



NOTICE of PUBLIC MEETING

The Portage District Library Board

will meet in regular session

on

May 18, 2015 beginning at 6:00 p.m.

at the

Portage District Library

in the Lower Level

**Long Lake & Gourdneck Lake
Meeting Rooms**

*for the purpose of
conducting library business*

PORTAGE DISTRICT LIBRARY BOARD MEETING

May 18, 2015

Regular Meeting Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

- I. Start of Meeting
- II. Roll Call
- III. Comments or Requests from the Public, Board Members, or Library Staff
- IV. Adoption of the Agenda for the Regular Meeting of May 18, 2015
- V. Special Guests (30 minutes)
 - A. State Senator Margaret O'Brien (20th State Senate District, and Megan Hicks, District Director. *Pg. 1-4 (Info)*
 - B. State Representative Brandt Iden (61st District). *Pg. 1-4 (Info)*
- VI. Audit Presentation (20 minutes)
 - A. Presentation of Audit Report for Fiscal Year 2014 by Rehmann Robson staff. *Pg. 5(Info)*
- VII. Consent Agenda (5 minutes) (Vote)
 - A. Minutes of the regular board meeting held on April 27, 2015. *Pgs. 6-19*
 - B. Review of Disruptive Patron Policy. *Pgs. 20-22*
 - C. Review of Juvenile Patron Policy. *Pgs. 23*
 - D. Review of Smoking & Tobacco Products Policy. *Pgs. 24*
 - E. Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to accommodate for receipt of a \$360 donation for the library's Teen Advisory Group program. *Pg. 25*
- VIII. Governance (20 minutes)
 - A. Library Board linkage opportunities for May/June 2015. *Pg. 26 (Info)*
 - B. Follow-up on mid-year Meeting with Library Director. *Pg. 27 (Info)*
 - C. Follow-up information related to preparing for Strategic Planning in 2016. *Pg. 28-29 (Info)*
 - D. Discussion about upcoming changes in FOIA (PA 563) effective July 1, 2015. *Pg. 30 (Info)*
- IX. Ends Development (10 minutes)
 - A. Plans for participation in the City of Portage's 2015 Memorial Day Parade. *Pg. 31 (Info)*
 - B. Plans for 2015 Summer Reading Kick-Off in June. *Pg. 32 (Info)*
- X. Monitoring to Assure Compliance with Executive Limitations (10 minutes)
 - A. Report on Financial Condition for April 2015. *Pgs. 33-35 (Info)*
- XI. Library Director's Reports (10 minutes total)
 - A. Marketing Update for April 2015. *Pg. 36 (Info)*
 - B. Narrative Report for April 2015. *Pgs. 37-40 (Info)*
 - C. Statistical Report for April 2015. *Pgs. 41-42 (Info)*
- XII. Process Evaluation (5 minutes total)
 - A. Suggestions for Agenda Items to be included on the June 22, 2015 board meeting
 1. Minutes of the Regular Meeting held on May 18, 2015.
 2. Review of Heritage Room Policy.
 3. Presentation of proposed Library Operating Budget for Fiscal Year 2016.
 4. Progress Report on Ends Statement #2 (*The library will be a safe, welcoming, inclusive destination for families and individuals.*)
 - B. Assessment of this meeting
 - C. Miscellaneous Items
- XIII. Adjournment

To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 6, 2015
Subject: Special Guests at the May 18th Board Meeting will be State Legislators

Our special guests at the May 18, 2015 board meeting will be:

- Ø State Senator Margaret O'Brien (20th District) and Megan Hicks, District Director
- Ø State Representative Brandt Iden (61st District)

Our legislators have graciously accepted our invitation to come to our May 18th board meeting and will join us beforehand for dinner at 5:30 pm and then for a short time afterwards immediately after our board meeting is convened. Please see the following pages for additional information about our special guests. We look forward to having them with us and hearing updates from them

Special Guest: State Senator Margaret O'Brien



Margaret O'Brien
State Senator – District 20

Office Address:

910 Farnum Building

Mailing Address:

Senator Margaret O'Brien
P.O. Box 30036
Lansing, MI 48909-7536

By Phone: (517) 373-5100

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District Office:

[157 S. Kalamazoo Mall](#)

Suite 170

Kalamazoo, MI 49007

District Director Megan Hicks:

(269) 226-0124

State Senator Margaret O'Brien was recently elected to represent the 20th Senate District, which includes all of Kalamazoo County, in November 2014. She was chosen by her colleagues to serve in a leadership position as Assistant President Pro Tempore and is deeply honored to represent the residents of Kalamazoo.

For the 2015-16 legislative term, O'Brien will serve as Chairwoman of the Senate Veterans, Military Affairs, and Homeland Security committee. She also serves as Vice Chair of the Banking and Financial Services committee, and a member of the Health Policy and Insurance committees.

Previously, she served two terms in the State House of Representatives, representing the 61st House district from 2010-2014. She was unanimously selected both terms to the position of Associate Speaker Pro Tempore and frequently chaired the House proceedings.

Senator O'Brien is a life-long resident of Kalamazoo County and grew up on a local dairy farm with her parents and three brothers.

She graduated from the James Madison College at Michigan State University in 1996 and was hired as a social worker for Catholic Charities, where she continues to volunteer today.

She is a REALTOR® for RE/MAX Advantage and has been active in many organizations within her community, as a Portage City councilwoman and as Kalamazoo County Environmental Health Advisory Committee chairwoman. Senator O'Brien is a life-long resident of Kalamazoo County. She and her husband, Nick, have two children, Samantha and Tyjon. As a family they enjoy being active outdoors and are members of Valley Family Church.

Special Guest: State Representative Brandt Iden



Brandt Iden
Representative District 61

Lansing Office

Anderson House Office Building
N-995 House Office Building
Lansing, MI 48933

Mailing Address

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P.O. Box 30014
Lansing, MI 48909

Phone: (517) 373-1774

Email: BrandtIden@house.mi.gov

DISTRICT

State Representative Brandt Iden was first elected to serve the 61st District in the Michigan House of Representatives in November 2014. The 61st encompasses the city of Portage as well as the townships of Oshtemo, Prairie Ronde, Schoolcraft and Texas.

COMMITTEES

Iden is the vice chair of the committee on Communications and Technology. He is also a member of the committee on Regulatory Reform, Tax Policy and Workforce and Talent Development.

EDUCATION

Brandt is a graduate of Kalamazoo College with degrees in Political Science & Economics.

PROFESSIONAL

After college, Brandt became a partner in Baron Builders Inc., a real estate development company, and is currently the president of Identity Management & Consulting Inc., a real estate management company.

Brandt is a former Kalamazoo County commissioner. He is passionate about community engagement and has dedicated himself to local organizations that focus on youth empowerment, financial education and developing community leaders. Brandt has served on the boards of Junior Achievement of Southwest Michigan, a nonprofit organization that gives K-12 students skills for career readiness and financial literacy and Big Brothers/Big Sisters of Greater Kalamazoo.

PERSONAL

Brandt was born and raised in Southwest Michigan. He's an avid outdoorsman and enjoys many of the great outdoor resources the state of Michigan offers, including skiing, hunting and fishing.



Megan Hicks

Megan Hicks is the District Director for State Senator Margaret O'Brien. She is a 2010 graduate of Western Michigan University's Haworth College of Business. Prior to her job with Senator O'Brien, she worked for Congressman Fred Upton. Megan is a resident of Kalamazoo, MI.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 5, 2015
Subject: Presentation of Audit Report for Fiscal Year 2014 by Rehmann Robson Representative

The Fiscal Year 2014 financial audit of Portage District Library has now been completed, and a representative from the accounting firm Rehmann Robson will be coming to the May 18, 2015 board meeting to provide us with their report. They will go over the audit report with the Library Board and summarize the library's financial standing for the period January through December 2014. At that time, their major findings will be shared and you will have an opportunity to ask any questions you may have.

A copy of the Audit Report has been included as a separately numbered document in the board agenda packet for May 18, 2015 and will be explained by a Rehmann Robson representative at the board meeting.

PORTAGE DISTRICT LIBRARY BOARD MEETING

Minutes of the Regular Board Meeting

held on

April 27, 2015

Regular Meeting Lower Level Long Lake & Gourdneck Lake Meeting Rooms at 6:00 pm 300 Library Lane, Portage Michigan 49002

AGENDA

I. Start of Meeting Board members and staff gathered on April 27, 2015 at 5:30 pm for dinner, (*Food from Full City Cafe*) and the board meeting started at 6:00 pm.

II. Roll Call:

Board Members Present: Michele Behr, Stephanie Brown, Betty Lee Ongley, Martha Pacheco, Alisha Siebers Donna Vander Vries (arrived at 6:15 pm) and Joe Yantis

Staff Present: Library Director Christy Klien, Jill Austin, Rolfe Behrje, Diane Delach, Rob Foti, Lawrence Kapture, Chris Walker and Laura Wright

Special Guest: Larry Shaffer, Portage City Manager

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

Library Board Chair Alisha Siebers asked if any trustees or others present had comments they would like to make, and the following comments were made:

A. Comment about former PDL Trustee - Trustee Joe Yantis said that he had run into Don Stoneburner recently and got an update on his son Sam Stoneburner (who had previously served on the Library Board). Yantis said that he was told that Sam is now at the University of Minnesota working on his PhD.

DISPOSITION: Library Board members thanked Trustee Yantis for the update on former PDL board member Sam Stoneburner.

B. Comment about Compliments for Library Program – Library Board Chair Siebers said that she had been at a meeting recently at Portage Central Elementary School and heard many favorable compliments from teachers about the special “*Meet the Teacher*” event the library had conducted in March and April for 2nd graders. Siebers also mentioned that her son Vance had enjoyed the Youth Services “*Teen Murder Mystery Party*” on April 23rd.

DISPOSITION: Library Board members acknowledged the compliments shared by Library Board Chair Siebers about the library’s Youth Services programs.

C. Comment about another Library Program – Trustee Betty Lee Ongley said that the library’s program “*Earth Day: How it All Got Started & Why It’s Important*” held on April 22nd was also very well done. Speakers for the event were Bob Weir, author of “*Peace, Justice, Care of Earth*” (he had also gone on the Russia trip with Ongley), Bill Rose (President and CEO of the Kalamazoo Nature Center); and Mike McMinn (Owner of Treecology).

DISPOSITION: Library Board members acknowledged the compliments shared by Trustee Ongley about the library’s Earth Day program this year.

