



## AGENDA

Board of Trustees Regular Meeting  
Thursday, May 20, 2021 at 4:00pm  
McGuire Community Room  
610 Woodmere Ave., Traverse City, MI 49686

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1. **Call to Order**
2. **Pledge of Allegiance**
3. **Approval of Agenda**
4. **Public Comment\***
5. **Approval of Minutes**
  - a. [Regular Meeting of April 15, 2021](#)
  - b. [Special Meeting of May 11, 2021](#)
6. **Reports and Communications**
  - a. [Director Report](#) | [Departmental Reports](#)
  - b. Financial Report – [Expenses](#) | [Revenues](#)
  - c. Member Library Reports – FLPL | [IPL](#) | [PCL](#)
  - d. Committee Reports
    - a. Finance & Facilities and Services Committee – did not meet
    - b. Policy and Personnel Committee – did not meet
  - e. Other Reports and Communications
    1. Friends' Report – Donna Hornberger, President Friends of TADL
7. **Old Business**
  - a. Draft Strategic Plan
8. **New Business**
  - a. [Accessibility and Mobility for People with Disabilities](#)
9. **Public Comment\***
10. **Trustee Comment**
11. **Adjournment**

\* If you wish to speak during the Public Comment section of the meeting, please (1) wait until you are recognized; (2) approach the podium and use the microphone; (3) state your name and the county and township or city in which you reside; and (4) limit your comments to 5 minutes. Please sign in at the podium.



**Board of Trustees Regular Meeting**  
**MINUTES (approved)**  
**Thursday, April 15, 2021 at 4:00pm**  
**Virtual Meeting via Zoom**

**1. Call to Order**

The meeting was called to order by President Jones at 4:00pm. By voice roll call, present were: Jones (President) attended from home in Fife Lake, Odgers (Vice President) attended from home in Traverse City (left at 5:43pm); Sullivan (Treasurer) attended from home in Traverse City; Pakieser (Secretary) attended from home in Traverse City; Vickery (Trustee) attended from in Traverse City; Wescott (Trustee) attended from home in Traverse City; and Budzinski (Trustee) attended from home in Traverse City. Also present were: Zeits (Counsel), Howard (Director), Radjenovich (Business Manager), Olson (Zoom Moderator), Bennett and Carpenter (Staff).

**2. Pledge of Allegiance**

Because an American flag was not present and available to all members participating in the virtual meeting President Jones eliminated the Pledge of Allegiance from the April 15, 2021 agenda.

**3. Approval of the Agenda**

It was MOVED by Sullivan, SUPPORTED by Odgers to approve the agenda as presented. Pakieser requested an adjustment to the order of Old Business making item c, Strategic Planning Discussion, the first item. Howard noted that the roofing representatives were waiting to speak as item b, and suggested as a courtesy placing them first and allow them to leave the meeting after their presentation, then follow with the strategic planning discussion and the lighting RFP. It was MOVED by Pakieser, SUPPORTED by Wescott, amend and approve the agenda moving item a, lighting RFP, down to item c; with items b, roof update, and c, strategic planning discussion moving up to items a and b respectively. A roll call vote was taken with the following results:

Wescott – aye	Pakieser – aye	Vickery – aye	Jones – aye
Sullivan – aye	Odgers – aye	Budzinski – aye	

Motion CARRIED with 7 ayes.

**4. Public Comment**

President Jones opened the floor for public comment. There was none by attendees, or submitted via email or chat.

**5. Approval of Minutes**

*a. Regular Meeting of March 18, 2021*

It was MOVED by Budzinski, SUPPORTED by Pakieser, to approve the regular meeting minutes of March 18, 2021 as presented. A roll call vote was taken with the following results:

Wescott – aye	Pakieser – aye	Vickery – aye	Jones – aye
Sullivan – aye	Odgers – aye	Budzinski – aye	

Motion CARRIED with 7 ayes.

**6. Reports and Communications**

a. *Director Report | Departmental Reports*

Howard confirmed her written report and added the following:

- The Grand Traverse Historical Society who funded 2 interns to work with the Local History Collection last year will be funding 4 interns this year.
- Information is growing about upcoming grants available to libraries. Howard believes TADL may be meet eligibility requirements for a grant to libraries who have had a reduction of income of 5% or more due to the pandemic, since TADL had lost meeting room rentals, merchandise sales, overdue fines, copy fees, etc. during the past year.

Wescott inquired whether there was any plan for closure due to the recent spike in COVID cases in Michigan and the Grand Traverse area. Howard replied that she had no plan for closure at this time since the library has been fairly quiet, patrons are disbursed and masked. Most TADL staff have been vaccinated now and cleaning extra protocols are still in place. Since the CDC has determined that the virus is airborne and people are not getting sick from touching surfaces, many libraries including TADL, have removed the prior quarantine time for books and most other materials. Howard feels that it is best for the community to stay open at this time as many need the library services.

b. *Financial Reports*

Radjenovich confirmed her written report and noted that a \$16,500 grant had been received from the GT Band of Ottawa and Chippewa Indians to be used toward the Local History Collection shelving.

c. *Member Library Reports*

- Julie Kintner, Director of Fife Lake Community Library (FLPL), announced that she has accepted a position as Senior Outreach Coordinator at the Grand Traverse County Senior Center. She thanked the TADL board, Howard, and the TADL staff for their support, advice, and mentoring over the years with FLPL. She looks forward to collaborating with the libraries in the district through her new position.

The board wished Kintner well and will continue to provide support to her replacement.

Written reports from Vicki Shurly, Director of Peninsula Community Library (PCL) Jennifer Thomet, Director of Interlochen Public Library (IPL) were included in the board packet.

d. *Committee Reports*

- Finance and Facilities and Services Committee – Sullivan noted that the committee had met and discussed the lighting RFP and the roof update later on the agenda. The committee supports Howard in seeking RFPs for the lighting project.
- Policy and Personnel Committee – Jones noted that the committee had not met since the last board meeting.

e. *Other Reports and Communications*

- Friends' Report – Doug Weaver, TADL Friends Board President  
Weaver reminded the board the annual Friends meeting is May 12, 2021. The program will consist of highlights from the year's events, a presentation from Anne Magoun and Ann Swaney who are working on the local library history book. A new slate of officers will also be selected at the meeting. Weaver will remain on the board but will step down from his role as President. Jazz bag sales have reached 50 bags and is going well. They recently received a

donation of 500 books, mainly children's books, from the Northport schools. The Friends still hope to have an in-person book sale in the Fall.

Jones thanked Weaver for his service and everything he has been able to do for the community while on the Friends board.

**7. Old Business**

a. *Roof Update*

Fred Campbell, architect, and Jeff Spence from Spence Brothers Construction provided an update on the roofing project. Campbell explained the progress to date in increasing the air ventilation in the roof has been successful, but would still like to see if more could be done to manipulate the flow to a difference of about 5 degrees between the outside temperature and the inside temperature and further investigate the roofing alternatives. He is not yet ready to make any final recommendations on the roof replacement. Spence affirmed that the current roof has been much improved in regards to the ice damming in the winter thus far and would certainly perform well enough over the next year in order to continue testing and information gathering. After a discussion comparing the possible roofing styles, efficiencies, warranties, and costs which are currently high due to low production of the necessary premium shingles during the pandemic, there was consensus by the board to continue testing and refining the corrective measures and to suspend any roof installation until next year.

b. *Strategic Planning Discussion*

Howard provided the board with an outline summary of the results from the prior day's strategic planning committee's operational retreat. She was seeking direction from the board as to whether there were specific areas the board would like to focus on over the next few years so that those could be incorporated into the final strategic plan document that would be compiled by MCLS, the strategic planning consultants.

There was a lengthy discussion about the data and as to how to proceed with the wealth of good and useful information previously collected and presented. Pakieser emphasized that the board's role was to oversee that the library remains an important part of society; one that is safe, neutral, allows for exploration of ideas and offers lifelong educational opportunities to the community, etc. In conclusion, the board agreed that their role was to guide the library in the overall direction of the library, not to decide the daily operational mechanisms which were entrusted to Howard's direction, and it was determined that the board needed more time for analysis and discussion. An in-person special meeting for the purposes of strategic planning was scheduled for May 11, 2021 at 4:00 in the McGuire Community Room.

c. *Lighting RFP*

Bennett noted that, rather than issuing an open-ended RFP, it would be helpful to be able to select 4-5 vendors qualified to do the lighting project of the scope and size required at the TADL Main library to issue a lighting RFP to those vendors only. Zeits confirmed that as long as the board approved, the RFP could be sent in that manner. It was MOVED by Wescott, SUPPORTED by Pakieser to support and approve the issuance of an RFP for the lighting project to select vendors qualified for the scope and size of the project at Howard's discretion. A roll call vote was taken with the following results:

Wescott – aye	Pakieser – aye	Vickery – aye	Jones – <del>absent</del> aye
Sullivan – aye	Odgers – <del>aye</del> absent	Budzinski – aye	

Motion CARRIED with 6 ayes.

8. **Public Comment**

President Jones opened the floor for public comment. There was none by attendees, or submitted via email. A chat from Carrier expressed appreciation for the live Zoom participation aspect of the meetings and hoped that they could continue when the board meets in person and she thanked the board for their hard work.

9. **Trustee Comment**

President Jones opened the floor for trustee comment. There was none.

