20,737	36.98%	28,406	20,737	36.98%
ILL - PDL Requests	1,123	1,163	-3.44%	1,123	1,163	-3.44%
ILL - Other Lib. Requests	675	857	-21.24%	675	857	-21.24%
Self-Checkout Percentage	53.30%	51.73%		53.30%	51.73%	
Total Library Collection	178,882	177,789	0.61%			
Adult - Books	71,746	71,453	0.41%			
Adult - A/V	9,860	12,727	-22.53%			
Youth - Books	87,501	83,967	4.21%			
Youth - A/V	7,230	7,020	2.99%			
Hot Picks	2,545	2,622	-2.94%			
Net Acquisitions	249	(848)	129.36%	249	(848)	129.36%
Purchased - Books	2,303	1,074	114.43%	2,303	1,074	114.43%
Purchased - A/V	149	214	-30.37%	149	214	-30.37%
Donated - Books	0	0	0.00%	0	0	0.00%
Donated - A/V	0	0	0.00%	0	0	0.00%
Material Discarded	(2,203)	(2,136)	-3.14%	(2,203)	(2,136)	-3.14%
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	33,534	33,197	1.02%			
Adult	17,002	16,163	5.19%			
Youth	2,106	2,513	-16.20%			
Non-Resident	229	191	19.90%			
Reciprocal	3,443	3,026	13.78%			
Internet User	636	554	14.80%			
PASS Users	10,059	10,691	-5.91%			
Professional	59	59	0.00%			
Net Patrons	196	17	1052.94%	196	17	1052.94%
Adult	205	226	-9.29%	205	226	-9.29%
Youth	8	23	-65.22%	8	23	-65.22%
Non-Resident	3	2	50.00%	3	2	50.00%
Reciprocal	87	81	7.41%	87	81	7.41%
Internet User	31	58	-46.55%	31	58	-46.55%
PASS Users	33	1	3200.00%	33	1	3200.00%
Professional	0	2	-100.00%	0	2	-100.00%
Patrons Removed	(171)	(376)	54.52%	(171)	(376)	54.52%

Statistical Report

	Month Statistics			YTD Statistics		
	Jan-25	Jan-24	CHANGE	2025	2024	CHANGE
Library Building Usage						
Total Meeting Room Usage	810	760	6.58%	810	760	6.58%
Internal/Collaboration	115	105	9.52%	115	105	9.52%
External/Outside Usage	695	655	6.11%	695	655	6.11%
Total Program Audience	3,405	2,062	65.13%	3,405	2,062	65.13%
Adult	1,511	594	154.38%	1,511	594	154.38%
Youth	1,813	1,426	27.14%	1,813	1,426	27.14%
Heritage Room	81	42	92.86%	81	42	92.86%
Total Number of Programs	94	79	18.99%	94	79	18.99%
Adult	55	36	52.78%	55	36	52.78%
Youth	37	42	-11.90%	37	42	-11.90%
Heritage Room	2	1	100.00%	2	1	100.00%
Total Volunteer Hours	171	183	-6.56%	171	183	-6.56%
Adult	52	65	-20.00%	52	65	-20.00%
Youth	51	47	8.51%	51	47	8.51%
Technical	13	12	8.33%	13	12	8.33%
Circulation	23	25	-8.00%	23	25	-8.00%
Administration	32	34	-5.88%	32	34	-5.88%
Community Service	0	0	0.00%	0	0	0.00%
Total Front Door Traffic	18,311	18,998	-3.62%	18,311	18,998	-3.62%
Total Youth Services Traffic	13,996	14,332	-2.34%	13,996	14,332	-2.34%
Total Business Center Traffic	0	0	0.00%	0	0	0.00%
Information Access/Reference/Research						
Total Reference Transactions	7,481	6,164	21.37%	7,481	6,164	21.37%
Adult Phone	715	576	24.13%	715	576	24.13%
Adult Ready Reference	1,660	1,448	14.64%	1,660	1,448	14.64%
Adult Reference	249	197	26.40%	249	197	26.40%
Youth Phone	118	84	40.48%	118	84	40.48%
Youth Ready Reference	3,368	2,660	26.62%	3,368	2,660	26.62%
Youth Reference	276	361	-23.55%	276	361	-23.55%
HR Phone	16	6	166.67%	16	6	166.67%
HR Ready Reference	156	177	-11.86%	156	177	-11.86%
HR Reference	6	5	20.00%	6	5	20.00%
Circ Phone	627	345	81.74%	627	345	81.74%
Circ Ready Reference	84	155	-45.81%	84	155	-45.81%
Circ Reference	206	150	37.33%	206	150	37.33%
Total Edutainment LAN Use	119	113	5.31%	119	113	5.31%
Total Internet Computer Use	1,572	1,371	14.66%	1,572	1,371	14.66%
Youth Computers	213	200	6.50%	213	200	6.50%
Adult Computers	1,355	1,168	16.01%	1,355	1,168	16.01%
Laptop Computer Circulated	4	3	33.33%	4	3	33.33%
Total Electronic Transactions	41,011	42,688	-3.93%	41,011	42,688	-3.93%
WebSite Hits	30,032	31,691	-5.23%	30,032	31,691	-5.23%
WebCatalog Sessions	8,865	8,765	1.14%	8,865	8,765	1.14%
Licensed Database Hits	2,114	2,232	-5.29%	2,114	2,232	-5.29%