D. Comment about a Power Outage at the Library – Systems Administrator Rolfe Behrje told trustees about a power outage that occurred at the library in the late afternoon on Friday, April 17th that necessitated closing the library early. He said that library staff handled the situation very well, including dealing with a man who was stuck in the passenger elevator at the time. Behrje said that it was a unique power outage condition and difficult to diagnose immediately because not all power was off. There were lights and electrical service in some areas of the library building, so it couldn’t be figured out right away. He said that Consumers Power, an electrician and plumber were called in, as well as Secant Technology personnel. It turned out to be a failed fuse leg in the transformer for the library and Consumers Power

workers were able to quickly determine the problem and resolve it. Behrje said that as a result of this incident there will be a couple of things improved for the future and consideration is also being given to moving the library's data centers to hosted locations. Trustee Behr asked if the power outage had affected the library's website and Behrje responded yes because for safety purposes it needed to be taken down to avoid data corruption issues. He said the library's services were only down for about 30 minutes but since the source of the power outage was uncertain, the library still had to be closed. Behrje emphasized that everything was done correctly as it needed to be done.

DISPOSITION: Library Board members commended Behrje and library personnel involved in the library's power outage on April 22nd for how the situation was handled appropriately and expressed relief that it had not been a more serious problem.

IV. Adoption of the Agenda for the Regular Meeting of April 27, 2015

Library Board Chair Siebers asked if there were any changes needed to the agenda for the April 27, 2015 board meeting before its adoption, and there were no changes from trustees. Siebers asked for a motion to adopt the agenda.

MOTION: It was moved by Yantis, and seconded by Ongley, that the agenda for the regular board meeting of April 27, 2015 be adopted as presented. Vote: 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

V. Consent Agenda

Library Board Chair Siebers read aloud the list of items on the Consent Agenda for April 27, 2015 and asked if anything needed to be removed for further discussion. There were no requests from trustees for items to be removed and Siebers requested a motion to approve the Consent Agenda.

- A. Minutes of the regular board meeting held on March 23, 2015
- B. Review of Art Exhibit Gift Policy
- C. Review of Programming Policy
- D. Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to accommodate for receipt of a \$50,000 unrestricted legacy gift, some of which may be used to establish a new library-wide endowment fund

MOTION: It was moved by Ongley, and seconded by Brown, that items on the Consent Agenda for the regular board meeting of April 27, 2015 be approved as presented. Vote: 6-Yes, 0-No, 1-Absent (VanderVries). Motion carried.

VI. Special Guest

- A. Larry Shaffer, Portage City Manager – Library Board Chair Siebers welcomed Portage City Manager Larry Shaffer and said they were all eager to hear from him about the condition of Portage, his vision for the City and how the library could play a role in it.

Mr. Shaffer thanked trustees for inviting him and gave them some background information, saying he had been appointed Acting City Manager in May 2014 and then officially hired as City Manager in November 2014, so he was still in his "rookie" year. He told trustees that the City of Portage was in very good condition with a current population of 46,992 that was increasing modestly. The City has a tax base of \$2 billion and is growing at a rate of 2.9% with 1.65% of that real growth. Currently, the City's tax roll is \$150 million. Mr. Shaffer indicated that since 2008, the total assessed valuation had gone down \$100 million, but was now really climbing. In 2014, there was \$100 million in building permits, and in 2015 there was \$140 million in building permits, so it is on the rise.

City Manager Shaffer shared other economic good news. He said that the unemployment rate was going down and that a significant segment of Stryker Corporation's workforce had returned to the area and all other industries were doing well. He remarked that it was a good economic climate for the school system and library to think about obtaining community approval for new initiatives.

The matter of personal property tax revenue was discussed. Mr. Shaffer said the City of Portage had a total budget of \$65 million and a 5% increase was planned for 2016 to bring that budget level up to \$68 million. He said that the amount of revenue the City got from personal property tax was about \$4 million. In 2016, he said the City would lose \$1 million in personal property tax, which was a concern for Portage. Although the State of Michigan has promised full reimbursement for lost PPT revenue, that was still an uncertainty.

City Manager Shaffer spoke about the City's exposures, which included the following:

(1) Corporate decisions may impact the City of Portage

- Ø Pfizer Corporation occupies 15% of the City's tax base and does business in the realm of \$50 billion/year.
- Ø Wal-Mart does business in the realm of \$360 billion/year.

EXPOSURE: If they decided to do something different, it would be very detrimental to the City of Portage.

(2) Retail Tax Base has an impact on the City of Portage

28% of the City's revenue is from retail.

EXPOSURE: Shoppers are in very different modes now (doing more online shopping). Shopping malls do great sometimes, but that can greatly fluctuate, so the retail tax revenue can also be very unpredictable.

(3) Regional concerns have an impact on the City of Portage

The City of Portage has a 50-year history of independence – doing things the “*Portage Way*” and has been somewhat insular and not always interested in participation in regional activities.

EXPOSURE: Portage cannot be successful without the region being successful!

[Note: Trustee Donna VanderVries arrived at the board meeting at 6:15 pm.]

Mr. Shaffer said City personnel have begun to ask what the City of Portage can do to lift the entire region up. For this reason, the Portage City Council had approved a collaboration of (5) partners: the City of Portage, the City of Kalamazoo, Kalamazoo Township, Kalamazoo County and Western Michigan University to create a consolidated dispatch effort. In addition, the Cities of Portage and Kalamazoo were working together to use technology for disaster recovery. The City of Portage was also developing a new transportation consortium to provide bus service to outlying areas. Mr. Shaffer said that he believes Portage has to “step up to the plate” and look for collaboration opportunities with sister communities that will benefit the entire region by combining resources to benefit citizens.

VISION for the CITY of PORTAGE

City Manager Shaffer said that the community must develop its own vision; the City Council must fund it; and the City administration must implement it. In 2014, the Portage Planning Commission presented a Comprehensive Plan for Portage (supported by the decisions made in 2007 related to the Portage 2025 Plan) and it was approved by the City Council. Mr. Shaffer went over some of the highlights of the Portage 2025 Plan, which places an emphasis on creation of a City Center because “people need a feeling of place and a sense of self.”

The Library's Role in the Vision for the City of Portage

Mr. Shaffer remarked that a library is one of the pillars of a community – the fabric of community – the community's identify as well as a “default” keeper of history, archives and museum. He said that the library would play an important role in the overall vision for Portage. People want to live closer to services, so the development of townhouses, retail, etc. located closer to the library, to City Hall, to the Senior Center and to the Bicentennial Trail must be undertaken to fulfill that need.

New Initiatives for the City of Portage

- Ø Acquisition of Land for Mixed Use Purposes – Mr. Shaffer stated that a meeting had been conducted with property owners and business leaders about three months ago to discuss the Portage 2025 Plan because without support and substance, the plan would not happen. For this reason, it was decided to do a marketing study of mixed use space in the City of Portage. A grant was submitted to do the study, the City Council approved the acquisition of land at Brown Street and East Centre, and they would continue to buy property to help develop a City Center. Mr. Shaffer said he was not sure if this would be successful or not, but they realized they needed to take action.
- Ø Sustainability – Mr. Shaffer said that the City of Portage is an Environmental Agent because it provides (3) million gallons of potable water; (2.8) million of sewage is transported and they spend \$60 million a year on water and sewer services for citizens. The City of Portage also handles storm water in well fields – up to 12 million gallons per day. [Note: Pfizer uses (9) million gallons of water a day for the cooling treatment in their manufacturing process.]
- Ø Solar Power & Hybrid Vehicles – Mr. Shaffer said that the City of Portage needs to do more to get “off the grid” by utilizing solar power. He noted that they spend \$5,000/yr. to pump sewage to treatment facilities in Kalamazoo and could do otherwise. He said that the City is introducing hybrid vehicles for city personnel and will celebrate this energy conservation initiative in a public way in the community so that citizens can see that the City is taking steps to conserve energy and protect the environment.
- Ø Being Proactive about Changing Demographics – Mr. Shaffer stated that the City of Portage conducts surveys every year and they always find that they can’t seem to connect with younger citizens. Young people are not typically serving on boards or commissions and are not as involved and connected in meaningful ways with the City. He said that the City needs to develop better social media tools to reach out and engage young citizens. He said he has created a Task Force to address this issue and they will be using “SuiteOne” software to help communicate better with this demographic group. Mr. Shaffer referred to the book: Bowling Alone: The Collapse and Revival of American Community by Robert Putnam. He said it talked about the disengagement of people from each other and the activities, organizations and systems that used to bring them together and what remedial action needs to be taken.

QUESTIONS & ANSWERS

City Manager Shaffer said he would welcome any questions from trustees or others at the board meeting.

- Q. Trustee Yantis commented about train tracks running through the City with long trains that could be carrying large tankers and volatile substances. He said he worried about the proximity of the tracks to the City Center and the Library and the potential for hazardous conditions.
- A. City Manager Shaffer responded that preparation is key and explained that the City of Portage is involved in Kalamazoo County’s Emergency Management Program. He said that there is an Incident Command System which separate oversight management from immediate action to handle any incident. He said that the State of Michigan is #1, Kalamazoo County is #2 and City Emergency is #3. Mr. Shaffer said that the Portage Emergency Operations Center is “state of the art” and has all resources to handle any emergency. He emphasized that it is designed to make sure that we get the “best it can be.” Mr. Shaffer said there is also potential exposure with the proximity of I-94 exposure and Pfizer Corporation’s operation with volatile substances, but he said the City has tear sheets for hazardous materials and they are all regulated and automated and we know a lot more now and are very organized.

- Q. Library Board Chair Siebers noted that when the City's budgets was cut back, the Arts & Entertainment programs and activities were cut back or eliminated. She asked what would happen to those.
- A. City Manager Shaffer responded that the City definitely wants to put them back! He stated that the City's 2016 Budget includes funds for a lot of Arts & Entertainment programs and that they have contracted with community organizer Deb Droppers to expedite these events. He said that it is a quality of life issue and now that the economy is better – people were expecting it. Mr. Shaffer explained that the City was contracting for management of the events with oversight by City Department Heads. Siebers asked Mr. Shaffer to let the library know about these community activities so they could help inform the public about them and work collaboratively to help them succeed.
- Q. Trustee VanderVries asked about property tax assessment “big box” litigation going on right now and how that might impact the City of Portage.
- A. City Manager Shaffer responded that the “big box” stores were pressing hard to have their property tax assessments reduced. The City of Portage has a \$2 billion tax base and 51% of that is residential and all the rest is industrial. He noted that the economy tanked in 2008, but now there is new growth and he gave examples of how building permits were a good measure of economic growth (2009 = \$21 M; 2014 = \$100M and now in 2015 = \$130 M). Mr. Shaffer told trustees about the new Kenco Scannell Project being constructed near the Air Zoo along Portage Road. It is a \$12.4 million project to construct a 300,000 sq. ft. manufacturing distribution center that will service the Stryker Corporation. He also pointed out that Pfizer Building #298 is 60% occupied.

Trustee Ongley commented that in the area of Greenspire Apartments on Centre Street near her home, there were new upscale townhouses being constructed. Mr. Shaffer said that it is a Joe Gesmundo project and it will have 48 units for people who are “renters by choice.” Trustee Ongley said that people are also getting work with all this construction which is a good thing.