10. **Adjournment**

With a motion to adjourn by Pakieser, supported by Wescott, a roll call vote was taken with the following results:

Wescott – aye	Pakieser – aye	Vickery – aye	Jones – aye
Sullivan – aye	Odgers – absent	Budzinski – aye	

Motion CARRIED with 6 ayes. President Jones adjourned the meeting at 5:58pm.

Respectfully submitted,

V. Carpenter, Recording Secretary

Approved by board vote on May 20, 2021

M. Pakieser, Board Secretary



**Board of Trustees Regular Meeting**  
**MINUTES - DRAFT**  
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Motion CARRIED with 6 ayes. President Jones adjourned the meeting at 5:58pm.

Respectfully submitted,

Approved by board vote on May 20, 2021

V. Carpenter, Recording Secretary

M. Pakieser, Board Secretary



**Board of Trustees Special Meeting**  
**MINUTES (approved)**  
**Tuesday, May 11, 2021 at 4:00pm**  
**McGuire Community Room**  
610 Woodmere Ave, Traverse City, MI 49686

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**1. Call to Order**

The meeting was called to order by President Jones at 4:00pm. Present were: Jones (President); Odgers (Vice President, attended via phone); Sullivan (Treasurer); Pakieser (Secretary); Vickery (Trustee); and Westcott (arrived at 4:04). Budzinski (Trustee) was absent. Also present were: Howard (Director), Brady (Marketing and Communications Manager), and Carpenter (Staff).

**2. Strategic Planning Discussion**

Jones stated that the purpose of the meeting was to continue discussion of the progress and direction of the Strategic Plan. Howard reviewed the procedure used by the strategic planning consultants from MCLS (Midwest Collaborative for Library Services). Results of the Community Engagement Report, a summary of the mission, vision, core values, and key focus areas with committee discussion generated ideas, benchmark key findings, and results of the SOAR analysis used were provided to the trustees prior to the meeting. Brady read and discussed in greater detail the ideas generated by the strategic planning core committee in each of four focus areas: Inclusive Space, Innovative Engagement, Targeted Outreach, and Purposeful Partnerships. Trustees were also given the opportunity to anonymously rate which two of the four focus areas they felt should receive the most attention first. Howard explained that she would like to know from the board's perspective what they felt she, as the Director, should focus on first over the next three years to move the library forward within the community values and desires since that guidance would determine where the budget and staff effort will be applied. Howard will also provide the meeting's discussion results to MCLS so that the final strategic plan would include the board's vision as well.

Board members were happy with the planning process to date and expressed great appreciation for the depth of information gathered from the community engagement study and the depth and creativity of the implementation ideas and considerations of the staff and the strategic planning committee. The study and benchmark results confirmed that TADL is keeping on par with or above many of the top Class 6 libraries in the U.S. with regard to areas such as service hours, collection expenditures, circulation per capita, programs presented, reference transactions, and computer and wi-fi accessibility and use. Although TADL had lower than average statistics in a few, none of those areas were significantly below those across the U.S. and were not concerning.

Board members felt that the concepts and information reported thus far related to Core Values was spot on. The words 'hub' and 'connector' were used frequently within the framework of the key focus areas and it was important to the board that the library know when to be 'the hub' and when to be 'the connector'. TADL cannot be a hub of everything to everyone all the time, but it can be hub that partners with others in the community and connects patrons to those resources in addition to what resources the library can offer, therefore providing the best service possible. Members also agreed that each of the four key focus areas are interdependent and interconnected and happen somewhat simultaneously so it was difficult to separate them as individual aspects of the strategic plan with one being more important than the other. Vickery described his vision for the library as a

'node' in a network with the library having devices, tools, and infrastructures for sharing information and entertainment – one node in the community wheel. He also felt that technology will drive TADL as both a leader and a participant in community connections. Odgers noted that the strategic planning process is the time to dream big and felt that by aiming for some of the higher fruit on the list, many of the lower fruits would also be accomplished along the way. Odgers also pointed out that some of the higher cost ideas needed to rise to the top as in cases where laws are actively changing, for example, offering a gender neutral and more accessible public bathroom. Wescott raised several points of consideration such as community broadband coverage to lessons and new operational procedures to continue with post-Covid time. Members also discussed outreach effort to groups who have limited access, or groups that are under-represented in the area.

There was some discussion on the larger scope of the library, it's mission, the direction of the future of libraries, challenges both known and unknown for libraries and the community. The trustees plan to revisit these areas in more depth at a future board retreat for that purpose. As for the purpose of the strategic plan over the next 3 years, it was agreed that of the key focus areas Inclusive Space is a given focus area, and that the library is well regarded and supported by the board and the staff. Community comments reinforced that the library has a reliable culture of service and continually strives to expand its reach and offerings. Purposeful Partnerships came in highest on the priority list of specific focus, with Innovative Engagement a close second the that. Targeted Outreach was seen as happening somewhat organically alongside Purposeful Partnerships.

Above all, and now more than ever in an increasingly polarizing world, it was of utmost importance that the strategic plan be written and implemented in such away that allows everyone the opportunity to explore and to access the opportunities of the library, that it maintains the library as a trusted, neutral and safe space for all, because despite our differences, our commonality is the pursuit of individual learning.

The meeting ended with support for the stewardship, ideas, and directions that were shared in the strategic planning draft and support for Howard to complete the strategic plan with MCLS as presented. Pakieser requested a regular report to track progress throughout the plan and so that the collective mind is not lost.

### 3. Adjournment

With a motion to adjourn by Wescott, supported by Pakieser, President Jones adjourned the meeting at 5:48pm.

Respectfully submitted,

*V. Carpenter*

V. Carpenter, Recording Secretary

Approved by board vote on May 20, 2021

*M. Pakieser*

M. Pakieser, Board Secretary

*[Signature]* 6/17/21  
*[Signature]* 6/17/21



## Board of Trustees Special Meeting

MINUTES - DRAFT

Tuesday, May 11, 2021 at 4:00pm

McGuire Community Room

610 Woodmere Ave, Traverse City, MI 49686

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### I. Call to Order

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### 2. Strategic Planning Discussion

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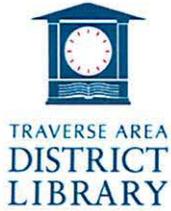
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Approved by board vote on May 20, 2021

V. Carpenter, Recording Secretary

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Board of Library Trustees Regular Meeting  
**Library Director Report**  
 Meeting Date: **May 20, 2021**

**Library Activity**

For a graphical presentation of the statistical information included below, please visit the link: [online TADL dashboard](#).

<b>Circulation Transactions</b>			
<b>Year-to-date activity</b>			
<b>As of month end</b>	<b>Print/audio/video Circulation</b>	<b>Electronic books/audio/video</b>	<b>Total Circulation/Electronic Usage</b>
April 2020	223,974	88,609	312,583
April 2021	205,809	99,715	305,524

Lending

Physical item circulation decreased 10% in April, from the previous year. You will remember we closed the library completely on March 13, 2020, so our statistics show that we are still below our usual numbers with patrons still reticent to use the library but I think we will start to eclipse last year's numbers which is very positive.

E-Book, magazine, downloadable audiobook and database utilization

In April, electronic use accounted for 32.6% of all collection utilization as compared to 98.7% for April 2020. Year-to-date usage of electronic resources increased 12% from 2020.

Visitors – Woodmere, East Bay and Kingsley Facilities

In April 2021, we had 20,513 visitors. The busiest day being Wednesday, April with 880 patrons. This number is down slightly from March 2021 but 100% better than 2020 when we were completely closed. There were 103 new cards issued.

Public Computing

Computer use is still very slow but the patrons at the library really need the service. Therefore, we extended the amount of time users can stay in the building. Overall for April, we had 1,219 computer sessions.

Additions to the Collection

In April 2021, 2,727 items were added to the collection compared to 1,799 in March 2021.

Finances

Deb and I have started the Financial Management Cohort class. The first lesson was about budgeting and strategic planning which works in perfectly with what is happening at TADL. This course requires a lot of time but it has already been very educational.

### **Facilities**

Bruce and I are actively working on the wording of the RFP and identifying companies for the Lighting Project.

We plan to open the East Bay Branch Library and expand the Main library hours on June 1<sup>st</sup>.

### **Other News**

We received 9 different and impressive applications for the Local History Internship. Four internships will be funded from the Traverse Area Historical Society.

On April 20<sup>th</sup>, I participated in the Michigan Library Association Legislative Day and was the leader for conversations with Senator Wayne Schmidt and Representative John Roth. Some issues discussed were funding for libraries including Penal Fines, broad band access, the importance of millage election options, literacy, and many more topics.

**Covid Update:** With Michigan reaching 55% vaccination rate, some staff that were working from home will be returning to work in the library full-time starting June 1<sup>st</sup>. We might see some more COVID PPE grants coming our way from the Library of Michigan. With the new CDC mask guidelines for vaccinated individuals, this creates a large conflict in what the CDC and the Michigan Department of Health and Human Services guidance/orders are.

### **Grant Updates:**

We continue to wait in anticipation of a Rotary announcement for the grant for a bookmobile and the National Endowment of the Arts, Big Read grant we applied for.

The Library of Michigan received approximately \$4 million from the American Recovery Plan Act (ARPA). They are still working on details to distribute that money via grants.

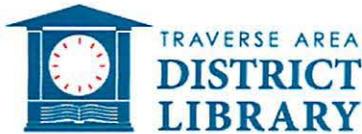
Finally, if you haven't had a chance to read our blog *Fine Print*, take a look. There are some wonderful posts. <https://www.tadl.org/category/fine-print/>

### **TADL Operations**

Please see the departmental reports for a more in-depth look at what is happening at the Main Library and East Bay and Kingsley branches.