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

Christy Klien, Library Director

PDL Events

March 2025

LEGO Town Drop-in

March 1st - 3rd | All Day

Baby/Toddler Storytime

March 3rd | 9:30 AM & 10:30 AM

Knot for Profit

A Fiber Arts Club

March 3rd | 3:00 PM - 5:00 PM

Kalamazoo County Historical Society

March 3rd | 7:00 PM - 8:30 PM

Family Storytime

March 4th | 9:30 AM & 10:30 AM

"Solito" Discussion

A Reading Together 2025 Event

March 4th | 6:30 PM - 7:30 PM

Baby/Toddler Storytime

March 5th | 9:30 AM & 10:30 AM

Immaculate Snacks & Gaming

March 5th | 3:30 PM - 4:30 PM

An Evening with

Bonnie Jo Campbell

Enjoy a stop on BJC's national tour!

March 5th | 6:00 PM - 7:30 PM

Muffins and the Market

An investment discussion group.

March 6th | 9:00AM - 10:00 AM

Bedtime Storytime

March 6th | 6:30 PM - 7:00 PM

Make It @ The Library

Embroidery Machine Basics 101

March 6th | 6:30 PM - 8:00 PM

Kalamazoo Plant It Forward

March Plant Swap

March 8th | 10:00AM - 12:00 PM

Baby/Toddler Storytime

March 10th | 9:30 AM & 10:30 AM

Make It @ The Library

Embroidery Machine Basics 101

March 10th | 10:30AM - 12:00 PM

4- and 5-Year-Old Book Club

March 10th | 2:00 PM - 2:45pm

Just Move Storytime

March 11th | 9:30 AM & 10:30 AM

Teen LGBTQ+ Meet-Up

March 11th | 6:30 PM - 8:00 PM

Baby/Toddler Storytime

March 12th | 9:30 AM & 10:30 AM

Kids' Mug Club

March 12th | 4:30 PM - 5:30 PM

Middle Grade Book Club

March 12th | 6:00 PM - 7:00 PM

Books, Babies, and Bellies

For expecting parents and parents with babies under 12 mos

March 13th | 10:00AM - 11:30 AM

Bedtime Storytime

March 13th | 6:30 PM - 7:00 PM

International Mystery Book Discussion

"The Villa"

March 13th | 7:00 PM - 8:00 PM

Documentary and Donuts

Beyond the Tree Line

March 14th | 10:00AM - 1:00 PM

Kalamazoo McIntosh Users' Group

March 15th | 9:00AM - 12:00 PM

Saturday Sound Immersion

March 15th | 10:30AM - 11:30 AM

Meet the Author: Javier Zamora

A Reading Together 2025 Event

March 15th | 3:00 PM - 4:00 PM

Baby/Toddler Storytime

March 17th | 9:30 AM & 10:30 AM

Dungeons & Dragons

March 17th | 6:30 PM - 8:00 PM

Kalamazoo Valley

Genealogical Society

March 17th | 7:00 PM - 8:30 PM

Family Storytime

March 18th | 9:30 AM & 10:30 AM

AI Prompting Strategies

March 18th | 1:30 PM - 2:30 PM

Introduction to Embroidery

with Sarah Nott

March 18th | 6:00 PM - 7:30 PM

Plots and Pages

A Local Writers' Group

March 18th | 6:00 PM - 8:00 PM

Teen Cupcake Decorating Competition

March 18th | 6:30 PM - 7:30 PM

Baby/Toddler Storytime

March 19th | 9:30 AM & 10:30 AM

Creating for Every-Body:

Make your own Book Bag

March 19th | 2:30 PM - 4:00 PM

Eating the Mediterranean Way with Gretchen!