- Q. Trustee Behr asked what role the library could play with the City's vision.
- A. City Manager Shaffer responded that the library is a principle factor in the quality of life for people in the Portage community and region. The library contributes to the economic well-being of the community as well. He emphasized that there were usually three main factors for people choosing a community: (2) Affordable housing; (2) great school district and educational opportunities; and (3) a vibrant library.
- Q. Marketing Manager Chris Walker asked how the City administration determined that they were missing an audience with younger people.
- A. City Manager Shaffer responded that the City conducts annual surveys and the last one revealed some gaping holes for younger respondents. He said that the City administration is looking into using SuiteOne and MindMixer software programs to try to reach that demographic group. He said the City of Portage would also be doing a campaign with Mlive to try to reach this population and make them feel part of this community.
- Q. Trustee Ongley asked if the City surveys looked at the demographic profile in terms of ethnicity, etc.
- A. City Manager Shaffer said yes the surveys did obtain that kind of information, and the demographic profile indicated that Portage was a fairly white community with only an 11% or 12% minority representation. Trustee Ongley said there seemed to be a growing Asian population and Mr. Shaffer agreed and said that the City of Portage needs to work on diversity.
- Q. Trustee Brown said that her school district had hired a facilitator to help them and they found out that younger people don't have phone land lines. She asked how the City conducted its surveys.
- A. City Manager Shaffer responded that all of the City's surveys were done by mail and by paper only. He said he realized this was a significant problem since younger people are using mobile devices. He said the City needs to come up to speed with its mode of communicating. He assured trustees

that the City would not get rid of its Portager publication, and in fact, had just doubled its frequency of distribution.

- Q. Business Manager Rob Foti asked if connecting better with younger people was part of the City Center concept?
- A. City Manager Shaffer responded yes that was correct.
- Q. Systems Administrator Rolfe Behrje said that the City and Library are two organizations with a similar following and that perhaps they could collaborate and share “friends” on a social media platform.
- A. City Manager Shaffer said that sounded like an interesting idea. He said the City was looking at two software packages (SuiteOne and MindMixer) and were hoping to use these to reach younger people.
- Q. Trustee Ongley asked if there was any interest in the old Centre Street Market property.
- A. City Manager Shaffer responded that there had been no movement yet on that property.
- Q. Trustee Behr commented that there was no farmers markets in Portage and asked if that was being considered?
- A. City Manager Shaffer responded that the City had asked Deb Droppers to look at that possibility. He also mentioned that the Celery Flats Interpretive Center may be turned into a café with WI-FI.

Library Board Chair Siebers commented that the City of Portage was facing the same challenges as the library and that they needed to work together to find solutions. Mr. Shaffer agreed.

Trustee Yantis thanked City Manager Shaffer for coming to the meeting and sharing all this information about the City’s vision for the future. Mr. Shaffer said that it was his pleasure and that he enjoyed getting out and meeting people and getting feedback and felt it was important to do.

DISPOSITION: Library Board members thanked City Manager Shaffer for coming and gave him a round of applause. (Mr. Shaffer opted to stay for the entire Library board meeting.)

VII. Governance

- A. Library Board linkage opportunities for April/May 2015 - Library Director Klien told trustees that the list of upcoming library activities and events for April/May was intended to be suggestions of possible linkage opportunities for trustees in the event they chose to take advantage of them. Trustee Ongley said she planned to attend the Nicolette Hahn Niman program the next evening, April 28th and probably the 10th Anniversary Book Talk Soiree on May 7th as well.

DISPOSITION: Library Board members received the list of possible linkage opportunities for April and May and thanked Library Director Klien for that information.

- B. Scheduling of mid-year meeting with the Library Director - Library Board Chair Siebers said that she would be doing a mid-year meeting with Library Director Klien soon and then would email trustees afterwards.

DISPOSITION: Library Board members received the information update about a mid-year meeting with Library Director Klien.

VIII. Ends Development

- A. Follow-up information on establishment of a Portage District Library Endowment Fund - Library Director Klien said that at the March 23, 2015 board meeting, a motion was made, voted on and passed by trustees to authorize the Library Director and Business Manager to proceed to set up a Portage District Library Endowment within the Kalamazoo Community Foundation, using funds that the library had received from a legacy gift, and to return to the April 27, 2015 board meeting with the necessary documents to be signed.

Since then, Klien said that she had spoken with Coby Chalmers, Donor Relations Officer for the Kalamazoo Community Foundation, to go over the requirements and process to establish the Portage District Library Endowment Fund. After careful review, Klien said it was decided to proceed with the minimum required amount of \$50,000 that would need to be transferred to the Kalamazoo Community Foundation for this purpose and to have the necessary letter of direction signed by the PDL Board Chair. For this reason, Klien said that she was requesting that the Library Board approve this action and that the Library Board Chair sign a “*Letter of Direction*” indicating that it was the Library Board’s intent to establish the Portage District Library Endowment Fund within the Kalamazoo Community Foundation, in compliance with the foundation’s requirements for a designated endowment fund.

MOTION: It was moved by Yantis, and seconded by VanderVries that the Library Board authorize Library Director Klien to proceed with all required steps to establish the Portage District Library Endowment Fund, including transferring \$50,000 from a legacy gift to the Kalamazoo Community Foundation, and that Library Board Chair Siebers sign a “*Letter of Direction*” to indicate the Library Board’s approval of this action. Vote: 7-Yes, 0-No. Motion carried.

B. *Report from Jill Austin, Staff Liaison to the Friends of the Library* – Jill Austin gave an update to trustees on the Friends of the Library, indicating that they had a successful book sale on April 11th taking in about \$4,500. She also reported that the Friends were on target with their membership, and had been putting information on Craig’s list and getting lots of feedback. They also have been cleaning out and organizing their storage space. Austin said that the Friends were looking for a special way to honor Friends’ board members and those who had made significant contributions to the Friends and they were considering some type of donation plaque in the shape of tree that would be hung in the library. She said the Friends were excited about this year’s Summer Reading Kick-Off event on June 13th and would be there to hold a mini-book sale and try to get some new members. At last year’s Kick-Off event, the Friends sold about \$300 worth of books (at \$1 per book).

DISPOSITION: The Library Board received the report about Friends of the Library activities and thanked Austin for sharing this information with them.

C. *Progress Report on End Statement #1*- Library Director Klien referred to pages 20-25 of the board meeting agenda packet and went over highlights of progress on activities and projects that were being undertaken this year to “*optimize access to resources for information, education and entertainment.*” Klien told trustees that efforts were being made to upgrade a lot of technology at the library for optimal patron access (i.e., the Catalog, E-Resource Central, PDL’s website, more digital content, technology demo table, online courses, podcasts, etc.) and to improve staff tools (staff copiers are on schedule to be upgraded in late May or early June). Klien said that the changes and improvements are exciting and the first stage was going well.

Library Board Chair Siebers said she thought there were a lot of great projects being undertaken and commented that she liked that there were staff names associated with the Ends activities. Trustee Behr asked what topics would be chosen for the library’s podcasts. Lawrence Kapture, Head of Adult Services, said that there would be some instructional topics but also they would be doing podcasts about the library’s special programs, such as Art Encounters and Local History Exhibits (Prohibition Era history feature). Kapture remarked that they also hoped to do some fun things like “*Two books enter... One book leaves*” (a combination happy hour/swap meet for booklovers). He said that the first podcast would be a practice recording session and that the podcasts would probably be about 15-20 minutes long.

DISPOSITION: The Library Board received the Progress Report on End Statement #1 and trustees complimented staff on their accomplishments thus far.

D. Update on the library's Book Drop Project – Library Director Klien said that since the last update on the Book Drop Project provided to board members at the March 23rd board meeting, the following actions had been taken:

- ü Internal meetings were conducted following the Library Board meeting to discuss trustees' responses to the revised book drop design and to identify issues that needed to be taken up with the architect.
- ü A meeting was held at the library on 4-01-15 with TMP Architecture personnel to give feedback from the Library Board about the revised design for the book drop and to go over areas of concern that still need to be resolved. A proposed project timetable was shared for first review.
- ü Contact was made with the library's attorney Dick Butler to have him review the standard AIA (American Institute of Architects) contract to be entered into with TMP Architecture for the Book Drop Project to see if any modifications were needed.
- ü A phone conference was held on 4-15-15 to go over the proposed contract language with Attorney Butler and consider any amendments that he felt should be made to the standard AIA contract.
- ü A modified AIA contract was returned to TMP Architecture for their review and a meeting will be set up to finalize the contract and prepare it for signatures.

Klien told trustees that the water line to the library building must be moved (no choice) and that it would be an additional cost. She also indicated that the "drive-through" concept design that had been discussed at the last board meeting would be submitted as an alternate bid, so the library could choose to do it or not do it. Klien said that the bid process would begin in June, subject to Library Board approval, with bids due in July, and that she would bring a recommendation to the July board meeting for the award of the contract. Klien said that the goal was to have construction begin in September with a target completion date of November 23rd.

Klien said the Book Drop Project was moving forward with a revised design that would incorporate features to maximize patrons' convenience and safety, as well as provide for future growth with the possible addition of an automated book sorting system in years to come. She indicated that the contract with TMP Architecture was in the review stage and that more information would be shared with Library Board members at the point at which the contract was ready to be signed and construction ready to begin.

MOTION: It was moved by VanderVries, and seconded by Brown, that the Library Board authorize the Library Director to enter into a contract with TMP Architecture for the library's Book Drop Project and sign it on behalf of the Library Board. Vote: 7-Yes, 0-No. Motion carried.

Trustee Pacheco asked if there would be some type of covering over the book drop. Library Director Klien replied that TMP wants to match the façade of the library's building and they were also concerned about problems that could occur with an overhang, such as creating slick areas underneath it.

Trustee Brown thanked Library Director Klien and the library staff who have been involved in the Book Drop Project for all their time and effort to get this done. Trustee Ongley said they will need to have a big celebration when the Book Drop Project is done!

E. Staff Presentation by Chris Walker on Fundraising Plan for 2015 - Chris Walker, Marketing & Fund Development Manager, gave a presentation to the Library Board outlining the fundraising activities that would be undertaken at the library in 2015 as follows:

Spring Appeal - This fundraising letter of request goes out in May to about 1,000 current donors who have previously demonstrated their support of the library. We have discovered that the library has some loyal donors (about 50) who have contributed to the library at the end of the year, but also made donations to the library during the Spring Appeal.

Annual Campaign – This fundraising initiative is conducted in the fall, before Thanksgiving when people generally are considering their end-of-year donations. This appeal is directed to all registered patrons in the library’s database which means 18,000 households. In the last couple of years, the library’s annual report has been included with the annual campaign letter to let donors see how the library is being operated, accomplishments during the year and future initiatives being planned.