Enjoy the sunshine!

Michele P. Howard  
Director

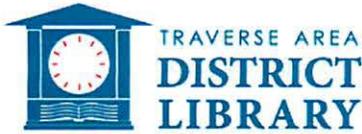


**Administrative Reports**  
for the month of April  
(May 20, 2021 Board Meeting)

**Adult Services**

- We are SO excited to welcome Robin Stanley back to the Main Library. She is working a position that has joint hours - most of her week is spent at Kingsley Branch Library and 10 hours of her work week she spends in the Local History Collection. She will be assessing, stabilizing, and preparing the physical items in the LHC to prepare the collection for the move to compact shelving.
- This month Melissa McKenna, Adult Services Coordinator, shadowed in the Teen and Youth Services Departments. (March was Sight & Sound, Talking Book Library, Public Computing Center, Circulation, and Kingsley.) This was something she had been wanting to do for over a year.
- After the [Great Michigan Read](#) selection for 2021-2022 was announced, Jillian Manning, Executive Director of National Writers Series, connected with Melissa regarding the library being a partner for their upcoming event on May 26th featuring the author of the newly selected title. Mary Doria Russell's [The Women of Copper Country](#) will be a wonderful read for our community and we're going to kick-start GMR 2021-2022 with a bang, just a few months earlier than the official start date in September. During the slideshow prior to the event on 5/26, the library will be marketing the GMR and the annual Summer Reading program for all ages. Many thanks to Heather Brady, Marketing Manager, for her creativity and assistance. Melissa has already applied and TADL has been accepted as a GMR partner again this year. We will receive free copies of the book and reading guides to share with the branches.
- Two members of the Adult Services team, Melissa and Kim Wiggins - Librarian, were excited to participate in the Strategic Planning Operational meeting. LOTS of great ideas for new and improved services for our patrons were discussed and we can't wait to see what comes next!
- We received over a dozen poems from participants for Poets' Year In, the online substitute for the annual Poets' Night Out event. These poems were compiled into a virtual chapbook that can be [viewed on the library's website](#) and on a monitor housed in one of the display cases on the first floor of the library.
- This month the Adult Services Dept. held 4 programs with a total live attendance of 36 and 111 video views. Topics included an online reading of the poems contributed for Poets' Year In 2021 hosted by Teresa Scullon and an online cooking demonstration from Chef Logan. We also are continuing to hold our two monthly book groups online - Queer Tales and Books & Brewskis.
- April Adult Services Statistics:
  - Questions Answered In-Person - 818
  - Questions answered via Phone - 771
  - Questions Answered via Email/Chat - 194
  - Readers' Advisory/Tech Help - 68
  - Craft Kits Distributed - 82 (2 different crafts-book page wreath & recycled newspaper seedling pots)

Respectfully submitted,  
Melissa A. McKenna  
Adult Services Coordinator



**Administrative Reports**  
for the month of April  
(May 20, 2021 Board Meeting)

**Youth Services**

TADL Youth Services continued offering a wide range of programs throughout April, even though our plans of going outside for storytimes and afterschool programs were often stymied due to rain and cooler than normal temperatures. In addition to daily storytime and afterschool activities which staff continue to learn from and develop, we hosted the TSO Tots program with the Traverse Symphony Orchestra and Yoga and Mindfulness for children with Just Bee Yoga + Well-bring. We hosted 26 programs throughout the month (virtual attendance numbers were not available as of this writing).

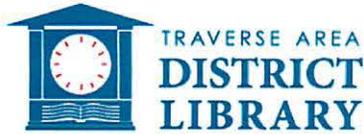
The department has seen an uptick in traffic both to checkout materials, but also as a place to visit on cold and rainy days (April had a lot of these!). The AWE machines and the Preschool Interactive Learning Area (PILA) proved immensely popular with families. Craft kits have continued to be popular. Last month, Youth Services made 14 unique crafts totalling 499 kits. During the month, we answered 878 reference questions at the Youth Services desk, including 784 via walk-in, 92 via phone, and 2 digitally.

April marked the end of two special program series: the Virtual MakerFest and the ExoLab 8 on the ISS program. In the Virtual MakerFest, we collaborated with 7 area organizations to create short programs on our Facebook and YouTube pages. Some organizations even supplied kits to be distributed for the program and encouraged families to watch or rewatch the program video. Partners for this project included: Grand Traverse Area Children's Garden, Newton's Road, Old Town Playhouse, Challenge Island NW MI, Grass River Natural Area, TADL's IT, Teen, and Youth Services departments,

The [ExoLab 8](#) project was a success as TADL Main, East Bay, and Kingsley libraries all hosted two Red Clover plants that were then compared to the growth of a Red Clover plant on the International Space Station. Team members from Youth Services, East Bay, and Kingsley created in-house displays for patrons to discover the project and get curious about space biology and life in space. We also hosted a weekly ExoLab 8 update on the @TADLKids Facebook page. The project concluded in late April with the ISS plant returning to Earth on the SpX-23. Thank you to educational partner [Magnitude.io](#) for their continued support through this project.

Normally, all TCAPS 1st grade students visit Youth Services in spring for a storytime and tour of the department. We are happy to report that a 1st grade virtual visit was created for area 1st grade students. In it, students are treated to a story and song, a tour of the "greatest hits" in Youth Services, and a chance to see the faces that will meet them at the library when they are able to visit. Thank you to Christopher Spear, Heather Brady, and Andy Schuck for their contributions to this production. Here is a link to that video: <https://youtu.be/hAhYD5zkVrg>

We are also happy to report that Youth and Teen Services were recipients of the LSTA Public Services Grant through the Library of Michigan. Our departments were awarded a total of \$2,500 to purchase supplies for take-home Summer Reading Kits. These will ensure that everyone who participates in Summer Reading Club will also have access to the craft kit materials they need. Youth Services Coordinator Andy Schuck and Teen Services librarian Linda Smith were instrumental in writing the application.



## Administrative Reports for the month of April (May 20, 2021 Board Meeting)

Speaking of Summer Reading Club, Youth Services spent a lot of time in April planning for the popular 6 week program. We are still unsure what the state of our community will be like due to Covid-19, but are planning for a full array of outdoor activities that fit within the current Covid-19 gathering guidelines as dictated by the MDHHS. Outdoor storytimes, storywalks, the Summer Reading Clubhouse, crafts for all ages, community collaborations, and more will all be a part of the animal-themed, Tails & Tales, Summer Reading Club at TADL.

We are also happy to report that our STEM Kits grant with Newton's Road and through the LSTA is almost complete. Additional purchases were made available to the 11 participating libraries due to funding no longer needed by TADL and Newton's Road. The STEM Kit Network for Regional Libraries also asked that TADL Main host a Replacement Parts Cart to deal with popular STEM Kit items and some of the smaller parts that eventually turn out to be missing. More information on the cart will be available in the coming months.

Submitted by Andy Schuck  
Youth Services Coordinator

### Circulation

We officially started accepting donations again on April 1st.

271 patrons used our curbside service and Kate Parvel did 10 notaries this month.

2 new substitutes were hired and they started their training in Circ with Kate Parvel.

TADLwide we sent out 1378 in MeLCat and received 1796.

Anita Chouinard  
Circulation Coordinator

### Marketing and Communications

April was an intense month for Summer Reading Club preparation! My office is now packed with fun things for a great summer. I attended a webinar *Mental Health First Aid and Trauma-Informed Approaches for Libraries*. Supported department requests and tested new outreach (including a cookbook flyer program with Adult Services).

#### Online Stats:

Website traffic - 11,200

Google My Business Report - 37,764;

EBBL Google My Business ExoLab - 899 views

UpNorthLive.com NEWS WEATHER CORONAVIRUS DEALS SPOTLIGHT CHIME IN WATCH LIVE

### Traverse Area District Library's Library of Things

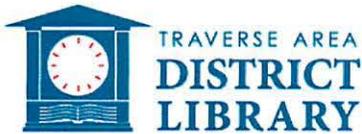
By UpNorthLive.com | Friday, April 9th, 2021

The Library of Things at the Traverse Area District Library. (Traverse Area District Library photo)

Looking for another way to help engage your child in learning?

Welcome to the Library of Things (LoT) of the Traverse Area District Library (TADL).

The Library of Things is a collection of non-traditional library items that can be checked out by anyone with a TADL library card.



**Administrative Reports**  
for the month of April  
(May 20, 2021 Board Meeting)

Press Clippings: Book Donations (R-E, April 2); Blood Drive (R-E, April 4); Library of Things (upnorthlive.com April 9)

Heather Brady  
Marketing & Communications Manager

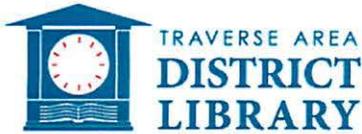
**HR & Finance**

**Human Resources** – We've had a few more changes in staff lately which just tells me that things are getting a little too much back to normal. After more than 26 years at East Bay, Branch Manager Rosie was looking for a change and has moved over to the Youth Services department to focus on what she loves most, working with the kids! In turn, we have moved Matt Archibald from Youth Services to the East Bay branch. We also had a page leave from our Adult Services department in search of new adventures. However, we are not looking at hiring a replacement at this time as we have a page returning from college who will be helping out for the summer. We hired a new PCC Desk Attendant, Michelle Bien, to replace Ian who had moved to the Sight and Sound department. Finally, we are sad to announce that long time employee, Christopher Spear, from our Youth Services department has decided to retire in June. Sad for us, happy for Christopher! After 31 years, it is a well-earned rest! I'm sure that we will still see him around as his wife, Petra, assured me that she would not be retiring as our "plant lady"!