March 19th | 6:00 PM - 7:00 PM

Early Elementary Book Club for K-3 and their Caregivers

March 19th | 6:00 PM - 7:00 PM

Muffins and the Market

March 20th | 9:00AM - 10:00 AM

Bedtime Storytime

with Melissa Ludwa

March 20th | 6:30 PM - 7:00 PM

Design with Canva

March 20th | 6:30 PM - 8:00 PM

Sense-sational hands-on fun

March 21st | 10:00AM - 11:00 AM

Lakeshore sci Fi, fantasy, and horror

An afternoon with West Michigan

Spec-Fic authors

March 22nd | 2:00 PM - 4:00 PM

Intro to Inkstitch: Creating Embroidery Files

March 23rd | 2:00 PM - 3:30 PM

Baby/Toddler Storytime

March 24th | 9:30AM & 13:00 AM

Light Lunch and Literature

"Chronicle of a Death Foretold,"

March 24th | 12:00 PM - 1:00 PM

Family Storytime

March 25th | 9:30AM & 10:30 AM

Purl for Portage

A Yarn Arts Club

March 25th | 6:00 PM - 8:00 PM

Toddler Playtime

March 26 | 9:30AM & 13:00 AM

Make It @ The Library

Embroidery Machine Basics 101

March 26 | 2:30 PM - 4:00 PM

Kalamazoo Area Wild Ones

March 26th | 6:30 PM - 8:30 PM

Creative Bug Class:

March 27th | 6:30 PM - 8:00 PM

Bedtime Storytime

March 27th | 6:30 PM - 7:00 PM

CONFIDENTIALITY POLICY: DISCLOSURE OF LIBRARY RECORDS

I. Policy; Library Records

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

II. Definitions of Library Record

A. Agent or Employee.

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

B. Crime.

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

C. Law Enforcement Officer.

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

D. Library Record.

1. Definition.

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

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

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

2. Excluded from Definition.

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

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

3. Library Director Determination of "Library Record."

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

III. Disclosure of Library Records

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

A. Freedom of Information Act Requests.

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

B. Subpoenas, Court Orders or other Legal Process.

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

1. Consultation with Attorney.

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

2. Action by Library Director.

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

3. Opportunity to be Heard.

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

4. Confidentiality.

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

C. Consent.

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

D. Voluntary Disclosure without Court Order and Consent.

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

1. Collection Agency.

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

2. Interlibrary Loan.

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

IV. Disclosures Regarding Alleged Crimes in this Library.

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

PATRON SOCIAL MEDIA POLICY

I. Purpose.

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

II. Definition of Social Media.

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

III. Authority over Social Media Accounts.

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

IV. Usage Rules.

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

1. Privacy:

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

2. Library's Rights:

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

3. No Endorsement:

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

4. Unauthorized Content:

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

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

5. Third Party Usage Rules:

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

V. Violations and Appeals.

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

VI. General Complaints.

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

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Lost and Found Policy

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

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

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

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

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

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

MLA ADVOCACY NEWS

January 2025

MLA Statement on Civil Fines and Penal Fines

MLA's statement in response to bills that attempt to siphon penal fines or civil fines away from libraries.

The Michigan Constitution states that all fines assessed for breaches of penal laws must be exclusively applied for the support of libraries. This provision has been in place since the first state constitution in 1835 and has been reaffirmed in subsequent constitutions. In addition to penal fines, Michigan law specifies that civil fines ordered under section 907 of the Michigan Vehicle Code should also exclusively be applied to support libraries.

Any proposed legislation that creates an exception for the use of fines diverts these critical funds from their intended purpose of supporting public libraries. For example, recent legislative proposals such as HB 4921 and HB 5726 sought to divert fines for the installation and maintenance of speed detection systems in school zones. While the intent of these bills is to enhance public safety, the diversion of fines away from libraries sets a concerning precedent.