Memorial Donations – This is a service the library offers to people who wish to make a donation to the library in memory of a deceased person or to honor or pay tribute to someone. It is a time consuming process, but important, and appreciated by the public.

Grandmother & CIG Endowment Fund – This is a special endowment established by long-time library supporters that is administered by the Kalamazoo Community Foundation and has the sole purpose of raising funds to enrich resources and services to youth who use the library. Distributions from the *Grandmother & CIG Endowment Fund* have been used to fund youth-focused activities, programs and the youth collection. The All Ears Theater programs that were held at the library last year and this year were made possible by grants from the *Grandmother & CIG Endowment Fund*.

Walker told trustees that the amount of donations received by the library in 2014 was \$64,000, with some of that being restricted for specific use (such as memorial donations). Trustee Pacheco asked if that amount included the Friends of the Library donation for the library’s Summer Reading Program and Walker answered that it did.

Trustees were told that there are about (300) active donors right now and that this year, the goal would be to cultivate more donors and find out why they give to the library. Last year, there were (61) new donors and (50) donors who increased the amount of their contributions to the library. Walker said that consideration was being given to doing something special for first-time donors. Trustee VanderVries asked if the library had ever done donor recognition lists (like those done for contributors to a play, etc.) Walker said she had asked donors in a survey if that was something that they would like to see and she had only received one “yes” response. However, the library is looking at different ways to recognize donors. For example, she said that on April 28th, the library would be hosting a Donor Thank You Lunch with a select group of top donors. The purpose of the lunch would be to thank these donors for their contributions to the library, to share with them how the library has used their donations, and to get their feedback about how they regard the library and if they have any suggestions. Walker said they would like to have two donor events annually and that marketing would be an important component in fundraising for the library.

Trustee Behr asked if there is a link on the PDL website for people to donate and Walker said yes there is. She said information is also included on all of the library’s publicity about giving online using PayPal. Trustee Ongley said that was a good thing, and that we needed to make it as easy as possible for people to donate to the library. Trustee Behr asked if more fundraising might be done through social media, such as using “gofundme” or something like that. Walker answered that they were always looking into social media initiatives for fundraising, however people under the age of 30 are not typically active donors. Trustee Ongley commented that those individuals were probably still trying to pay off their student loans. Trustee Behr suggested that maybe the library could try soliciting special gifts for specific projects (like the zoo does with their “adopt an animal” fundraisers).

Library Board Chair Siebers commented that there is currently an option on the library’s donation card for how the donor would like their donation used. Siebers said she would also like to see some of the ways the donation money is used. It could be stories from donors, an experience shared, how they participate in the library, etc. Trustee Behr agreed. She said a donor event is okay but there should be some other things. For example, at WMU, testimonials are given by faculty about donations that have been received and how they were used. Behr suggested putting something like that on the library’s Facebook page with staff testimonials, or even better - release videos of donors and why they give to the library. Walker responded that these were good suggestions.

Portage District Library New Endowment Fund – This is a new endowment that is in the process of being established with a legacy gift that was directed to the library this year. It will also be administered by the Kalamazoo Community Foundation and distributions from this endowment fund will be used for library-wide benefit.

Grants – This is another means that the library pursues to acquire funds for special programs and services. The library has been awarded several grants over the years that have benefitted library users.

DISPOSITION: The Library Board received the information about the library’s fundraising initiatives for 2015 and thanked Chris Walker for her presentation.

F. Information about changes needed to the library’s wireless authentication & Internet Policy – Library Director Klien explains to trustees that the library’s wireless authenticated service is a carefully designed matrix of products that must interact together. It requires a special device to watch for and redirect Internet traffic to a controller which authenticates users and assigns profiles to them. It also requires a firewall that is capable of creating and managing multiple levels of filtering and programming to authenticate users against the library’s patron database. Altogether, this design configuration governs how users access the Internet (filtering, bandwidth and time) via the library’s connection.

Klien indicated that because wireless access technology has evolved significantly and the library’s current design configuration will no longer be supported by the end of this year, and because patron demand is high, actions need to be taken to respond appropriately. It will be necessary to change the manner in which users are authenticated, as well as how Internet filtering is handled. Klien then invited Systems Administrator Rolfe Behrje to address board members on this issue.

Behrje told trustees that Internet traffic at the library has escalated rapidly and the library’s controller will not be supported by year end so we will be forced to change. He said that the library’s firewall is being evaluated and a solution will be designed that will make authentication easier with a single log-in for patrons. Behrje assured board members that safety and compliance with CIPA (Children’s Internet Protection Act) will still be priorities. Trustee Pacheco asked if these changes will help with the library’s phone system too. Behrje said that the core is like a “super highway” and Bluesocket is like the local roads and what we want is a 4-lane highway. Bandwidth will be improved and we hope to move away from needing two firewalls. Behrje said that there will still be a private network and public network and a UTM (Unified Threat Management) policing piece. He said that the proposed solution will be brought to the Library Board for examination and approval. He noted that they have until the end of the year to either design a new solution or go to Plan B and try to find a used system on the open market.

DISPOSITION: The Library Board received the information about changes that will be needed to the library’s wireless authentication and Library Board Chair Siebers thanked Behrje for thinking ahead about this important issue.

IX. Monitoring to Assure Compliance with Executive Limitations

A. Report on Financial Condition for March 2015 - Business Manager Rob Foti referred to pages 30-32 of the board meeting agenda packet and went over some of the numbers. He said that at this stage, one-fourth of the fiscal year gone, the budget was 25% spent out. In terms of revenue, Foti said that the library had received about 99% of its tax revenue and 63% of other revenue. He said that Fines and Fees revenue was on target but Salaries & Wages was under budget, due to (5) position vacancies. Foti said that (3) of those positions had been filled over the last two weeks and the other Circulation Library Aide vacancies would be filled soon. He said everything else in the library’s budget was on tract. Foti also commented that the library’s debt bond payment would be completed in July! He asked if trustees had any questions.

Q. Trustee VanderVries asked why the amounts shown in the 1st Quarter Budget column and the 1st Quarter Actual were the same.

A. Foti answered that it was because of the budgeting software that is used at the library and the timing of expenditures for 1st Quarter reporting. He said that the 1st Quarter Budget column is what was actually paid. He stated that the amounts in those two columns will be different next month.

Q. Trustee Behr asked about penal fines and where those were recorded.

A. Foti answered that penal fines were recorded in Other Revenue and that last year's penal fine revenue had amounted to \$109,000. He said that \$80,000 was budgeted for penal fines this year. Library Director Klien remarked that the state constitution provides that penal fines go to libraries.

Trustee Pacheco commented that she liked the newly re-upholstered chairs that will be easier to clean.

DISPOSITION: The Library Board received the Report of Financial Condition for March 2015 and trustees thanked Business Manager Foti for his thorough explanations.

B. 1st Quarter Financial Report for FY 2015 – [Note: Information for Item B was provided along with Item A - Report of Financial Condition for March 2015.]

DISPOSITION: The Library Board received the 1st Quarter Financial Report for FY 2015 and there were no challenges to the financial information provided.

C. Monitoring Report on Executive Limitation: Fundraising Activities – Library Director Klien referred to pages 36-38 of the board meeting agenda packet and asked if trustees had any questions or concerns about the library's fundraising practices. There were no comments.

DISPOSITION: The Library Board received the Monitoring Report on Executive Limitation: Fundraising Activities and found the library to be in compliance with the provisions of this policy.

X. Library Director's Reports

A. Marketing Update for March 2015 – Marketing Manager Chris Walker told trustees that marketing initiatives for March had focused on promoting the library's 2015 Summer Reading Program. She said that the theme for summer reading this year is "Super Hero" and this is being used on bookmarks and in all promotions. Walker noted that the Friends of the Library logo was included on all publicity to thank them for their sponsorship of the library's Summer Reading Program. She stated that the library would be doing the Quest program again this summer and a new flyer had been designed and 1,000 will be printed and distributed. Walker told trustees that the library is once again able to distribute flyers in Portage Public Schools and 5,500 summer reading flyers have been printed and would be going home with students. The Summer Reading Kick-Off event is scheduled for June 13th and the library will be promoting its adult, youth and teen summer reading activities.

Trustee Pacheco asked if the library would be participating in this year's Memorial Day Parade. Library Director Klien said yes and that Laura Wright would be coordinating the library's involvement. Wright said they were debating about the possibility of "Super Hero" costumes right now. Klien told trustees that they were all invited to participate in the parade with library staff.

Trustee Brown asked if library personnel still go into the schools and sign up kindergartners for library cards. Wright responded that they do that in the fall. She said they usually do school visits prior to summer reading to get children excited about it. This year, the schools were all involved with M-STEP so they had to be careful about interrupting their activities. She said they called the schools to see how the library could help.

DISPOSITION: The Library Board received the Marketing Update for March-April 2015 and wished library staff good luck for a successful Summer Reading Program this year.

B. Narrative Report for March 2015 – Library Director Klien referred to pages 41-43 of the board meeting agenda packet and went over highlights of activities in March and the first part of April 2015. She said that significant time had been spent on posting jobs, interviewing applicants and selecting and hiring new employees. Klien told trustees that the following individuals had been hired at the library recently:

- Ø Rudy Wright (Hired as part-time Library Associate in Adult Services)
- Ø Alicia Hall (Hired as part-time Library Associate in Youth Services)
- Ø Dwight Haines (Hired as part-time Custodian to help with custodial work on 7-11 am shift)

Library Director Klien said that the next hiring to be done will be Library Aides in the Circulation Department. She explained that these workers will now be cross-trained to help with projects in other areas of the library wherever help is needed. Klien invited comments from other administrative staff about their departments.

Adult Services

Lawrence Kapture, Head of Adult Services, said that a great deal of time and effort in Adult Services during March and early April had been spent preparing for the visit by author Nicolette Hahn Niman, as well as interviewing and hiring a new part-time Adult Services Library Associate.

Youth Services

Laura Wright, Head of Youth Services, said that she and her staff had a lot of fun with outreach in March and early April. She said that the “*Meet the Teacher*” event held at the library was very successful and that the “*Reading is Sweet*” program had also gone well with 800 responses.

Circulation

Jill Austin, Circulation Supervisor, said that she had attended the 2015 COSUGI (Customers of SirsiDynix Users Group, Inc.) Conference to keep up-to-date and to network with other users to share information and troubleshoot issues. Austin said she is also spending time hiring staff for the Circulation Department.

Facilities

Behrje said he was pleased to welcome Dwight Haines as a part-time custodian and believed he would be a big help with custodial work. He also said there had been a leak and fan problems with the library’s HVAC system that he was working on and that he was also testing new LED lights in the building (to reduce the carbon footprint).