In-Service training continued with this month's focus on Financial Fitness. Employees were again given the option of several training webinars, articles or zoom appointments with our MERS Education Specialist and 401K representative.

**Finance** – In April, we received the tax settlement payment from Grand Traverse County in the amount of \$179,985. We should be receiving a small settlement from Leelanau County in May. We also received the first half of our Talking Book Library State Aid funds in the amount of \$20,536. And finally, we received \$5181 in grant money for the STEM kits that went out to area libraries. Our sales for the month went up another \$1784 and fines/fees went up \$1979. The big difference that you will notice is in our Interest and Dividends. We are way down from last year and have just managed to get out of the negative numbers finally. This is a trend that we have been told we can expect to continue for at least another year as the Federal Reserve keeps interest rates low.

On the expense side, the first thing you may notice is that our Material supplies (Books, Media, Online Resources) jumped 10% from last month. This comes as departments prepare for summer break and the Summer Reading Club. This also includes an annual payment to Overdrive for access to online Periodicals and annual payments for a couple of other online databases. The other noticeable jump was to our General Bldg. Maintenance as Bruce had some mechanical repairs in April. He also made a payment for a new entrance mat in the vestibule which is on order and will hopefully be in before we see snow again. Lastly, in our capital expenditures, you'll see an increase due to some of the work that Aaron is doing in the McGuire room and normal expenditures for computer software and equipment that Scott had budgeted for.



**Administrative Reports**  
for the month of April  
(May 20, 2021 Board Meeting)

Deb Radjenovich  
Business Manager

**Facilities**

- A chiller pipe in the Talking Book library was improperly insulated and has been dripping water from condensation in the summer. I had a pipe insulator in to fix it and he found another issue with the pipes on the floor above in the administration office. He repaired those as well.
- We had a mandatory inspection of the various cross connections to the city water system. We will have to replace a check valve feeding the new humidifiers with an inspectable backflow preventer. The code has just recently changed.
- I had my yearly visit from the Trane building control technician. He updated the software, checked that things were running correctly, and answered my questions about making the system run more efficiently.
- The seals on three windows on the first floor were blown and there was moisture accumulating in between the glass. I had all three replaced.
- The seams on several soffit panels were coming loose. Spence Brothers came and secured them at no charge to us.
- We had a new plexiglass barrier installed around the teen desk as the old one was coming loose.
- Michele and I met with the Children's Garden director and board member about the garden in the back of the library. It has outgrown the original landscape plan and we are planning to reimagine the area. There is a lot of work that needs to be done including plant and stump removal and hardscape repair. We are working on defining areas of responsibility for each organization.
- Michele and I met with the architect and project manager on different roofing material options. They are looking into advantages/disadvantages and associated costs for each option so we can make an informed decision going forward.

Bruce Bennett  
Facilities Manager

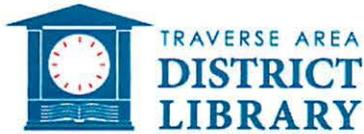
**TADL Talking Book Library**

This month we began revising our brochure and created a new patron application to reflect recent National Library Service changes. We now have authorization for electronically fillable forms, including the certifying authority section, making the application process quicker and easier. You can find a link to our new application on our webpage at [tadl.org/tbl](http://tadl.org/tbl).

Polly O'Shea  
TBL Librarian

**East Bay Branch Library**

In April we continued our curbside service, fulfilling 344 curbside appointments and drop-ins.



**Administrative Reports**  
for the month of April  
(May 20, 2021 Board Meeting)

We began preparing our space for updates that will allow patrons back in the building safely.

We wrapped up our participation in Exolab8 with the International Space Station, successfully growing some small red clover plants and participating in the Youth Department's Tech Tuesday series throughout the month.

The East Bay Book Club held its first virtual meeting, with 5 patrons attending to discuss *Nothing to See Here* by Kevin Wilson.

Chantel Cook  
Library Assistant 1

**Kingsley Branch Library**

Robin Stanley, formerly of East Bay Branch and the Main Library, joined the Kingsley Branch staff in mid-March, and she has been a stellar addition to our team.

Brian Carey and I successfully applied for two grants to support Summer Reading Club and a community engagement project concerning our foodshed (the geographic region that produces the food for a particular population) and the myriad of changes our once-majority agricultural community has undergone. The two federal grants, a Library Services and Technology Act grant and a Libraries Transforming Communities: A Focus on Small and Rural Libraries grant, totals over \$5000 and will cover programming supplies, performance fees, and additions to our circulating collection.

With Beth Anderson leading our efforts, we have been hard at work planning Summer Reading Club and a community engagement project concerning our township recreational spaces, in partnership with appropriate government entities that oversee the parks.

Curbside remains popular with a small number of our patrons; this month we served 32 patrons in this manner.

Respectfully submitted,

Amy Barritt  
Branch Manager

**TRAVERSE AREA DISTRICT LIBRARY**  
**CONSOLIDATED EXPENSES**  
**MONTH ENDING**  
**APRIL 30, 2021**

<b>CATEGORY</b>	<b>BUDGET</b>	<b>2021 YTD</b>	<b>2020 YTD</b>	<b>VARIANCE</b>	<b>% OF BUDGET</b>
Salaries & Wages	2,431,419	744,904	738,727	1,686,515	30.6%
Social Security/Medicare	68,125	19,051	20,367	49,074	28.0%
Health/Hospitalization	375,446	158,150	120,375	217,296	42.1%
Vision Insurance	4,035	1,747	1,097	2,288	43.3%
Dental Insurance	28,908	11,605	9,386	17,303	40.1%
Life Insurance	9,295	2,533	2,655	6,762	27.3%
MERS Defined Contribution Retirement	153,995	47,278	46,224	106,717	30.7%
MERS Unfunded Liability	120,000	40,000	40,000	80,000	33.3%
401K Retirement Contribution	115,820	34,589	33,390	81,231	29.9%
Unemployment Comp.	1,500	0	0	1,500	0.0%
Workers' Compensation	10,000	0	0	10,000	0.0%
Disability Insurance	8,425	1,830	2,493	6,595	21.7%
Office/Cat./General Supplies/Postage	119,795	26,439	29,139	93,356	22.1%
Covid-19 Supplies	7,000	2,024		4,976	28.9%
Books/Media/Online Resources	626,100	228,487	228,346	397,613	36.5%
Repair & Maintenance Supplies	6,750	1,228	403	5,522	18.2%
Professional & Contractual Services	270,355	55,495	46,368	214,860	20.5%
Communications	37,790	9,365	5,371	28,425	24.8%
Education & Travel	45,460	1,581	8,851	43,879	3.5%
Printing & Microfilming	3,900	0	19	3,900	0.0%
Advertising & Outreach	17,500	3,028	1,975	14,472	17.3%
Insurance & Bonds	33,746	33,113	30,093	633	98.1%
Utilities	118,200	23,638	24,753	94,562	20.0%
General Building & Grounds Maintenance	355,170	87,258	66,663	267,912	24.6%
Member Allocations	569,721	569,720	550,188	1	100.0%
Miscellaneous	3,500	55	0	3,445	1.6%
Property Tax Reimbursement	6,500	51	1	6,449	0.8%
Furniture/Equipment/Software	85,925	20,192	27,607	65,733	23.5%
Contingency	7,000	0	0	7,000	0.0%
<b>TOTAL EXPENDITURES</b>	<b>5,641,380</b>	<b>2,123,361</b>	<b>2,034,491</b>	<b>3,518,019</b>	<b>37.6%</b>
<b>2021 APPROVED BUDGET</b>					
<b>EXPENSES BY CATEGORY</b>					
Personnel	3,326,968	1,061,687	1,014,714	2,265,281	31.9%
Supplies	759,645	258,178	257,888	501,467	34.0%
Other Services and Charges	1,461,842	783,304	734,282	678,538	53.6%
Capital Outlay	92,925	20,192	27,607	72,733	21.7%
<b>TOTAL EXPENDITURES</b>	<b>5,641,380</b>	<b>2,123,361</b>	<b>2,034,491</b>	<b>3,518,019</b>	<b>37.6%</b>
This statement reflects activity through the fourth month of the 2021 fiscal year.					
Percentage of the year completed 33.3%.					
Certain items with higher percentages may have been paid quarterly or annually for the fiscal year.					