MLA advocates for alternative funding mechanisms that do not compromise library funding. We believe that ASSESSMENTS or FEES specifically designated for new initiatives should be implemented in new and updated legislation. This approach has been successfully implemented in other areas where assessments are used to fund specific services without diverting fines from their intended purposes.

By upholding the principle that penal and civil fines should support libraries, we ensure that these vital institutions continue to thrive and serve our communities. We urge legislators to consider the long-term impact of diverting fines and to seek alternative funding solutions that protect the financial health of our public libraries.

Note From Dillon

I won't sugarcoat it, this one hurts. After nearly two years of work by Michigan Library Association staff, volunteers, and partners, the Freedom to Read bills died in the Senate at the end of 2024. Their introduction during lame duck was a last-ditch effort to cross the finish line and solidify First Amendment protections and civil rights law for Michiganders at public libraries. Unfortunately, the chaos and implosion of the House and the Senate left the Freedom to Read bills to die alongside hundreds of others in both chambers. With the makeup of Michigan's legislature now having shifted, any opportunity to pass these bills is now behind us.

What does this mean for public libraries in 2025 and beyond? In short, the work continues. Advocates in Michigan have spent the last three years honing their skills in advocacy and coalition building, coaching libraries through politically motivated material challenges, and providing education to boards and communities on legal precedent and the freedom to read.

MLA ADVOCACY NEWS

For many libraries, the New Year presents new challenges. Our recent November elections saw political appointees seated on library boards and in many cases, shifted majority control of library boards to groups that don't share the library's vision for the right to read. Come January, there will be a pressing need to ensure new, incoming board members at public libraries have the factual information they need to make determinations about library collections, that they understand the application of First Amendment and civil rights laws in public libraries, and the liabilities incurred when acting against legal precedent. In 2025 we show up and we work every day to ensure public libraries remain an institution independent of partisan politics. And we must continue to find ways to support the library directors, staff, and trustees who face personal and professional attacks for simply doing their jobs.

The prospect of the Freedom to Read bills becoming law gave me hope. In the time since the bills died, I've felt angry, sad, disappointed, and drained. I don't expect those emotions to go away anytime soon. But this morning I also feel motivated. There is SO MUCH we can do together to support our libraries and protect the right to read, and the resiliency I've seen from library workers over the last few years is the motivation I need to march on. In 2025 the work continues!

Dillon Geshel

President, Michigan Library Association

Library Board By-Laws

Article I **Incorporation and Name:**

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

Portage District Library

300 Library Lane
Portage, Michigan 49002

Article II **Membership:**

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

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

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

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

Article III **Officers**

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

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

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

Article IV **Meetings**

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

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

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

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

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

Article V Committees

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

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

Article VI Powers and Duties of the Library Board

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

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

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

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

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

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

Article VII Conflict of Interest

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

Article VIII Amendments

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

NOTE: These by-laws were adopted by the Portage District Library Board at its regular meeting on December 14, 2000, and last reviewed and approved on February 24, 2025 All prior bylaws are hereby repealed.

Memo

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

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 18, 2025

Background

Portage District Library Board Trustees Cara Terry and Ken Baker are the Board Co-Liaisons to the Friends of the Library in 2025, and as such, one of them will attend Friends' board meetings and share information about Friends' activities.

There will be an item on the agenda for any Library Board meeting that immediately follows a Friends book sale or board meeting. Since the Friends had a book sale on January 31 and February 1, 2025 and their February board meeting on February 10th, there will be an item on the agenda for the February 24, 2025 Library Board meeting.

Memo

Budget Amendment to adjust the FY 2025 Budget for Friends of the Library Donation

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 20, 2025

Background

It is my pleasure to announce that the Friends of the Portage District Library will generously support the Library's Summer Reading Program in 2025 with an additional grant totaling \$2,000. We are most grateful for this grant, enabling us to conduct a summer reading experience for adults and staff. The Summer Reading Program at PDL has become a cornerstone event for our community. Without the support of our Friends organization, the Library would be very challenged to sustain the level of summer programs and activities that we have been able to provide due to the Friends' subsidy.

Recommendation

I recommend that the Library Board approve a Budget Amendment to the Fiscal Year 2025 Budget to increase the Programming-Summer Reading Adult line by \$2,000.

Memo

Follow-up Guests/Presenters to Be Invited to Board Meetings in 2025

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 18, 2025

Background

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

At the January 27, 2025 meeting, Library Director Klien said one or two guests could fit into the Board meeting schedule. After some discussion with trustees who were present, Klien said she would follow-up this discussion at the February Board Meeting.