Technology

Behrje said he has been deeply involved in work on the library’s technology infrastructure and is evaluating the library’s firewalls, UTM switching, wireless authentication and is testing e-Resource Central. He commented that the library’s circulation of e-materials had gone up from 40% to 80%.

Technical Services

Behrje said that they were processing materials like crazy and would be moving to a TS-360 ordering system.

Klien informed trustees that the library was preparing to offer a new service called hoopla that will enable patrons to stream audio books, music, TV shows and movies. She said that staff training on hoopla is underway and the new service is scheduled for release to the public in May.

DISPOSITION: The Library Board received the Narrative Report for March 2015 and trustees expressed approval for all the initiatives that are underway at the library.

C. Statistical Report for March 2015 – Library Director Klien referred to pages 44-45 of the board meeting agenda packet and pointed out a few statistics and explained them to trustees. She noted that e-materials usage had gone up 42% from 2014. Kapture said they were working on developing a profile of patron

users and that they were in the process of collecting patron information from patrons using OverDrive to borrow e-materials.

DISPOSITION: The Library Board received the Statistical Report for March 2015 and noted the significant increase in e-materials usage.

- D. Legislative Update for March 2015 – Library Director Klien said that the current focus is on the May 5th special election ballot proposals which include Proposal 15-1 for road funding.

Trustee Yantis asked what the issue was pertaining to Open Meetings and Klien explained that legislators were considering the impact of proposed HB 4182 which would require board members to be physically present at public meetings where they are counted toward a quorum and vote. Klien noted that some rural libraries have long distances between residences and where meetings are held and board members want to be able to phone into meetings.

Library Director Klien also informed trustees that there would be some changes to the FOIA (Freedom of Information Act) going into effect in July that will necessitate a new policy for the library (related to fees for duplicating material and some restrictions being implemented). Klien said that she had attended a FOIA training session and was working with the library attorney on this matter and that she would bring recommended language to the June Library Board meeting for trustees to consider.

XI. Process Evaluation

- A. Suggestions for Agenda Items to be included on the May 18, 2015 Board Meeting

1. Minutes of the Regular Meeting held on April 27, 2015.
2. Review of Disruptive Patron Policy.
3. Review of Juvenile Patron Policy.
4. Review of Smoking & Tobacco Products Policy.
5. Special Guest: State Senator Margaret O'Brien and State Representative Brandt Iden.
6. Presentation of Audit Report for Fiscal Year 2014 by Rehmann Robson staff.
7. Follow-up information related to preparing for Strategic Planning in 2016.
8. Follow-Up on mid-year meeting with Library Director.
9. Plans for participation in the City of Portage's 2015 Memorial Day Parade.
10. Plans for 2015 Summer Reading Kick-Off in June.
11. Discussion about upcoming changes in FOIA (PA 563) effective July 1, 2015.

- B. Assessment of this meeting – The following comments were made about the April 27th board meeting:

Library Board Chair Siebers said she thought there had been a lot of good information shared at this meeting, particularly with information shared by Portage City Manager Larry Shaffer's about sustainability.

Trustee Ongley said there was an announcement to be made: Trustee Michele Behr had just achieved full professor status at Western Michigan University! (To be official on July 1st) All present at the board meeting applauded and congratulated Trustee Behr.

Trustee VanderVries thanked Trustee Ongley again for the complimentary tickets she had given her to hear special presenter Anita Hill. This was a program offered by "Raise Your Voice" an initiative by the WMU Lee's Honors College. Trustee Ongley said they hoped to bring Gloria Steinem to Kalamazoo in the fall.

- C. Miscellaneous Items – The following miscellaneous items were brought up:

Adjusted Due Dates on Materials - Jill Austin, Circulation Supervisor, said she wanted trustees to know that since the library had experience a power outage on Friday, April 17th and had to close the library early, she had advanced due dates for patrons for all borrowed materials.

Photo of Library Board - Library Director Klien said that they would like to take a group photo of trustees, so she asked everyone to gather together at the board table so Chris Walker could take the photo.

Volunteer Recognition Luncheon – Library Director Klien reminded trustees that the Volunteer Recognition Luncheon would be held on Tuesday, May 5, 2015 and that they were all invited to attend it.

Library Board Chair Siebers said if there was no further business to come before the board, she would adjourn the meeting.

DISPOSITION: There was no further business to come before the Library Board and the regular board meeting of April 27, 2015 was adjourned at 8:35 pm.

XII. Adjournment

Library Board Chair Siebers said if there was no further business to come before the board, she would adjourn the meeting.

DISPOSITION: There was no further business to come before the Library Board and the regular board meeting of April 27, 2015 was adjourned at 8:35 pm.

Recorded and Transcribed by,



Diane Delach,
Library Board Secretary

PORTAGE DISTRICT LIBRARY

Disruptive Patron Policy

The mission of the Portage District Library is “*Helping you access the world of information in a friendly atmosphere.*” In accordance with our mission, we strive to protect the rights of all people who come into the library, and we endorse a code of conduct that requires everyone, visitors and staff alike, to conform to our community’s standards for behavior in a public facility. Visitors to the Portage District Library are expected to comply with all federal laws, state laws, local ordinances, and all library policies, particularly those pertaining to conduct in public places. (See Juvenile Patron Policy).

In an effort to provide a safe, comfortable and enjoyable environment for all who enter our doors, the Portage District Library Board has established this Disruptive Patron Policy and has instructed library personnel to see that the provisions of this Policy are properly enforced. Anyone who violates this Policy may be asked to leave the library and anyone violating the law at the library will be immediately evicted. Anyone who violates this Policy, including anyone who violates the law at the library, may have their library privileges suspended as provided below.

A. Rules for persons using the Portage District Library's facilities and services

1. We respect the privacy of all library visitors and employees. In striving to protect that privacy and reduce disturbances, we prohibit solicitation that is not endorsed by the library.
2. In order to keep our library environment clean and attractive, beverages are permitted, as long as they are in containers with caps or lids. Smoking and tobacco use as stated in our Smoking and Tobacco Products Policy are prohibited.
3. To maintain a friendly atmosphere, we encourage all library visitors to respect the rights of others and refrain from willfully annoying other people in the library.
4. To provide an environment appropriate for families, all library visitors are asked to be considerate and respectful of others, including library staff, and to refrain from using any profane, obscene or injurious language or behavior. Such inappropriate conduct will not be tolerated.
5. Safety is a top priority at the library. Any library visitor who engages in an act that endangers the safety of others, or who acts in a manner which causes a public disturbance, will be asked to leave the library immediately.
6. Because the library is a tax-supported lending institution, we must ensure proper use and care of all library resources. Library visitors must not damage or deface library property and resources in any way, including tampering with computers and software. It is illegal to improperly remove library materials and resources from the library building.
7. In an effort to deliver the best possible library service to as many patrons as possible, we ask library visitors to be considerate of time constraints on individual interactions with library public service personnel, as well as Internet public access computers, to maintain equal access for everyone.
8. We encourage use of the library facilities during open public hours. Visitors should plan on leaving the library building on time when the closing announcement is made.
9. Because the library is a public facility, any library visitors without shirt and shoes may be asked to leave the library building.
10. In order to maintain high standards for the Portage District Library, library visitors are expected to comply with all federal laws, state laws, local ordinances and all library policies while in the library building.

NOTE #1: The Director of the Portage District Library or his/her designee will have the authority for decisions to be made about individuals who violate provisions of the Disruptive Patron Policy while at the library, subject to any appeals to the Library Board as provided in Section C. Anyone violating the law at the library will be immediately evicted and may have library privileges suspended as provided in Section B. *[See Appeal Procedure on page 3 of this policy.]*

B. Penalty Procedure for Violation of Disruptive Patron Policy

Library staff members are responsible for enforcing provisions of the Disruptive Patron Policy. If a person violates any of the provisions, the following penalty procedure will be followed, [unless the person is a minor (under the age of 18) and then the person's parent or guardian may be notified - see also Juvenile Patron Policy.]

1. First Violation

If a library staff member observes a person in violation of the Portage District Library's Disruptive Patron Policy, then he/she will follow the procedures outlined below:

- a. Will advise the person in violation that the observed activity is prohibited.
- b. Will request the person in violation to stop the prohibited activity.
- c. Will advise the person in violation that further violations may result in loss of library privileges.
- d. May request the person in violation to give his/her name, address and telephone number.
- e. May request the person in violation to leave the library.
- f. May complete a written Incident Report and submit it to the Library Director. This Incident Report will then be retained by the Library Director for a period of six (6) months.
- g. May involve the local authorities if the person is violating the law, is non-compliant in discontinuing activity in violation of the Disruptive Patron Policy, or will not leave the library when asked to do so.

2. Second Violation

If a library staff member observes a person in violation of the Portage District Library's Disruptive Patron Policy, who is known to have been in violation of the policy within the previous six (6) months - as documented by a written Incident Report that was filed for the first violation - then the library staff member will follow the same procedures as described above for a First Violation, and in addition the following action may be taken:

- a. The Library Director or his/her designee may suspend the library privileges of the person in second violation of the library's Disruptive Patron Policy for up to seven (7) calendar days. Any such suspension of library privileges will be issued in writing by the Library Director.
- b. The Library Director shall retain an Incident Report of a person in second violation of the library's Disruptive Patron Policy and a written copy of the suspension of library privileges for one (1) year.

3. Third and Subsequent Violations

If a library staff member observes a person in violation of the Portage District Library's Disruptive Patron Policy, who is known to have had a second violation of the policy within the previous one (1) year - documented by a written Incident Report that was filed for the second violation - then the library staff member will follow the same procedures as described above for a First Violation, and in addition the following action may be taken:

- a. The Library Director or his/her designee may suspend the library privileges of the person in third or subsequent violation of the library's Disruptive Patron Policy for a period up to (6) months. Any such suspension of library privileges will be issued in writing by the Library Director.
- b. The Library Director shall retain an Incident Report of a person in third or subsequent violation of the library's Disruptive Patron Policy and a written copy of the suspension of library privileges for three (3) years.

NOTE #2: Notwithstanding Section B. 1-3 above, the Director of the Portage District Library or his/her designee reserves the right to suspend library privileges *for longer periods of time*, depending on the severity of a person's violation of the Disruptive Patron Policy. Notwithstanding Section B. 1-3 above, anyone violating the law at the library will be immediately evicted and may have library privileges suspended *for longer periods of time*, depending on the severity of the violation of the law, to protect patrons and library staff.

C. Appeal Procedure for a Person in Violation of the Disruptive Patron Policy

1. A person whose library privileges have been suspended by the Library Director or his/her designee may appeal the decision within three (3) calendar days after the date of the written notice of suspension of library privileges. An appeal must be submitted in writing and must include the person's name, address, date and time of violation, type of violation, and the person's reason for appealing the decision, the person's signature and the date the appeal is signed. All appeals must be submitted to the Library Director for transmittal to the Library Board at the next regularly scheduled board meeting.
2. The Library Board will hear an appeal from the decision of the Library Director or his/her designee to suspend library privileges. The Library Board will give the appellant an opportunity to be heard on the appeal. The decision of the Library Board shall be final.