**TRAVERSE AREA DISTRICT LIBRARY**

**REVENUE  
MONTH ENDING  
APRIL 30, 2021**

<i>CATEGORY DESCRIPTION</i>	<i>BUDGET</i>	<i>2021 YTD</i>	<i>2020 YTD</i>	<i>VARIANCE</i>	<i>% OF BUDGET</i>
Property Tax (Current, Delinquent, Other)	5,164,735	5,159,107	4,978,431	5,628	99.9%
State Aid - Library	83,750	0	0	83,750	0.0%
State Aid - TBL	41,075	20,536	20,536	20,539	50.0%
Local Support - TBL & Other Grants	18,400	23,034	6,430	(4,634)	125.2%
Fees/Services	42,150	29,021	16,136	13,129	68.9%
Sales	20,000	4,592	6,538	15,408	23.0%
Penal Fines - \$196,000 for this Category per budget		0			
Penal Fines - Grand Traverse Co.	168,250	0	0	168,250	0.0%
Penal Fines - Leelanau Co.	5,900	0	0	5,900	0.0%
Penal Fines - Benzie Co.	21,850	0	0	21,850	0.0%
Overdue Fines/Replacement Fees	32,000	4,880	17,781	27,120	15.2%
Interest & Dividends/Gains/Losses on Inv.	15,000	898	19,669	14,102	6.0%
Rents & Royalties	2,200	0	1,400	2,200	0.0%
Contributions	24,570	5,493	10,915	19,077	22.4%
Misc Revenue & Reimbursements	1,500	4,428	600	(2,928)	295.2%
<b>TOTAL REVENUE</b>	<b>5,641,380</b>	<b>5,251,989</b>	<b>5,078,436</b>	<b>389,391</b>	<b>93.1%</b>
Transfer In				0	
Use of Fund Balance				0	
<b>TOTAL</b>	<b>5,641,380</b>	<b>5,251,989</b>	<b>5,078,436</b>	<b>389,391</b>	<b>93.1%</b>
<b>TOTAL REVENUE, TRANSFERS &amp; USE OF FB</b>	<b>5,641,380</b>	<b>5,251,989</b>	<b>5,078,436</b>	<b>389,391</b>	<b>93.1%</b>
<b>TOTAL EXPENDITURES</b>	<b>5,641,380</b>	<b>2,123,361</b>	<b>2,034,491</b>	<b>3,518,019</b>	<b>37.6%</b>
<b>REVENUE OVER (UNDER) EXPENSE</b>		<b>3,128,628</b>	<b>3,043,945</b>		
This statement reflects activity through the third month of the 2021 fiscal year.					
Percentage of the year completed is 25%.					



9411 Tenth Street, Interlochen, MI 49643  
231-276-6767

## MAY DIRECTOR'S REPORT—JENNIFER THOMET

It has been such a pleasure watching families come in and enjoy our children's library. The kids can play and interact with each other or their parents and caregivers. Interactive play helps families bond with one another, which helps build strong relationships and supports the child and caregiver to understand each other better and have fun together. Interactive play allows children to regulate their emotions and subsequently meet developmental milestones.

April brought in changes and new developments in our community, and we are eager to see what this new chapter has in store. We hosted our first in-person, Covid Safe, Board of Trustees meeting. Board President Patricia and I attended the groundbreaking ceremony for the Green Lake Township Emergency Services Facility. The modernized building will provide many health and safety programs for our community along with better accommodations for our hard-working first responders and fireman.

Every two years we have the honor of hosting an art display from the Community of Mental Health. We were pleased to showcase 14 pieces of original artwork by artists who access Community Mental Health services across Michigan. Michigan's Community Mental Health organizations submitted works of two-dimensional art, including paintings, drawings, prints, fabric, and photography. Entrants supplied written correspondence about what art means to them, including what they like about art, what creating art does for them, and if art helped in their recovery and life skills development.

Summer Reading Programs and planning are in full swing. We have performers booked, we are collecting prizes to give out, and we appreciate any volunteers who would like to help out at our events held at Freedom Park. A detailed calendar of events will be available shortly.

Our Tea Guessing Game was enjoyable, and the winner received a beautiful handmade purse and a jar of teabags. Thank you to Barb and Carol for donating the items.

Our Health and Wellness Series, Live Your Best Life, hosted a bread-making class with The Bread Lady. Rachel and Janette made a loaf of beautiful focaccia bread, and the smell of the baking bread gave the library patrons an aromatic treat. You can view programs online at [www.interlochenpubliclibrary.org](http://www.interlochenpubliclibrary.org) and make sure to view the resource guides as well!

Circulation April 2021: 3,833 (April 2019: 5,886)  
Hold Transit Counts April: 688 to other libraries, 748 from other libraries to IPL  
Programs April 2021: 14; Attendance for April Programs: 231  
Patron Count April 2021: 2121  
Curbside Pickup April 2021: 22  
Questions Answered: 534  
Computer Use: 148  
New Library Card Issued fln April 2021: 19



### **MAY 2021 DIRECTOR'S REPORT - VICTORIA SHURLY**

Just an FYI that we are still under the pandemic safety regulations issued by the Michigan Department of Health and Human Services. The mask order has been extended through May 24 and now includes children ages two and up as well as patrons who are fully vaccinated. Through all these months, we have had only one ongoing issue with a patron. Employees are covered in addition by rules set by MIOSHA which has extended its requirements through October 14. MIOSHA is the agency that regulates workplace safety in the State. Patrons, aside from the one, have been most grateful, thanking staff profusely for creating a space where they feel safe. This is especially true of parents of young children.

PCL is still quarantining returned items for 24 hours. While the virus can survive on various surfaces for varying periods, recent research has shown that is transmitted strictly through droplets in the air. While quarantine periods run the gamut in the State from zero to 7 days, PCL staff did not feel comfortable when I suggested doing away with it. We will quarantine for as long as it makes the staff feel safe. I am grateful for their perseverance and flexibility through all of this!

Lizzie Berger's Third Graders from Old Mission Peninsula School hiked over through the fields in April to pick up debris over PCL's 5.25 acres. Some interesting (and disgusting!) things were found - doggie doo bags, a boarding pass, fast food wrappers and assorted paper waste. The kids were enthusiastic and we treated them to pizza and cookies in the Children's Garden for all their hard work. I plan to make this an annual community service project.

We have invited some of our shelving volunteers back - a great help to the staff. We are not taking on anyone new at this point, but have four experienced shelvees who do a fantastic job. We also have two volunteers, a retiree and a teenager, who are back helping with craft kit prep. All volunteers follow the same MIOSHA safety requirements as staff.

The vinyl sleeves we offer for patrons' COVID19 Vaccination cards have been a huge hit. We flew through 100 of them and ordered another 150 and those are going fast. One patron, who winters in Cincinnati, offered to pay us to save three until she comes in June, exclaiming, "These are a brilliant idea and no one else is offering them!" We do not charge for them. The CDC does not recommend laminating the card.

There was great programming last month. Brit Eaton did a wonderful demonstration of how to make Beef Wellington and staffers Cruz and Becky did a story hour on kites. We partnered with TBA Credit Union on a Money Smart Week Michigan program for kids. TBA Credit Union provided takeout bags and a virtual story hour as well as free books courtesy of the Michigan Credit Union League. Talk with Tim resumed with a nice sized group via Zoom. This on top of our regular programming and those ever popular takeout bags as well!

Volunteers are in place for most of the garden beds. We are planning onsite outdoor programming this summer. The two, flower shaped musical xylophones have arrived. I am waiting to have them installed until later this month. They were paid for through an anonymous donation.

We receive many letters of gratitude for library services during the pandemic. One patron wrote, "Those craft bags you give out have been my connection with my little grandson who I cannot be with for safety. I get the bag to him, he makes the project with his parents and they send me the photos. Then we do a FaceTime call about it together. Just yesterday, he told me, 'I can't wait to come to your house Gamma!' Gramma's tears were a flowing. He says his first activity will be to go with me to the library. Thank you for all you do. Those puzzles on the porch over the winter saved my sanity. We love our library!"

***Circulation April 2021: 2194***

***COVID VACCINATION CARD sleeve handouts: 150***

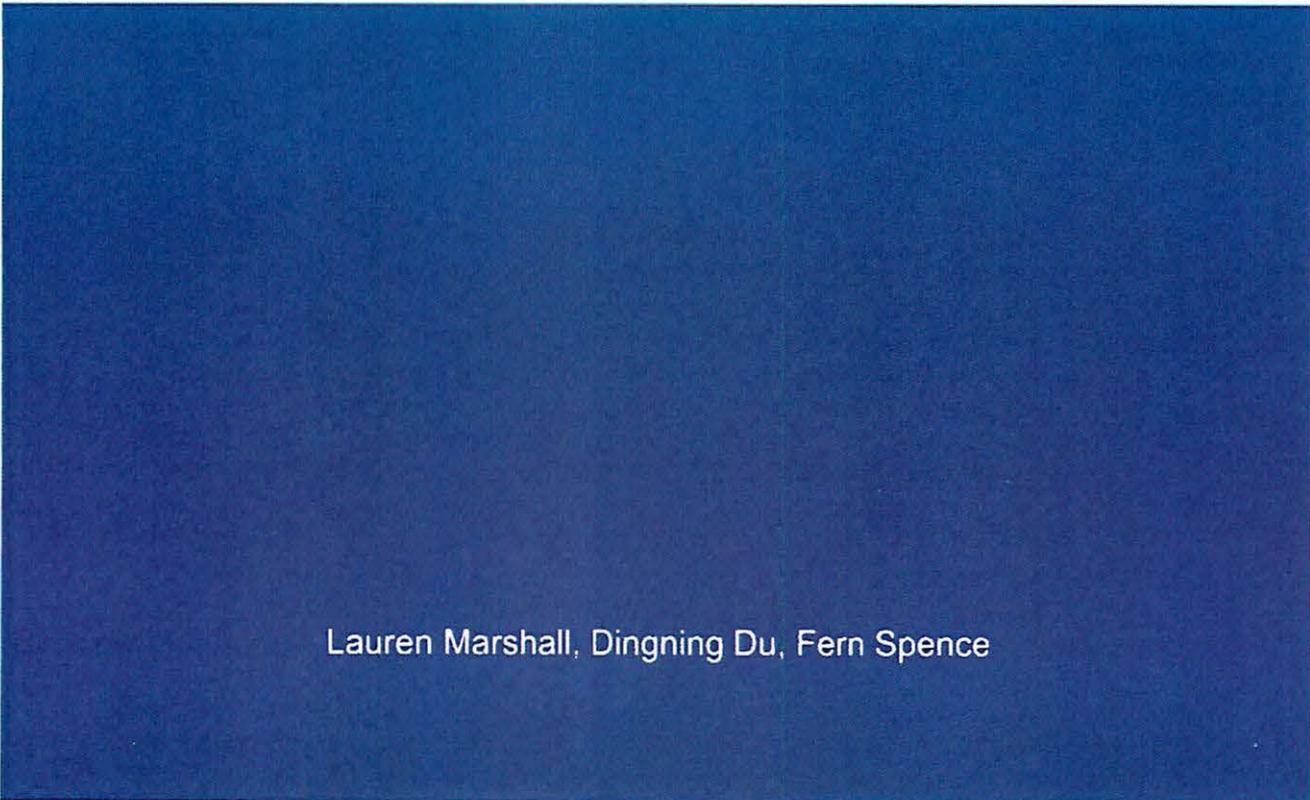
***Hold Transit Counts April 2021: 571 to other libraries, 464 from other libraries to PCL***