Memo

On-Site Pass

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 24, 2025

Background

To ensure that our policies accurately reflect the services currently available to patrons, I recommend updating the terminology "Internet Guest Pass" to "On-Site Pass". This change aligns with the current access levels provided to patrons and helps streamline our service offerings.

The Internet Guest Pass no longer accurately represents the level of service available. An On-Site Pass more appropriately describes the access provided to patrons including the ability to use the internet on public computers as well as use the Makerspace, or book meeting rooms.

Recommendation

I recommend that the Library Board approve adjusted wording in the Computer and Internet Usage Policy and Resident/Non-Resident Policy (as underlined) to reflect the more accurate terminology "On-Site Pass".

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 Act 212 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’ 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 of 18 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 on-site card. If a patron doesn’t have either then he/she may be granted a single use, reduced time internet pass. 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.

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 kiosk 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 unauthorized 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.

Resident / Non-Resident Membership Policy

I. Definition of the Portage District Library Service Area Boundaries

The service area of the Portage District Library is property located within the City of Portage or the portions of the Portage Public School District located in Texas Township and Pavilion Township.

Only those who reside within or own property or businesses within these boundaries are entitled to free membership.

NOTE: *Those who reside within or own property or businesses in the portion of the Portage Public School District located within the City of Kalamazoo are served by the Kalamazoo Public Library.*

II. Who is able to get a free membership?

- A.** Any person who resides within the Portage District Library service area.
- B.** Any person who pays real or personal property tax on property located within the Portage District Library service area.
- C.** Any business and/or institution located within the Portage Library District service area may be issued a library card in the name of that business or institution. See Section V, part D of this policy for more details.
- D.** Any person who is a resident member of a library district that has established a reciprocal borrowing agreement with the Portage District Library can have a free, limited use membership. See the Reciprocal Borrowing Policy for additional membership requirements.
- E.** Any student registered with the Portage Public Schools and whose parent or legal guardian has agreed to participation in the Portage District Library/Portage Public Schools Student Library Card Program.
- F.** Any person who can document that they are an educator at an educational institution that is located with the Portage District Library service area and would not otherwise qualify for any free membership type. See Section V, part E of this policy for more details.

NOTE: *Businesses outside of the Portage District Library service area are not eligible for reciprocal memberships.*

III. Non-Resident Memberships

Any person, business or institution that does not fit into one of the above categories must pay a non-resident fee for library service. The non-resident membership is good for one year from date of issuance and entitles the member to all services of Portage District Library. Shorter term prorated non-resident memberships may be offered.

The "Cost of Service" is calculated based on the average taxable value per residential parcel within the service area of the Portage District Library. As required by Section 11a of the State Aid to Public Libraries Act, MCL 397.561a, the fee may not exceed "the cost incurred by the library in making borrowing

privileges available to non-residents, including but not limited to, the costs, direct and indirect, of issuing a library card, facilitating the return of loaned materials, and the attendant cost of administration.” This cost figure is re-calculated annually and reported to the Library Board.

NOTE: *The non-resident fee for patrons 62 yrs. and older is 50% of the standard non-resident fee charged to people who reside outside of the Portage District Library service area.*

IV. Required Documentation for Establishing a Membership

The appropriate type of library membership for any person will be issued only upon verified identification and proof of current residential address for the person requesting the membership or, in the case of children under the age of 18, their parent or documented legal guardian. Businesses and Institutions have additional requirements addressed below. One of the following items of identification is required to establish a membership:

1. Valid Driver’s License
2. Valid State Identification Card
3. Valid Kalamazoo County ID Card
4. Valid Passport
5. Valid Military ID
6. Valid School ID with Photo

If the current residential address is not listed as part of the identification presented, a secondary document that includes a current residential address is also required to establish membership. The secondary document must be in the name of the person requesting the membership or, in the case of children under the age of 18, their parent or documented legal guardian. Businesses and Institutions have additional requirements detailed below. In order of preference, one of the following documents is required for proof of current residential address when the current residence is not listed on the identification presented to establish membership:

1. Valid Voter’s Registration Card
2. Current property tax bill or receipt
3. Current utility bill for water/sewer or gas/electric services
4. Registered Land Contract
5. Current Lease Agreement
6. Current vehicle registration

V. Special Circumstances & Other Membership Types

- A.** In the case of children under the age of 18 who are unable to show identification or proof of current residential address and are not accompanied by a parent or documented legal guardian, an alternative form of registration will be offered that will require the membership card to be notification to the responsible party that a membership card has been issued.
- B.** For those individuals seeking membership who may live in alternative living situations, such as shelters, temporary housing, group homes, transitional housing or care facilities, there

may be other options for registration and/or proof of residence. Memberships may be limited in duration and/or limited in amount or type of material that can be checked out for those who are unable to provide the requested residency documentation.