PORTAGE DISTRICT LIBRARY

Juvenile Patron Policy

The Portage District Library encourages visits by children to the library, and it is our desire to make these visits both memorable and enjoyable. Parents are responsible for their children and their children's behavior in the library whether or not the parents accompany their children to the library. Recognizing that the library's purpose is best served in a safe and non-disruptive atmosphere, the following procedures will be enforced:

Procedures for Children Under 7 Years Old:

1. Children under the age of 7 yrs. old must be accompanied by a parent or other responsible person in the library at all times.

Procedures for Children 7 years Old and Over:

If a parent or other responsible person is needed for children 7 yrs. old and over, then the following steps will be taken:

1. The library staff will determine if the parent or other responsible person is in the library.
2. If the parent or other responsible person is not found in the library, the library staff will attempt to contact the parent or other responsible person.
3. If the parent or other responsible person cannot be contacted, then the Portage Police Department will be called.
4. If a child, age 15 and younger, is found unaccompanied by a parent or other responsible person in the library at closing time, two library staff members will remain with the child and attempt to telephone the parent. If the parent or other responsible person cannot be reached, then the Portage Police Department will be called. The child will be asked to wait in the lobby of the building, and the two library staff members will remain within the building proper until the Portage Police personnel arrive.

Procedures for Disruptive Children

(Please refer to the Disruptive Patron Policy)

1. Children who are being disruptive will be asked by library staff to correct their behavior.
2. If the disruptive behavior continues, a library staff member will attempt to locate a parent or other responsible person within the library and inform them that the children are engaging in disruptive behavior and disturbing others.
3. Assuming a parent or other responsible person has been located within the library but refuses or is unable to control the children, then the family will be asked to leave the library.
4. If a parent or other responsible person cannot be located within the library, and the disruptive behavior continues, the children may either be asked to leave, or procedures for children 7 yrs. old and over will be followed.

PORTAGE DISTRICT LIBRARY

Smoking and Tobacco Products Policy

In the interest of providing a safe and healthy environment for patrons and staff, and in accordance with the Michigan Clean Air Act, PA 198 of 1986, tobacco, tobacco products and/or other burnable products, is prohibited in all areas of the Portage District Library. This includes smoking, chewing, rolling of tobacco, and use of other burnable products or electronic cigarettes.

In addition the above policy extends to all areas will be prohibited within 25 feet of the library's entrances or exits.

[See: Michigan Executive Order 1992-3]

To: Portage District Library Board
From: Christine Klien, Library Director
Date: May 6, 2015
Subject: Request for approval of a Budget Amendment to adjust the library's FY 2015 Budget to accommodate for a special donation of \$360 directed to the library's Teen Advisory Group program.

BACKGROUND:

The library has received a very thoughtful and generous gift from a regular, loyal donor to subsidize the Teen Advisory Group program. With this donation, the library will be able to bolster our teen activities and provide refreshments to teen participants. Since this age group is one that the library is working diligently to connect to, we are very pleased to have this extra financial support to help us provide activities and programs that appeal to teens. In order to use the donation for this purpose, the following budget amendment is requested:

Budget Amendment Request:

I request that the Library Board approve a budget amendment to the Fiscal Year 2015 Budget to increase revenue by \$360 and also increase the Youth Services programming expenditure line by that same amount for the purpose of supporting special activities and refreshments for the library's Teen Advisory Group program.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 7, 2015
Subject: Upcoming Library Board linkage opportunities for consideration

The following upcoming dates and events are provided so trustees will be aware of them in the event you chose to participate:

LINKAGE OPPORTUNITIES for MAY- JUNE 2015:

Date	Time	Activity or Program Description
5-19-15	9am – 11 am	Business Book Club session – Long Lake meeting room
5-19-15	10:30 am	Open for Discussion – The Romanov Sisters – West Lake Meeting Rm
5-21-15	9 am – 11 am	Muffins and the Market – Investment Discussion Group – West Lake Rm
6-06-15	9 am – 3 pm	Friends of the Library BOOK SALE – Lower level meeting rooms
6-08-15	7:00 pm	Top Shelf Reads Book Discussion at Latitude 42 – Book: Orphan Train
6-10-15	6:30 pm	Farmers as Super Heroes program – Lower level meeting rooms
*6-13-15	10 am – 1pm	SUMMER READING KICK-OFF with mini book sale & coffee bar
6-15-15	6:30 pm	Wildlife Safari with Nelson “The Animal Guy”
6-16-15	9 am – 11 am	Business Book Club session – Long Lake meeting room
6-18-15	9 am – 11 am	Muffins and the Market – Investment Discussion Group – West Lake Rm
6-20-15	1:00 pm	Homebrew 102 – How to make beer at home – lower level meeting Rm

To: Portage District Library Board Members
From: Alisha Siebers, Library Board Chair
Date: May 5, 2015
Subject: Follow-Up Report on Mid-Year Meeting with the Library Director

At the April 27, 2015 board meeting, there was an item on the agenda regarding scheduling a mid-year meeting with the Library Director, as is the practice according to the Library Board's annual calendar. The mid-year meeting is intended to be an opportunity for the Library Board to assess with the Library Director how things are going at the library at this point in the year.

In the past, the mid-year meeting was either conducted by members of the Library Board's Personnel Committee, or just by the Library Board Chair. When this year's mid-year meeting with the Library Director was discussed at the April board meeting, I indicated that I would contact our Library Director Christy Klien and set up a time to get together.

As Library Board Chair, I subsequently held a mid-year meeting with Christy on May 4, 2015 and I will give a follow-up report to trustees at the upcoming board meeting on May 18, 2015.

To: Portage District Library Board

From: Christy Klien, Library Director

Date: May 13, 2015

Subject: Follow-Up Information Related to Preparing for Strategic Planning in 2016

BACKGROUND:

At the board meeting held on March 23, 2015, trustees were advised that a decision would need to be made about whether or not the Library Board wished to do Strategic Planning in 2016 because the Library Director and Business Manager would need to make budgetary provision for it as they developed the FY 2016 Budget. A thorough discussion was held about the timing of strategic planning in terms of upcoming board turnover, as well as how the strategic planning process should be done. At the end of that deliberation, the following decisions were made:

1. Library Board members agreed that they would engage in Strategic Planning in 2016.
2. They will develop a full-scale Strategic Plan in 2016 and then it could be reviewed by trustees after the November 2016 election.
3. Library Director Klien will get cost estimates for an outside facilitator and bring that information back to the Library Board at their May 18, 2014 board meeting.
4. Library Director Klien will outline a Strategic Planning Committee concept and share that with trustees at the May 18th board meeting.

FOLLOW-UP INFORMATION:

Since the March 23rd board meeting, contacts were made to find out about potential Strategic Planning facilitators and what fees they might possibly charge. Conversations were also held between the Library Director and Business Manager to review the library's fiscal picture for next year to address the issue of funds that could be made available for a Strategic Planning process. In addition, an outline of a "draft" Strategic Planning Committee concept has also been developed for consideration and is included in the May 18th board meeting agenda packet.

PORTAGE DISTRICT LIBRARY BOARD

Strategic Planning Committee Concept

May 2015

The Portage District Library Board has decided that it will engage in a Strategic Planning process in 2016. In preparation for this activity, thought needs to be given ahead of time as to how the process should be undertaken, what elements should be included in the process and what the goals of the strategic planning process will be. As a beginning step, a Strategic Planning Committee could be established to gather information, explore options, determine costs and make recommendations to the whole Library Board about a process that could be followed. Below is a draft outline of a Strategic Planning Committee concept:

Purpose of a Strategic Planning Committee

To work as a sub-group of the whole Library Board, along with selected others to:

1. Develop a list of elements that should be included in a Strategic Planning process
2. Create an outline of the steps that would need to be followed this year to initiate the process
3. If an outside facilitator is to be considered, brainstorm what he/she might be asked to do
4. Gather information about potential facilitators and references from other clients
5. Make a recommendation to the whole Library Board about the process & facilitator
6. Design an RFP to send out to potential facilitators with specifications and needs.
7. Establish selection criteria & develop interview questions for choosing a facilitator.
8. Set up a timeframe for RFP responses and for a process for interviewing facilitators.
9. Develop a proposed timeframe for the Library Board's Strategic Planning Process.
10. Put together a recommendation for a Strategic Planning Process and a facilitator for presentation to the whole Library Board prior to the Library Board Retreat in fall 2015.

To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 13, 2015
Subject: Discussion about upcoming changes in FOIA (PA 563) effective July 1, 2015

BACKGROUND:

At the board meeting held on December 9, 2013, the Library Board passed two resolutions related to the Freedom of Information Act (FOIA PA 563) as follows:

Resolution #1 - To appoint the Library Director as FOIA Coordinator for the Portage District Library

Resolution #2 - To establish a library FOIA Policy (including necessary legal forms) and to set fees for processing FOIA requests.

UPCOMING CHANGES REQUIRED:

Earlier this year, a communication was received from the library's attorney, Dick Butler, informing us that there would be significant changes to the Freedom of Information Act (FOIA) effective July 1, 2015. He stated that all public bodies, including public libraries, would need to take action by July 1, 2015 to establish, make publicly available, and implement certain procedures and guidelines required by PA 563. Attorney Butler shared a "Library Advisory" that stated if a public body did not comply by July 1, 2015, the public body would still be required to respond to FOIA requests but would be prohibited from charging fees for their responses until it complied with PA 563. For this reason, I have been working with Attorney Butler to revise Portage District Library's FOIA Policy and he has provided guidance for all the necessary changes that are needed.

RECOMMENDATION:

I recommend that the Library Board pass a resolution to approve and adopt the *Freedom of Information Procedures & Guidelines* ("Procedures & Guidelines") attached as Exhibit A in the FOIA documents included in the May 18, 2015 board meeting packet, effective as of July 1, 2015, as advised by the library's attorney, Dick Butler.

I also recommend that the Library Board authorize the Library Director to post the *Freedom of Information Procedures & Guidelines* on the Library's website as of July 1, 2015, and to take all other steps required by law in order that the Portage District Library may continue to seek reimbursement for its costs in the provision of public records.