***Programs April 2021: 13***

***Program Participation April 2021: 295***



A Look into Accessibility and Mobility For People with Disabilities



Lauren Marshall, Dingning Du, Fern Spence

## **Introduction**

Our group conducted a wheelchair lab at the intersection of 8th Street and Railroad Avenue in Traverse City to get a perspective of what it is like to navigate this area by wheelchair. We chose this study because there are people in the Traverse City community who use wheelchairs to navigate this intersection to get to the nearby public library. There are a number of people with other disabilities who use this intersection to access various nearby businesses, a park and a homeless shelter. To complete this assignment the library's wheelchair was borrowed because it was convenient, available and it gave a better perspective of what challenges people with disabilities experience moving around our area by wheelchair. In addition, one of our group members reached out to a local woman Susan Odgers who has been in a wheelchair for over 40 years and serves on the Traverse Area District Library board of directors. She writes a column for a local newspaper The Record Eagle about disability issues she faces. She would be an excellent resource to reinforce or bring her perspective and awareness to our group's new observations. After conducting an analysis, one of the group members read her points, concerns and needs that she had shared to compare them to what had been observed during the wheelchair study. A newly redesigned ADA approved intersection did not meet her needs and it fell short of what was expected in this wheelchair study. There were some shortcomings and challenges similar to those she had described. It is important to note that her concerns have been brought forward to Traverse City leaders as well as Grand Traverse County many times with minimal results. This has been a very valuable lab and having collected the data due to location convenience, I appreciate having had this experience to share with my group and this class.

## **Elements of Consideration**

There are many elements to consider when discussing the built environment and its effect on disabled persons. A major component was curb ramps. The intersection of 8<sup>th</sup> Street and Railroad in Traverse City Michigan allotted curb ramps and textured pads, however, some of the curb ramps were too sloped but it appeared that the textured pads were of adequate width. The direction of the curb ramps in relation to crossings have a wide radius at 8<sup>th</sup> Street and Railroad. The northwest corner has the best accessibility to the crosswalk signal, however, the ramp slopes downward which would draw a wheelchair into the 8<sup>th</sup> Street traffic. These slopes are for precipitation drainage. Other aspects to consider are curb height, the slope from the sidewalk to the street make the curb height hard to get up on to after completing a street crossing at the four-way intersection. The average signal time allotted 20 seconds to cross. Another aspect was location of push buttons, on average these were located about three feet high which appeared to be an appropriate height for reaching the crosswalk button. Another element to consider was the presence of pedestrian facilities. While completing this lab it was noted that there are continual issues for wheelchair users who share this space with bicyclists and pedestrians. The sidewalks at this intersection are a mashup of the TART Trail and the sidewalk. According to a wheelchair user who frequently uses this intersection, the beer tour tourists are generally unfamiliar with bike rules and the area. Near collisions often happen. In addition, many children use and share the corners of our studied intersection because of the library, additional safety features are

needed. This can be stressful for a person in a wheelchair sharing this corner with small children. Everyone is vulnerable because it gets crowded at the corners. There are visibility issues at crossings and potential conflict points with vehicles because being in a wheelchair makes it hard to be seen. Lights are needed over the crosswalks. Northbound Woodmere Avenue motor vehicle drivers turning west on 8th, are not looking and push to get through the light. They do not see people in wheelchairs, and it is very dangerous. Sitting in a wheelchair creates a different height profile, than standing. It is hard to be seen. Another element is driveway design and slope. There are painted crosswalks lanes that need to be repainted currently, there is minimal illumination. Another element is landscaping and other amenities. There did not appear to be any landscaping issues observed during the lab. The observations of the redesign and study of the plan led to discovering that the ADA considerations were satisfied but after conducting the wheelchair study it became apparent there are slope issues, and our city government needs to make snow removal at these intersections mandated. There is a railroad crossing necessary to cross in order to get to the bus stop. It is very bumpy and would be impossible to get over. This crossing is necessary to get to the closest transit stop. These railroad tracks south of 8th street are an issue. Wheelchair tires cannot safely traverse the gap in the walkway. Persons with a disability must go out into the road which is very dangerous.

### **Built Environment**

There are many limitations that disabled persons must endure in current societal conditions. There are different types of disabilities such as blindness and those who use a wheelchair, however, there are many barriers that people with these disabilities must endure on a daily basis. Types of physical barriers that impede mobility in urban areas include, but are not limited to, high curbs and/or lack of dropped curbs, steep gradients or ramps, uneven paving slabs, congested and slippery pavements and steps without adjacent ramps. Along with physical barriers, like the ones listed above, there are also modes of access that make disabled persons such as wheelchair users feel like second-class citizens. "Examples of these are special entrances for disabled people which are away from the main entrance to the building or where the disabled person must ring a bell in order to gain access to a building" (Ungar, 2019). Ramp accessibility is very important to those who are disabled. There should be at least two ramps at each corner with level landing provided. Other major problems that the built environment impedes on disabled persons is transportation. Those without access to adapted private vehicles are at a disadvantage when using public transportation especially when public transportation does not have provisions for accessibility for disabled persons.

Blind people and those who are visually impaired must depend on their "sensory information from the tip of a Long Cane combined with auditory information" (Ungar, 2019). The types of physical barriers this group must navigate include, but are not limited to, "cracked and uneven pavement resulting in constant snagging of the cane; objects and clutter on the pavements can also hinder progress; objects which protrude at above waist height (e.g., some telephone cubicles) will not be detected by the cane resulting in a collision" (Ungar, 2019). Signage is also crucial since most signs are purely visual such as street names and hazard warnings this can be challenging if not impossible for visually impaired and blind persons to use. Braille labelling is available in

some areas such as lifts, however, is not located at public entrances or in complex public areas. Also, maps and plans are often poorly designed to guide the disabled. "It has been argued that the built environment is often 'illegible' for the blind traveler" (Ungar, 2019). The combination of the types of barriers that disabled persons must endure in our society today make traveling through the built environment not only a hassle but also extremely challenging.

Looking at the intersection of 8th Street and Railroad, it is evident that there are major challenges for those with disabilities. The average signal time in this area is 20 seconds. Other implications in this area include complications of the slopes, a need for crosswalk painting and aggressive railroad bumps that are challenging to get over.

## **Challenges**

There are many challenges disabled persons must endure in the built environment, however, to understand our society's exclusion of this group we must discuss the models of disability. There are two main models of disability: individual (or medical) model and socio-cultural models. Individual model, also known as medical model, "treats disability as a function of an individual's impairments or functional limitations" (Ungar, 2019). This model of disability declares that it is the impairments themselves that directly cause a person to be disabled. Such a model subjects a disabled person as 'abnormal' while those who are abled are labeled as 'normal' dividing the population. Thus, making disabled persons needing to go through a process of normalization in order to be a full member of society. This model also concludes that solutions would be to improve the function of a disabled person and not accommodate their impairment thus forcing the disabled to adapt to the environment they are in. The thinking behind this model has pushed societal thinking toward this issue as a 'medical' issue giving society an excuse to exclude disabled persons. In relation to the built environment there is an unspoken assumption that the built environment is created to suit 'normal' people excluding accommodations for disabled persons. Therefore, it falls on the disabled person to adapt to the built environment and the existing structures.

Socio-cultural model of disability "focuses on society as the key source of barriers to disabled people's independence and mobility" (Ungar, 2019). This model views physical, social, and economic environments as actively producing disability. The notion of 'personal tragedy' is rejected and highlights the non-random nature of disability. This causes disabled persons to be categorized allowing for "oppression and exclusion by society" (Ungar, 2019). This model emphasizes the challenges navigating the built environment as a major cause of exclusion in society. This model pushes for true justice through recognition of differences and diversity. This model calls for "the rights of each individual to have, among other things, full access to the built environment on the same basis as other members of society" (Ungar, 2019). This model acknowledges that it is the duty of society to ensure these rights are respected as well as pushing for breaking down the built environmental barriers that are discussed above. Aspects of improving the built environment would be improvements to availability of accessible and sensitively designed housing, accessible public transportation and accessible public spaces and buildings.