- C.** Memberships are not available to those who are visiting the Portage District Library service area. However, on-site passes are available to anyone who can show appropriate identification. See the Internet Usage Policy for additional information and restrictions.
- D.** Businesses or institutions within the Portage District Library service area that would like to take advantage of the opportunity for membership require additional proof of operation within the library district, proof of ownership, or documented authorization from the business or institution. These memberships can only be established by the business owner, institutional director or their documented designee. These types of memberships are only processed by specific library personnel, not through typical individual member registration processes. Due to the variety of business and institution types, contact the Library for specific information regarding the additional requirements.
- E.** Individuals who can provide written documentation that they are working as an educator at an educational institution within the Portage District Library service area and would not otherwise qualify for any free membership type can be provided with a membership free of charge. Appropriate documentation should come in the form of a letter provided by their employer and must be provided annually upon the expiration of the membership to continue the membership. This type of membership is not intended for personal use, but to provide access to library collections for use in support of curriculum and other educational endeavors that impact students in the Portage District Library service area.

VI. Membership Responsibilities and Privacy

- A.** Once a membership has been established, the person, business or institution in whose name the membership is opened is responsible for any use or misuse of the membership, including, but not limited to, fines, losses or fees assessed against the account. In the case of minor children, the parent or documented legal guardian is the responsible party. In the case of a business or institution, the owner, director, or their designee will be the responsible party. Lost or stolen membership cards should be reported immediately. See the Fines & Fees/Usage Policy or the Internet Usage Policy for additional information.
- B.** In accordance with the Michigan Library Privacy Act, all library records must be kept confidential. Information contained within library records will only be divulged in person to the member showing valid identification, the card holder, the person liable for payment and return of library materials, or as required by law via a court order. See the Library Privacy & Search Warrant Policy for additional information.

Memo

Updated Fees in Circulation Policy

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 24, 2025

Background

As part of our ongoing commitment to providing high-quality services while maintaining financial sustainability, library staff have reviewed and suggested adjustments of our current fees to reflect updated market rates and operational costs.

Recommendation

I recommend that the Library Board approve the updates to fees listed on page 3 of the Circulation Policy to reflect current pricing for coffee vending and electric car charging.

Circulation Policy

I. SERVICES & USAGE:

A. Subscription Services

The Library offers many premium services, such as interlibrary loan, Homebound Services, mobile hot spots, Favorite Authors, online learning resources, Library of Things, and various downloadable and streaming services. Due to cost and/or contractual obligations, reciprocal members are excluded from premium services, though they may have access to similar services through their home library.

B. Circulation Limits

1. All members are limited to 15 non-Hot Pick DVD's on their account at one time.
2. Members are limited to 5 items from each type of Hot Pick material (books, movies) on their account at one time. Reciprocal members are not eligible to check out Hot Pick materials.
3. All members are limited to 2 special collection kits per type on their account at one time. This includes, but is not limited to Book Discussion Bags and Resource Kits. Similar limits may be set for other special collection kits.
4. Members are limited to 2 Library of Things items of each tier at one time. Reciprocal members are not eligible to check out Library of Things items.
5. Members are limited to 1 piece of equipment per type on their account at one time. This includes, but is not limited to, laptops, mobile hot spots, or Playaway Launch Pads and other types of equipment. Reciprocal members are not eligible to check out certain types of equipment such as mobile hot spots.
6. Members who are under the age of 18 years old are prohibited from checking out rated "R" movies, laptops, or tier 2 Library of Things items.
7. Reference collections are for library use only.

C. Holds & Renewals

1. All members may place up to 25 items on hold at one time.
2. Items in Hot Pick collections cannot be put on hold.
3. Telescope kits can be placed on hold.
4. Two renewals are allowed for items that are not in demand. The renewal period is the same length as the original checkout period. The following types of items cannot be renewed: Hot Picks, mobile hot spots, telescopes, Book Discussion bags, and items on hold for another member.