NOTE: Please refer to the FOIA (Freedom of Information Act) documents that have been included as separate documents in the board meeting agenda packet for May 18, 2015

To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 6, 2015
Subject: Plans for participation in the City of Portage's 2015 Memorial Day Parade

The Portage District Library will be once again represented in this year's annual City of Portage Memorial Day Parade. The theme that we will use this time goes along with our Summer Reading Program "Super Heroes" – since those we honor on Memorial Day are the "super heroes" who died defending our country. Below is an outline of the plans for our participation:

8:30 am Meet at the library to drop off food for Pot Luck lunch afterwards
8:45 am Carpool from library to Southland Mall
9:00 am Gather with others to line up for parade.
10:00 am Parade starting time. Route covers a 2-1/2 mile walk around the City of Portage
11:15 am Parade ends at the library
11:30 am Take part in a potluck lunch
12:30 pm Carpool back to Southland Mall to retrieve vehicles

Participants will wear be wearing "Super Hero" capes and will be passing out sweet treats to children along the parade route. We hope you will be able to join us for the 2015 Memorial Day Parade!

To: Portage District Library Board
From: Christy Klien, Library Director
Date: May 11, 2015
Subject: Plans for the library's 2015 Summer Reading Kick-Off

The Portage District Library will launch its 2015 Summer Reading Program with a special Kick-Off event on Saturday, June 13, 2015 from 10:00 am to 1:00 pm in the lower level meeting rooms of the library. Library staff and volunteers will be available all during the Kick-Off event to help register interested participants. The reading theme this year is based on superheroes -- "*Escape the Ordinary*". A sample of the graphic is below:



Youth focused activities include:

- Ø Face painting, crafts, scavenger hunts
- Ø Bubble fun (10 - 11:30am)
- Ø Egg drop competition (11 am - 12:30 pm)
- Ø Stryke Force Robotics Team (*A demonstration by a community student team of robotics enthusiasts, along with hands-on Lego time.*)

To find out about this summer's reading activities for youth, please see rules for each reading level by going to the library's summer reading website at: <http://summerfun.portagelibrary.info>

Adult focused activities:

- Ø Coffee Bar (Coffee supplied by Water Street Coffee) & Scones by Panera Bread
- Ø Mini-Book Sale (conducted by the Friends of the Library)
- Ø Super Hero roamers walking around to sign up interested participants

To complete this year's challenge, adult participants must read (10) titles of their choice in order to be entered to win one of three book bags filled with books, gift certificates, and other fun items. Smaller prizes and coupons will be given to adults for signing up and reaching the half-way mark at 5 books read.

FRIENDS' SPONSORSHIP:

The response from the Portage community to the library's Summer Reading Program has been tremendous and over the years, we have seen public expectation grow even stronger. Youth summer reading activities are particularly important because children need to be encouraged to keep reading when school is out for the summer, and the library has filled this need very well, thanks to the Friends sponsorship and funding. This year, the Friends of the Portage District Library have generously donated \$11,500 as the major sponsor of the library's Summer Reading Program. Thank you Friends! We are extremely grateful for their support.

PORTAGE DISTRICT LIBRARY
Library Director's Report on the Financial Condition
for
April 2015

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	\$ 3,766,012
Expenditures	\$ 1,292,200

Risk reserve (13% of operating budget)	\$ 458,948
Building Reserve	\$ 50,000
Technology Reserve	\$ 32,305
Debt Reserve	\$ 60,000
Benefits Reserve	\$ 68,392
Book Drop Reserve	\$ 134,254
HVAC Control Reserve	\$ 15,000
Patio Feasibility Reserve	\$ 7,500
Lobby Feasibility Reserve	\$ 7,500

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.

PORTAGE DISTRICT LIBRARY

Marketing Update

May 2015

The following marketing activities were conducted at the library during the months of April and the beginning of May 2015



A May library e-Newsletter was sent out the first week of May to over 15,000 library patrons. Contents included: library programming for the month of May; information about the Summer Reading Kick-Off event; all the different summer reading activities offered at the library in 2015; an article on the library's new service hoopla and how to sign up; information about the 10th Anniversary Book Talk Soiree; information about borrowing table top telescopes; PDL Library Aide job opening and the library's summer hours.

A library insert was placed in the Portager publication and will be distributed to Portage residents the first week of June. Content included program information for the month of June and the first week of July. An additional 2,000 copies have been printed to be distributed to the Texas Township district residents. **The month of June is highlighting all of the library's Summer Reading programs.**

All Summer Reading Program materials have been designed and printed. They include: an elementary flyer taken to the Portage Public Schools along with a reading log; a flyer for the Quest Reading Program; Posters; web and digital ads; Adult Summer Reading instruction and reading log; and Super Hero bookmarks.



PORTAGE DISTRICT LIBRARY

Library Director's Narrative Report for May 18, 2015

(Activities in April 2015 and part of May 2015)

Administrative Activities:

During the months of April 2015 and the first part of May 2015, Library Director Christy Klien engaged in the following activities:

- ✓ Participated in weekly Administrative Team meetings on Thursday mornings.
- ✓ Participated in regular library-wide staff meetings on Tuesday mornings for all library employees.
- ✓ Attended the Portage Rotary Club lunch meetings on Wednesdays.
- ✓ Arranged for full-time library employees to hear a presentation on 4-28-15 by Scott Higgins of Rose Street Advisors about retirement plan options that might be considered by the Portage District Library.
- ✓ Conducted a Donor Thank You Lunch for a small group of regular donors on 4-28-15 to thank them for their support, share information on how donations are used by the library and to get their feedback.
- ✓ Attended a Portage Rotary training session in Battle Creek to prepare for assuming the duties of Portage Rotary Club Secretary.
- ✓ Participated in hoopla training with library staff on 4-29-15 to prepare for the public launch of this new service in May. (This will enable registered library borrowers to stream music, audio books, movies & TV shows)
- ✓ Met with library Department Heads on 4-30-15 to discuss the possibility of creating teacher/student library cards.
- ✓ Met with new part-time Adult Services Library Associate Rudy Wright on 4-30-15 as part of his orientation.
- ✓ Met with Thom Andrews of ONEplace at Kalamazoo Public Library on 4-30-15 to discuss upcoming trainings that might be hosted at the Portage District Library.
- ✓ Met with Library Board Chair Alisha Siebers on 5-04-15 for a general mid-year review of library activities related to fulfilling the library's 2015 Ends Statements.
- ✓ Met with representatives from Custer Office Furniture on 5-04-15 to look at Adult & Youth Services work spaces for possible reconfiguration.
- ✓ Took part in the library's 2015 Volunteer Recognition Luncheon on 5-05-15 to thank all of our wonderful library volunteers for their ongoing assistance.
- ✓ Met with the staff Atrium Committee on 5-07-15 to discuss potential modifications that may be made to the library's Atrium area.
- ✓ Went with Business Manager Rob Foti on 5-07-15 to visit Custer Office Furniture to look at pieces that might work well in the library.
- ✓ Met with Diane Delach, Assistant to the Director, on 5-08-15 to discuss the FOIA information that will be placed in the Library Board meeting agenda packet for review by trustees for the 5-18-15 board meeting.
- ✓ Had a phone conversation with Lynn Elam Consulting regarding the library's strategic planning in 2016.
- ✓ Attended the Michigan Library Association's 2015 Executive Summit in Lansing, MI on 5-15-15 that focused on library leadership and mentoring.

General Facilities Work:

Facilities work during the last part of April 2015 and the first part of May 2015, included:

A. Maintenance:

Ø Managed Cleaning Contractor

- Continued quality control monitoring and management reviews.

Ø Coordinated HVAC Repairs for the following:

- Oversaw Spring tune-up of the library's (4) air handlers
- Reviewed slow-start switches on (60) and (40) air handlers, heat exchangers, external air intake
- Repaired failing ductwork.

Ø Power Outage Related Activities

- Verified all major mechanical systems were in good working order following the power interruption.

Ø Miscellaneous Activities

- Continued to clean library storage areas.
- Managed supplies for lighting and general maintenance support tickets
- Responded to or assisted on (7) user tickets

B. Technology:

Ø Public Access Computing

- Library Technology Assistant, Mark Johnson, is continuing to train for the regular maintenance and troubleshooting of the staff side of computing issues
- Testing MDM (mobile device management) profiles and check-out/check-in procedures for public access iPads.
- Beginning testing phase of eRC (e-Resource Central)
- Reached out to Willard Public Library for assistance in the transition from testing to live systems.
- Re-scripted Boopsie data upload for more frequent and reliable data transfers.

Ø Staff Computing

- Gracefully shutdown and restarted computing services for the library in response to the recent power outage.
- Modified firewall rules and SIP settings for the launch of the Hoopla service
- Testing Ninite application maintenance software
- Maintained and updated SQL2 server
- Maintained and updated EXCHANGE server
- Quotes for upgrading INFORMACAST services.
- Transitioning remaining Staff Thin Clients to full computers
- Installing Lync for enterprise IM/chat/meeting/etc.
- Requesting quotes for wireless access point deployment and firewall replacement projects.
- Prepared network, computing and access control for 1 new employee
- Replacing thin clients at staff desk in adult services.

Ø Support Tickets

Responded to or assisted on (15) user help tickets

Merchandising:

- Ø National Poetry Month in April: Adult Services Librarian Nicolette Sosulski tweeted a poem-a-day to those following PDL on Twitter and created large poetry display in the library.
- Ø Business Research Essentials: The program in April turned into a rescheduled “one-on-one” session due to low attendance, but the person who received training sent the following message to the SBDC office: “I went to Portage Library last night to work with Nicolette. She was great and I really appreciate the time she took to educate me on the various research tools available. I had tried to take this class last November but it had to be canceled. Very good information. Thank you again for coordinating this.”
- Ø Homeschool Research Workshop: On April 1st, a group of (15) high-school-aged homeschooled students working on a research paper received a tailored presentation of “Search Ninja” followed by a tour of the print reference resources.

Networking/Outreach:

Adult Services

- Ø Adult Services Librarians Nicolette Sosulski and Marsha Meyer met with Chris Dilley from People’s Food Co-op, and Amy Newday, K College faculty member and CSA farmer.
- Ø Marsha Meyer was at the *Reading Together* wrap-up meeting on April 29th and a Kalamazoo Poetry Festival Board meeting on April 14th.
- Ø Adult Services staff members have approached several different groups to solicit in-kind donations to be used for the library’s 2015 Adult Summer Reading Program prize bags. So far, donations have been made

by: Fanfare Sports and Comics; Book Bug; Latitude 42; Dunkin Donuts/Baskin Robbins; Water Street Coffee Joint; and the Kalamazoo Civic Theater.

- Ø Business Book Club attendees are vocal that the Business Book Club is a great service and have expressed an interest in sponsoring Adult Services Librarian Nicolette Sosulski in several business women's organizations in Kalamazoo.

Youth Services

- Ø Outreach highlights include another monthly "Meet Your Teacher" event at the library, co-hosted with the second grade teachers at Portage Central Elementary. Around 40 students and their families attended.
- Ø We also had our monthly visit from the students and their teachers from Woods Edge.