The main challenges disabled persons face at the intersection of 8th Street and Railroad are that it is currently closed to through traffic thus making it impossible for

abled and disabled persons to use. Other challenges include steep curb ramps and uneven paths especially when precipitation such as rain, snow, and ice buildup in the curb cuts. When heavy precipitation occurs, it makes the intersection extremely dangerous for travel for disabled persons. Other challenges at this intersection include hard to reach crosswalk buttons. Along with difficulty maneuvering while other pedestrians and bicyclists are also at the crosswalk and added stress of overcrowding the crosswalk with children walking home from school. Visibility is also lessened for those using wheelchairs, especially at night with the limited streetlights. Crosswalk pavement paintings are also in need of repair and have minimal illumination. There is also limited assistance in the built environment for those who are blind or visually impaired.

### **Improvements**

Disabled people are among the most socially excluded members of society and poorly designed and inaccessible transport can contribute to this situation by restricting access to education, health facilities and employment opportunities hence hindering their full participation in development. Persons with disabilities can achieve much when they have full availability and accessibility of different modes of transport.

Complete design elements for the most crowded streets can be of great importance since it can be hectic for individuals to be able to find their place in the city centers where there is the coexistence of motorbikes, pedestrians, active businesses, and vehicles. Where there are complete Streets policies they enable safe use and support for all users whereby infrastructure for the pedestrians such as: footbridges, balusters, construction of a lift or ramp to board a bus which can be helpful for passengers using wheelchairs or parents using strollers for their babies, pedestrian crossings, footpaths, pinch point, availability of pedestrian alerts which are accessible for visually impaired people, which are also helpful for anyone who could not hear due to congestion or commotion, pedestrian wayfinding, street furniture and as well as, speed bumps, traffic lights should always be put into place to lower the vehicle's rate of movement especially on busy roads. (Nakamura & Ooie, 2017).

And, considering the winter weather in Traverse City, it is necessary to clear snow for the disabled-on time. In winter, Snow and ice issues change everything for people who rely on wheelchairs. Curb cuts fill with ice, water, and snow. Uneven paths created by snow, ice, sand, and water are dangerous. According to the team member's field survey, the traffic light at the intersection changes in 20 seconds. This may not be long enough for people with disabilities to cross the street. The South side crosswalk button is on a slope and is tough to reach because the sidewalk slopes downward pulling the chair in the direction of the curb and traffic. Considering safety it may need to modify this button's position. Traverse City should also consider building more lights for a good vision at night. Right now, the lack of the streetlights could be dangerous to people with disabilities, since at night the car may not see them with the current street light. Crosswalk pavement paintings should be repaired too.

Well-designed streets provide an environment in which all individuals, primarily vulnerable groups, can move efficiently and safely. Regardless of the mode of transportation, the age of the individual, or the disability, the street is safe and reliable for all users because of the accessibility features of public transportation.

#### **Work Cited**

Nakamura, F., & Ooie, K. (2017). A study on mobility improvement for intellectually disabled student commuters.

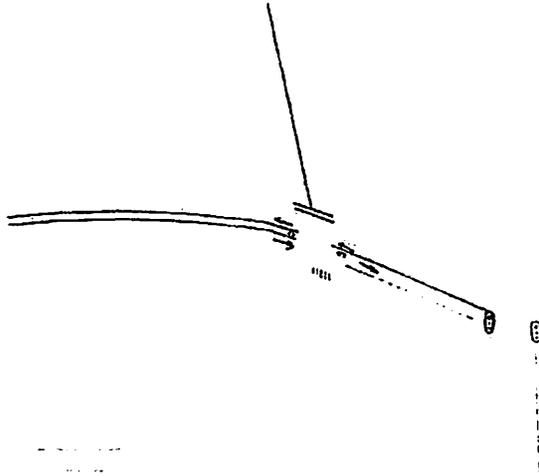
Odgers, Susan. Personal Interview. 4 March 2021.

Ungar, Simon. Disability and the Built Environment. (2019). Retrieved from <http://homepages.phoncoop.coop/vamos/work/lecturenotes/sun/LectureNotes/city/>

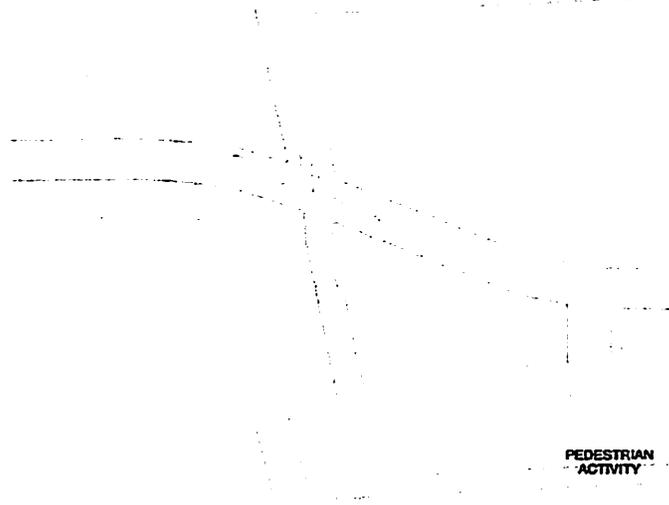
#### **5 diagrams**

CONTEXT

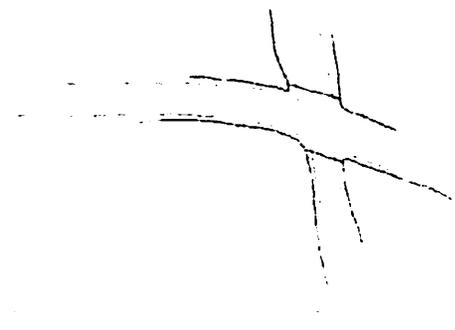
**GOMETRY,  
SIGNALS,  
SIGNS &  
MARKINGS**



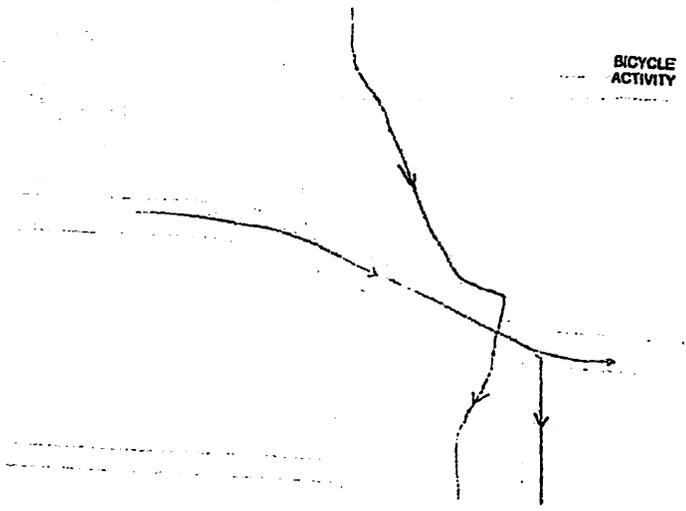
**VEHICLE MOVEMENTS**



**PEDESTRIAN  
ACTIVITY**



BICYCLE  
ACTIVITY



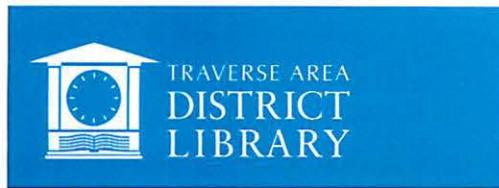


### MISSION

To provide dynamic resources and innovative services that stimulate intellectual curiosity, facilitate lifelong learning, promote literacy, and nurture personal enrichment.

### VISION

We are a forward-thinking and responsive hub that connects, supports, and strengthens our community.



## **CORE VALUES**

Diversity • Open Access • Flexibility • Innovation • Teamwork • Stewardship

### ***Diversity***

We strive to offer a wide variety of resources, programs, and services that meet the needs of all segments of our community.

### ***Open Access***

We desire to provide equitable access to all and provide a place where people feel welcome and respected.

### ***Flexibility***

We listen and adapt to the changing needs of our community and develop life-long resources and services that grow with our patrons.

### ***Innovation***

We are consistently evaluating, evolving and embracing growth.

### ***Teamwork***

We are a friendly, creative, and caring team that help each other, and our patrons, to improve and succeed.

### ***Stewardship***

We hold ourselves accountable for the effective use of our funding and take responsibility for the resources entrusted to our care.

## **KEY FOCUS AREAS**

### ***INCLUSIVE SPACE***

*Enhance gathering spaces where people can be themselves, encounter one another, and have more access to diverse materials, programs, and services.*

GOAL 1      Create dynamic, varied, and comfortable open-ended spaces that allow for individual and group experiences.

GOAL 2      Empower people of all ages and abilities to take more investment/stake/interest in the library by enriching their experiences in the physical and virtual space.

### ***PURPOSEFUL PARTNERSHIPS***

*Enrich existing, and seek-out new relationships, that enhance and impact our quality of life.*

GOAL 1      Retain and strengthen collaborations with other organizations to help reach a cross-segment of the community.

### ***INNOVATIVE ENGAGEMENT***

*Excite and energize the community by expanding the idea of what a library can be and provide.*

GOAL 1      Excite and energize the community by expanding the idea of what a library can be.

GOAL 2      Provide interactive experiences between library staff and the community by meeting people outside of the library.

### ***TARGETED OUTREACH***

*Deepen our connection to our community by seeking out new relationships and be a conduit to resources and services.*

GOAL 1      Retain and strengthen the relationship between the community and the library using fresh and innovative approaches to specific groups that do not use or partner with the library.