D. Additional Requirements

Borrowers are required to provide a photo ID to check out certain equipment, including but not limited to the following: laptop computer kits, mobile hot spot kits, and tier 2 Library of Things items. Loss or damage of the equipment or accessories will result in charges for repair or replacement either for the entire kit or per each lost or damaged piece based on availability.

Laptop computer kits are for use **within the library only** for a loan period of two hours. Borrowers must remain in the library with the laptop. Removal of laptop computers from the library building will be considered theft.

II. FINES & FEES:

A. Overdue Fines

1. The Library will not charge any daily fines for overdue material.
2. The patron is responsible for understanding when checked out material is due to be returned to the Library. Checked out material may be subject to renewals according to Library policy. However, there is no guarantee of renewals.
3. Checked out material that is not returned within 28 days of the due date (or subsequent renewal dates) will be considered to be Lost Material by the Library and the Lost Item fees and regulations will apply.
4. Although the Library will use its best efforts to notify you of the overdue material or equipment, the Library does not guarantee notice and failure to receive notice will not prevent the material or equipment from being considered Lost Items.

B. Lost or Damaged Item Fees and Regulations

1. With the exception of magazines, lost or damaged material owned by the Library is charged at replacement/retail value plus a processing fee for making an item shelf-ready. A default price of \$20.00 will be used as the replacement cost if no retail value is available. Lost or damaged magazines will only be charged a replacement fee of \$5.00. Incidental damage to library material caused by normal use will be repaired without charge.
2. Non-returned, lost, or damaged material borrowed through MeLCat will be charged in accordance with MeL Policy, as set by the Library of Michigan, and then billed to the borrowing member. Once the Library pays the lending institution for non-returned, lost, or damaged interlibrary loan material, the borrowing member is responsible for the replacement cost, regardless of the item being returned.
3. Media formats, such as a DVDs or Playaways, that are returned without their library case and/or accompanying graphics or booklets will be assessed a replacement fee of \$5.00.
4. All lost or damaged pieces from kits will be charged at replacement/retail value or \$10.00 if no retail value is available. Total replacement of the kit may be charged if lost or damaged pieces are not replaceable and required for intended use of the kit.
5. Accounts that have been billed for lost or damaged material will be blocked from use until the lost material is returned or the lost or damaged material is paid for. Refunds will not be given for lost material that has been paid for, regardless if the material is returned to the collection.
6. Accounts that have been billed for \$25.00 or more in lost or damaged material and remain unresolved or unpaid for more than 28 days may be referred to a private notification service, but not reported to a credit bureau. Once an account has been sent to collections, a non-refundable fee equal to the private notification service fee charged to the Library will be assessed to the user's account.

C. Returned Check Fee

There is a fee for any returned checks written to the Portage District Library. The fee shall be assessed in the exact amount which the Library is charged by its current Bank for the processing of such items.

D. Photocopy /Printout/Faxing/Scanning Fees

A fee of 5¢ per printed side of a page will be charged for greyscale photocopies and printouts. A fee of 25¢ per printed side of a page will be charged for color printouts. No charge will be assessed for faxing or scanning pages to email or electronic storage.

E. Coffee Vending Fees

A fee of \$2.50 will be charged for a 12 oz. cup of coffee purchased through the coffee vending machine.

F. Car Charging Fees

A fee for use of the car charging station will \$0.13/kwh. An additional fee of \$0.75 will be charged per hour after the first two hours. A \$0.99 Guest Fee will be charged per session.

An estimate of costs is as follows:

\$0.86 for 1 hour

\$1.72 for 2 hours

\$3.32 for 3 hours

\$4.93 for 4 hours

\$6.54 for 5 hours

\$8.15 for 6 hours

\$9.76 for 7 hours

\$11.36 for 8 hours

\$12.97 for 9 hours

\$13.80 for 10 hours

Portage District Library

Donations Report for Funds Received in Fiscal Year 2024

February 2025

DONATIONS RECEIVED in 2024	AMOUNT
Grants:	40,439.34
Restricted Materials:	12,342.43
Memorials:	325.00
Unrestricted:	18,014.36
TOTAL: <i>(without in-kind donations included)</i>	\$ 71,121.13