Programming:

Adult Services

- Ø Introduction to Amateur Astronomy: April 4th and 18th. This five-part lecture series, hosted by Marsha Meyer and led by Richard Bell, has been very popular. There were (101) attendees at the first two sessions. It was geared to helping the layman become a star-gazing sky master. Participants learned binocular and telescope basics and how to navigate and photograph the night sky.
- Ø Kalamazoo Poetry Festival Presents: A Celebration of Community Poets: April 16th. This event, held at the Kalamazoo Institute of Arts, drew (210) attendees, who heard a potpourri of local poets reading and performing poetry from different cultures, traditions, generations and perspectives. Organizations participating included: FIRE; Black Arts & Cultural Center; Hispanic American Council; Kalamazoo Gay Lesbian Resource Center; Friends of Poetry; New Issues Press; Peace Pizzazz; Kalamazoo Book Arts; Kalamazoo Valley Community College; and Kalamazoo College among others. Adult Services Programming Librarian Marsha Meyer represents the Portage District Library on the KPF board.
- Ø Nicolette Hahn Niman Author Visit: April 27th and 28th. Author Nicolette Hahn Niman was brought to speak in the area through the efforts of the Portage District Library, in collaboration with The Arcus Center for Social Justice Leadership at Kalamazoo College; The Mary Jane Underwood Stryker Center for Civic Engagement at Kalamazoo College; Kalamazoo College Library; Kalamazoo College Department of Biology; People's Food Co-op and Barrett's Smokehouse, and the John E. Fetzer Institute Fund at the Kalamazoo Community Foundation; and with the assistance of Adult Services Librarian Nicolette Sosulski.

On Monday, April 27th, Ms. Hahn Niman gave an author craft talk to (12) students at the Kalamazoo College Spring Capstone Writing Workshop led by Writing Center Director Amy Newday. The conversation focused on issues of sustainable food production, as well as Hahn Niman's career path in environmental issues and the process of writing the book. Afterwards, there was a book talk at the Kalamazoo College Stetson Chapel which (55) people attended, and a question and answer session followed by a book signing. On Tuesday, April 28th, Hahn Niman visited the People's Food Co-op of Kalamazoo for a tour and discussion of sustainable meat and food marketing. Afterwards, she gave a book talk at Portage District Library with (75) five people in attendance. Attendees were engaged and asked lots of interested questions, so a spirited discussion ensued.

In addition to the activity around the book Defending Beef, the library featured a display table with information about the People's Food Co-op of Kalamazoo, staffed by Chris Dilley and Heather Colbern. Information was provided to the public on an event showcasing the Food Co-op, farmers markets, and CSAs to be held in June at the Portage District Library. Kazoo Books provided copies of Hahn Niman's book for the book signing. We also created a book list and book display of related titles to distribute to attendees. This event was very well publicized including: articles in the library's e-newsletter; on digital signage; highlights in *The Portager*; posters in the library; on PDL's Facebook, Twitter, and website; an interview on WMUK with Zinta Alstairs; an article on Mlive by Linda Mah; a 3,000+ e-mailing done by the Kalamazoo Community Foundation; features on the website and blog of People's Food Co-op; promotion by Kazoo Books and Kalamazoo College; e-mailings by Grow at KVCC, and numerous Facebook shares by members

of the sustainable food community. We also created a book list and book display of related titles for public distribution at the events.

- Ø *Tax Assistance for Seniors*: Tax Assistance sessions that were conducted by the Portage Senior Center staff in meeting room space at the Portage District Library assisted (111) senior citizens.
- Ø *Bad Poetry Night*: April 30th. This event was organized by Adult Services Librarian Jessica Enget. There were (10) attendees hearing (3) unique poets share their works. Two of the featured presenters were voted as “Bad Poets” who each took home a prize (\$10 gift card to Kazoo Books [for a collection of bad poetry from an unrequited teenage love], and a copy of *I Could Pee On This and other poems by cats* [to a collection of poems described by another attendee as “Fifty Shades of Gardening.”]) The third poet was actually good, so she did not win a prize for “worst poetry.” Mustaches helped to inspire readers, and because there were some poems that were sucked, a sucker was given to readers for each poem presented (some attendees read works from other poets/writers). Participants were even introduced to “Godzilla Haikus.” It was a really fun program and participants are hoping for a repeat next year.

Youth Services

- Ø A popular family performance by puppeteer Kevin Kammeraad.
- Ø For our teens, there was a Murder Mystery event, which included scenes, props, and of course, a mystery for the teens to solve.
- Ø We co-hosted the Kalamazoo Astronomical Society’s annual Astronomy Day for the second year, and over 375 people attended this event geared for elementary children through adults.
- Ø It was also our final month for regular storytimes until the fall.

TO: Portage District Library Board
FROM: Christy Klien, Library Director
DATE: May 12, 2015
SUBJECT: Library Statistical Report - April 2015

	Month Statistics			YTD Statistics		
	Apr-15	Apr-14	CHANGE	2015	2014	CHANGE
Circulation/Collections						
Total Library Circulation	65,558	65,981	-0.64%	265,572	259,559	2.32%
Adult - Books	17,871	19,959	-10.46%	70,383	77,106	-8.72%
Adult - A/V	7,309	7,295	0.19%	30,934	29,337	5.44%
Youth - Books	22,488	21,167	6.24%	89,858	83,574	7.52%
Youth - A/V	4,023	5,235	-23.15%	16,170	19,411	-16.70%
Hot Picks	4,866	5,468	-11.01%	20,431	22,081	-7.47%
E-Material	6,852	5,245	30.64%	29,751	21,361	39.28%
ILL - PDL Requests	1,261	986	27.89%	4,407	3,750	17.52%
ILL - Other Lib. Requests	888	626	41.85%	3,638	2,939	23.78%
Self-Checkout Percentage	58.77%	58.17%		60.06%	59.00%	
Total Library Collection	199,714	196,267	1.76%			
Adult - Books	97,943	96,532	1.46%			
Adult - A/V	17,463	16,493	5.88%			
Youth - Books	67,111	67,364	-0.38%			
Youth - A/V	12,080	11,064	9.18%			
Hot Picks	5,117	4,814	6.29%			
Net Acquisitions	944	1,213	-22.18%	(1,144)	4,207	-127.19%
Purchased - Books	1,454	1,070	35.89%	7,499	7,161	4.72%
Purchased - A/V	380	536	-29.10%	1,672	1,838	-9.03%
Donated - Books	4	3	33.33%	9	8	12.50%
Donated - A/V	3	4	-25.00%	6	8	-25.00%
Material Discarded	(897)	(400)	124.25%	(10,330)	(4,808)	114.85%
Total In-House Usage*	n/a	n/a	n/a	888	879	1.02%
In-House Periodical Usage	n/a	n/a	n/a	99	101	-1.98%
In-House Book Usage	n/a	n/a	n/a	789	778	1.41%
Patrons						
Total Patrons	48,752	47,102	3.50%			
Adult	32,691	30,918	5.73%			
Youth	7,688	7,680	0.10%			
Non-Resident	341	284	20.07%			
Reciprocal	5,108	5,933	-13.91%			
Internet User	2,863	2,224	28.73%			
Professional	61	63	-3.17%			
Total Patrons Added	239	290	-17.59%	1,069	1,141	-6.31%
Adult	124	173	-28.32%	575	638	-9.87%
Youth	8	9	-11.11%	82	107	-23.36%
Non-Resident	4	1	300.00%	11	10	10.00%
Reciprocal	48	39	23.08%	174	168	3.57%
Internet User	55	68	-19.12%	227	218	4.13%
Professional	0	0	0.00%	0	0	0.00%

Library Building Usage						
Total Meeting Room Usage	198	204	-2.94%	730	748	-2.41%
Internal/Collaboration	98	100	-2.00%	383	389	-1.54%
External/Outside Usage	100	104	-3.85%	347	359	-3.34%
Total Program Audience	1,766	1,979	-10.76%	7,750	5,207	48.84%
Adult	394	658	-40.12%	1,062	1,202	-11.65%
Youth	1,372	1,039	32.05%	5,946	3,307	79.80%
Heritage Room		282	-100.00%	742	698	6.30%
Total Number of Programs	46	59	-22.03%	196	165	18.79%
Adult	18	16	12.50%	62	51	21.57%
Youth	28	39	-28.21%	124	100	24.00%
Heritage Room		4	-100.00%	10	14	-28.57%
Total Volunteer Hours	438	502	-12.75%	1,874	1,822	2.85%
Adult	126	146	-13.70%	433	436	-0.69%
Youth	80	89	-10.11%	351	368	-4.62%
Technical	78	97	-19.59%	375	401	-6.48%
Circulation	122	138	-11.59%	519	421	23.28%
Administration	32	32	0.00%	128	128	0.00%
Community Service	0	0	0.00%	68	68	0.00%
Total Front Door Traffic	61,332	62,344	-1.62%	228,432	234,454	-2.57%
Total Youth Services Traffic	39,087	38,076	2.66%	140,832	142,682	-1.30%
Total Business Center Traffic	2,799	2,765	1.23%	12,179	12,541	-2.89%
Information Access/Reference/Research						
Total Reference Transactions	6,993	7,550	-7.38%	30,665	31,622	-3.03%
Adult Phone	515	313	64.54%	1,919	1,414	35.71%
Adult Ready Reference	2,199	2,573	-14.54%	10,423	9,982	4.42%
Adult Reference	114	232	-50.86%	511	888	-42.45%
Youth Phone	127	170	-25.29%	521	735	-29.12%
Youth Ready Reference	1,955	2,333	-16.20%	8,395	10,149	-17.28%
Youth Reference	139	285	-51.23%	910	1,562	-41.74%
HR Phone	5	53	-90.57%	41	167	-75.45%
HR Ready Reference	372	487	-23.61%	1,591	1,930	-17.56%
HR Reference	27	45	-40.00%	89	158	-43.67%
Circ Phone	743	285	160.70%	2,974	1,255	136.97%
Circ Ready Reference	683	566	20.67%	2,348	2,325	0.99%
Circ Reference	114	208	-45.19%	943	1,057	-10.79%
Total Edutainment LAN Use	478	400	19.50%	1,528	1,445	5.74%
Total Internet Computer Use	3,439	5,783	-40.53%	13,427	22,765	-41.02%
Youth Computers	380	1,545	-75.40%	1,638	6,210	-73.62%
Adult Computers	2,974	4,004	-25.72%	11,390	15,760	-27.73%
Laptop Computer Circulated	85	234	-63.68%	399	795	-49.81%
Total Electronic Transactions	46,070	48,535	-5.08%	197,225	202,566	-2.64%
WebSite Hits	34,139	36,327	-6.02%	146,959	151,352	-2.90%
WebCatalog Sessions	8,166	8,463	-3.51%	34,224	34,714	-1.41%
Licensed Database Hits	3,765	3,745	0.53%	16,042	16,500	-2.78%

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

Christy Klien, Library Director