Each of these areas are detailed on the following pages.

## **FOCUS AREAS, GOALS, OBJECTIVES, & POTENTIAL ACTIVITIES**

### ***Inclusive Space***

*Enhance gathering spaces where people can be themselves, connect with one another, and have more access to diverse materials, programs, and services.*

<b>GOAL 1</b>	<b>Create dynamic, varied, and comfortable open-ended spaces that allow for individual and group experiences.</b>
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#### **OBJECTIVES**

- Library users will report being satisfied with the accessibility of library spaces.
- Library users will report feeling comfortable visiting the library.
- The public will be reserving the use of library spaces more often.
- There will be an increase in the number of people visiting the library.

#### **POTENTIAL ACTIVITIES**

- Audit indoor space layouts and accessibility.
- Continually seek input from diverse community groups about what they want or need from the library to feel welcome.
- Create a welcoming entrance that reflects our diverse community.
- Design and construct dedicated outdoor spaces for programming, gathering and seating.
- Design/redesign more open ended and diverse meeting spaces.
- Designate 1st floor bathroom gender neutral, family, nursing and/or handicap accessible.
- Enhance department entrances.
- Install community art displays.
- Purchase flexible and accessible furniture.
- Improve internal wayfinding.
- Investigate placing a visible sign out front of all locations with event marketing capabilities and dual signs at each drive entrance.
- Update the website design and accessibility.

## ***Inclusive Space, Continued***

*Enhance gathering spaces where people can be themselves, connect with one another, and have more access to diverse materials, programs, and services.*

**GOAL 2 Empower people of all ages and abilities to take more investment/stake/interest in the library by enriching their experiences in the physical and virtual space.**

### **OBJECTIVES**

- Diversity among staff and volunteers will increase.
- Library programs and collections dealing with equity, diversity and inclusion topics will increase.
- Library users facing challenges will report that the library has helped them to move forward.
- Library users report that the library connects them to needed resources.
- Library users will report feeling represented (seeing themselves) in the library and in the collection.
- Library users will report that they feel less isolated and feel less alone in the community after attending programs and conversations at the library.
- Staff will report increased comfort working with different kinds of people.
- There will be an increase in circulation.
- There will be an increase in program attendance.

### **POTENTIAL ACTIVITIES**

- Conduct a diversity audit for collections, programming and staffing.
- Update collection development policy to include inclusive collecting.
- Create inclusive web space and racial and social equity pages.
- Create more inclusive community group displays.
- Explore creating quiet hours for people who are neurodiverse or have sensory needs.
- Explore increasing outside hires using diverse hiring practices.
- Explore offering after-hours library access and programming.
- Hire a consultant to design and update technology to assist with disabilities.
- Make training and educating staff a priority including cultural and inclusivity competencies.
- Replace display cases with touch panel digital signage.
- Review policies for inclusivity and equity.
- Update the website design and accessibility.

## **PURPOSEFUL PARTNERSHIPS**

*Enrich existing, and seek-out new relationships, that enhance and impact our quality of life.*

<b>GOAL 1</b>	<b>Retain and strengthen collaborations with other organizations to help reach a cross-segment of the community.</b>
---------------	--

### **OBJECTIVES**

- An increase of partnerships will expand the community profile.
- Community partners report we are willing and active partners.
- Community partners will increase sharing and liking TADL content on social media.
- More community organizations will seek us out to partner with them to further the library's mission.
- Partners will promote TADL programs, services and resources.
- The number, longevity and depth of partnerships will increase.

### **POTENTIAL ACTIVITIES**

- Connect patrons to community organizations that can provide them with needed services and assistance.
- Create a partnership coordinator/outreach staff position.
- Create and maintain a partnership database with linked data including internal and external contact information.
- Develop cross marketing opportunities with partners and potential partners including those with established mobile outreach units.
- Host a nonprofit organization fair to help bring people to the organizations and connect them with each other.
- Improve tribal outreach.
- Identify potential new partners.
- Provide services to schools in our area like peer-to-peer with librarians, literacy staff as well as technology, and library cards.
- Create an environment that raises the status of the library the extent that other nonprofit orgs think of the library first as a partner to help reach a cross-segment of the community.
- Retain and strengthen local history partnerships.

## **INNOVATIVE ENGAGEMENT**

*Excite and energize the community by expanding the idea of what a library can be and provide.*

**GOAL 1      Excite and energize the community by expanding the idea of what a library can be.**

### **OBJECTIVES**

- Library users will report learning a new skill or enhancing their existing skill set.
- Library users will report that the library has offered them a new or unique experience.
- Library users will report that they see the library as the primary cultural and civic hub in the community.
- Library users will report they are excited about the items in the Library of Things collection.
- Library users will report they are excited to come to the library.
- Library users will report they have deepening relationships with others in the community by connecting and learning at the library.
- The number of first-time program attendees will increase.
- The number of returning program attendees will increase.
- There will be an increase in the variety of staff created programs.

### **POTENTIAL ACTIVITIES**

- Continue to build digital online resources and programming.
- Create DIY and artistic programming.
- Create intentionally accessible resources, services, and programs.
- Create multigenerational programs.
- Develop a culture among the staff of innovation, try new things and take risks.
- Develop a skills-sharing series.
- Enhance personalized library services.
- Expand drop in and open-ended programming.
- Expand our Library of Things collection and programs using the Things.
- Explore ways to create programs that harness staff expertise.
- Highlight our diverse community with cultural programs that have global access and are locally sourced.
- Host listening and watch parties featuring music, audio books, or movies.
- Host open mic night and outdoor music events.
- Host programs where “patrons are the program” (cooking contests, chili cook-off, etc.)
- Invest in innovative, sharable technology that can expand virtual reality and gaming programming and more.
- Investigate resources that increase literacy skills for kids and adults.
- Look for local experts to create and host their own programs.
- Install a new, updated physical and virtual suggestion boxes.

## ***INNOVATIVE ENGAGEMENT, Continued***

*Excite and energize the community by expanding the idea of what a library can be and provide.*

**GOAL 2      Provide interactive experiences between library staff and the community by meeting people outside of the library.**

### **OBJECTIVES**

- Library users will say that the bookmobile makes library access more convenient.
- Library users will say they encountered the library in a place they did not expect to.
- Staff will feel less stress and more support with an outreach coordinator in place.
- The number of outreach programs will increase.
- The attendance at outreach programs will increase.
- Staff will feel more comfortable reaching out to and planning programs with diverse populations in mind.
- Staff will report feeling adequately trained to support patron led programs.
- The number of community engagement programs and conversations will increase.

### **POTENTIAL ACTIVITIES**

- Continue to build on already existing programs.
- Create an outreach coordinator staff position.
- Create hybrid programming outside the library's walls.
- Create popup and offsite programming in unexpected places.
- Establish a bookmobile service.
- Expand school outreach opportunities and teacher bonds.
- Improve/create services and resources for the homebound.
- Investigate implementing a book bike and/or motorized E-bike service.
- Provide library programming and set up booths at local festivals.
- Reach out to vulnerable populations like migrants, shelters and the homeless.

## **TARGETED OUTREACH**

*Deepen our connection to our community by seeking out new relationships and be a conduit to resources and services.*

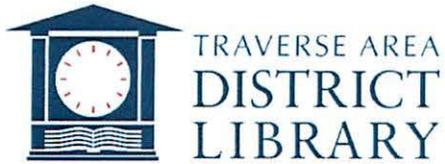
**GOAL 1      Retain and strengthen the relationship between the community and the library using fresh and innovative approaches to specific groups that do not use or partner with the library.**

### **OBJECTIVES**

- Feedback from surveys, social media, focus groups and suggestion box comments related to library experiences & programs will become more positive.
- Library users will report being listened to.
- Library users report they have a better understanding of what the library has to offer.
- Media opportunities featuring TADL staff and services will increase.
- TADL representation in the community will increase.
- New user groups will use and value the library.

### **POTENTIAL ACTIVITIES**

- Continually seek input from diverse community groups about what they want, what they need from the library, and why they don't use us.
- Continue to make coming events, news, service district map updates a priority to attract new users.
- Create an Outreach position that also focuses on volunteers.
- Create informational and promotional library materials using various language and non-language versions.
- Create purposeful connections with local media personalities.
- Create traveling displays and booth space.
- Develop a fluid and dynamic online experience with intuitive links that attracts many users.
- Host radio, tv, and podcast segments.
- Investigate and expand the community's access to the library's informational and promotional materials.



Regular Board Meeting  
**SUGGESTED MOTION(S) and RESOLUTION(S)**  
May 20, 2021

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**New Business:**

Motion that the Director execute an agreement with Traverse City Light and Power for Electric Vehicle Charging Stations located at the Main library with such agreement subject to approval as to its substance by the Library Director and its form by the Library Attorney.



# PROOF

231.933.7446 | info@image360tc.com

INVOICE: 80372

Project Manager: Keaton

Designer: Stefanie

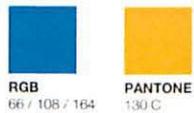
## Graphics for Triangle Dual Port IQ200 Chargers

(Proof Version: 2) 5/17/21

Details: latex printed premium vinyl with premium gloss lamination

Quantity: 12 charging stations

straight-on view of both halves  
of lower triangular area:



front view:



side view:



back view:



### ATTENTION

- Need vector version of "TCEV" logo prior to final approval
- Need to confirm sizes before final production

### DISCLAIMER

- Client to verify spelling & content prior to approval
- (2) stock images used