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

<u>DONATIONS RECEIVED in 2024 – (Previously Allocated)</u>	AMOUNT
<i>Note: The following designated donations were previously allocated through Budget Amendments approved by the Library Board during 2024 or 2025.</i>	
Friends' Donation for 2024 Summer Reading	13,500.00
Friend's Donation for GeekFest, Trivia & Youth Programming, Playground Blocks & Charlie Cart	18,931.56
Friend's Donation for Trivia Program, Book Repair Machine & Book Carts	7,121.71
Donation in Honor of Ken Fischer for Outdoor Furniture	2,857.43
Donation for Seed Library	100.00
TOTAL: <i>(donations designated for specific purposes)</i>	\$ 42,510.70

TOTAL DONATIONS to be ALLOCATED in FISCAL YEAR 2025		
Total Donations <i>(without "In-Kind" donations)</i>	\$ 71,121.13	
Less Donations <i>(previously allocated in 2024)</i>	<u>\$ 42,510.70</u>	
Donations from 2024 to be Allocated: (Per Donors' Request):	\$ 28,610.43	
Adult Material	\$ 885.00	
Heritage Room	\$ 550.00	
Youth Material	\$ 150.00	
Seed Library	\$ 350.00	
World Language	\$ 7,500.00	
Unrestricted	<u>\$ 19,175.43</u>	
TOTAL Donations from 2023 to be Allocated:	\$ 28,610.43	

Memo

Budget Amendments for Restricted Donations and Allocation of 2024 Donations

To: Portage District Library Board
From: Christy Klien, Library Director
Date: February 20, 2025

Background

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

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

A review of donations received by the library in FY2024 has determined that there is \$28,610.43 in gifts and donation funds available for allocation in FY2025.

Of the \$28,610.43 of donation that have yet to be brought to the board for allocation: \$8850.00 for Adult Material; \$550.00 for the Heritage Room; and \$150.00 for Youth Material, \$350.00 for the Seed Library, and \$7,500.00 the World Language collection. That leaves \$19,175.43 of donations to be allocated at the Library's discretion.

Recommendation

The Library recommends that the FY2025 budget be adjusted for FY2024 donations designated for specific purposes for the following expenditure lines: Adult Material, \$885.00; Heritage Room, \$550.00; and Youth Material, \$150.00; Seed Library, \$150.00; and World Language, \$7,500.00.

Additionally, at this time, staff request that \$16,200 of the unrestricted donations be allocated as follows: Paper Folding Machines, \$2,200; Two On-Demand card printers, \$4,000.00; and Youth Services Outreach Material, \$10,000.00. A recommendation for use of donation funds with a balance of \$2,975.43 will be brought to the Library Board at a future time.

Library Director Succession/Replacement Plan

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

1. The normal operations of the library would continue under the guidance of the Library Board and with the leadership of the Library Administrative Team in their respective areas of responsibility, as shown below.

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

a. Library Attorney	d. Library of Michigan (State Librarian)	g. Portage Public Schools (Superintendent)
b. City of Portage (Manager)	e. Media	h. SMLC Members (Directors)
c. Kalamazoo County Clerk	f. Michigan Library Association	

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Monitoring Report For Executive Limitation Policy: Treatment of Consumers

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

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

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

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

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

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

PROTECTION of PRIVACY:

- Symphony (library automation system) updates with password protections.
- Measures have been taken to ensure the security of online e-mailing of overdue and reserve notices to patrons.
- Procedures are in place at all desks to guard against revealing private information.
- Patron data base is reviewed on a schedule to update old information.
- There is a regular schedule in place (quarterly) for deletion of unused patron accounts going forward. The purging process assures that we do not keep any unnecessary personal information in our patron database.
- Self-serve computer print stations with vending capability are available to patrons to print and retrieve their own personal print jobs without the assistance of library staff for more convenience and to ensure their privacy.
- Fax service (outgoing only) is also available to patrons to enable unassisted personal fax transmissions.
- The Library Confidentiality Policy was reviewed and approved by the Library Board and at the February 26, 2024 board meeting. All employees are informed about the policy and trained to follow the specific process for safe-guarding patron privacy.
- The library re-approved the FOIA Policy on December 16, 2024 as required on the Library Board's Annual Calendar.

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

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

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

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

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

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

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

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

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

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

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

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

In compliance with that requirement, this report has been written and included in the board agenda packet for the board meeting of February 24, 2025.