LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL
Thursday, January 10, 2019
Official Minutes

1. **Call to Order:** Advisory Council Chair, Dale Parus, called the meeting to order at 10:02 a.m.

2. **Public Comment**: There was no public comment. There were 31 people in attendance.

3. **Approval of the Agenda:** Motion by Peggy Hemerling (BH) to approve the agenda as presented. Seconded by Jessica Hunt (NG). Motion carried.

4. **Approval of the Minutes:** Motion by Elyshia Schafer (AH) to approve the minutes of the November 8, 2018 Advisory Council meeting. Seconded by Mattie Cook (MG). Motion carried.

5. **Cooperative Director's Report:** Carol mentioned that there are still a lot of plates in the air, but things are progressing. She covered the handout regarding important dates coming up – RBdigital records will be loaded into Sierra, LLC can help with State Aid reports, she encouraged everyone to attend the various workshops so we can all move forward on the same page, and encouraged everyone to ask any questions they had, especially regarding the audit. She also mentioned the SWOT Analysis and ILS Strategic Plans and that she and Kelly (LL) would be working together on the Bylaws and Plan of Service. There will be a survey forthcoming to get everyone's feedback on concerns with policies and governance. There will be a core committee created at some point in the future to review Lakeland recommendations for policy changes.

6. **Other Reports:**
   a. **Continuing Education:** The minutes from the latest meetings were included in the packet. Dale mentioned that some very interesting topics are coming up on the calendar.
   b. **Library of Michigan MLST:** This item was skipped as it was an agenda error.
   c. **MLA Legislative Committee Report:** Shirley and Lance (KDL) were not in attendance, so Kelly (UM) spoke, as he is also on the committee. He mentioned their lobbyist had been sick and is being rescheduled to their February meeting. He also talked about the committee evaluating what they've been through the past year and what they want to prepare for moving forward.
   d. **MLA Board Representative Report:** Kelly (UM) mentioned MLA is using a firm out of Washington, DC for the Executive Director search and they were signed on in December. The position will be posted in a couple of days and hopefully be filled by

fall. The budget came in $40K in the black for the end of year. If anyone has any particular questions for him to bring to MLA, please e-mail him. Dale wished them success in their search. Kelly mentioned the possibility of an internal person becoming interim in April. Carol made a side-note that she has sat in on the MCLS director interviews and they will be deciding soon. Dale commented that this was their second attempt to fill the position.

7. **Unfinished Business:**
   a. **Update on Return Anywhere 1/3/19 meeting with KDL Staff:** Dale explained that the Advisory Council leadership met via Zoom on December 31st to prepare ideas. Mention was made of Carol's e-mail that went out after the meeting. Essentially, all items being returned to LLC libraries will be checked in at LLC by the lead sorter (who will be trained) and fines will be waived at that time. KDL items will be checked in by KDL when they receive them. Carol talked about Terry's documents and highlighted that the trucks will have enough capacity and the counts listed are for bags coming AND going. Carol has not yet heard any concerns from LLC libraries. Donna Clark from Cedar Springs was not in attendance, but she is on board.

      Open discussion began:
      - Heather (OZ) asked about talks with GRPL and Carol said she met with their executive team. They are adopting a wait-and-see approach as they evaluate the impact with their number of patrons.
      - KDL is planning to go fines free in June. Carol urged everyone to consider the needs of their own libraries as they make their decisions.
      - Peggy (BH) asked for clarification on "pinch points." They get KDL patrons up in Hastings now.
      - A concern was raised on logistics of getting items to KDL and Carol reminded everyone that her e-mail explained that libraries will pack separate bags for KDL. She added that the drivers will deliver to KDL every day at the end of the route. Sheryl reminded everyone that we will not be checking in any KDL items; that we won't have access to their system and vice versa. Heather (OZ) mentioned that KDL does not deliver to all branches daily. This will have an impact as well. Dale said the easiest solution was to add KDL to the end of each route as planned.
      - Melissa (OH) mentioned that since staff will be making less calls for holds due to the i-tiva project, that they will have more time for Return Anywhere.
      - Diane (HO) said this will be new for Lakeland and is concerned that some items being checked in can be more involved of a process (i.e. damaged items) and may be more intensive than LLC realizes. Also, some patrons will use the loophole of dropping items off elsewhere to avoid fines, which will be moot to KDL in June, but not to LLC members.

- Dale (IC) questioned if everyone should move to 5 days for delivery. This was appreciated by the group, but it was agreed that was an issue for another day.
- Claire (OS) didn't believe it would be a huge problem for most libraries as they already have a process when returning another library's materials within Lakeland.
- Nicole (AW) said that while some people will abuse the system, she doesn't feel it will be a large issue, especially given the issue of the cost of gas money to drive such a distance.
- Kelly (NN) inquired about the condition of books and if they are checked in, then what will happen after the item is wiped off the patron record? Carol (LL) replied that we'll have to look at the best way to handle this. Sheryl added that Brian is rather particular, and she feels he will be able to manage the process however we decide; he'll catch the damaged items. Heather (OZ) suggests we can figure out the finer details and urged everyone not to get caught up in them, even if they are important. A little good will goes a long way. Claire (OS) reiterated the need to balance good will vs. the possible damaged items and consider it the cost of doing business. Melissa (OH) mentioned that the receiving libraries already have a process for marking items as damaged for the home library. Diane (HO) suggested that we could look at KDL's procedures with agreement from many others. Carol said she would be talking with Carrie Wilson at KDL to discuss details.
- Sheryl suggested that libraries may need to remind patrons that we make every effort to handle the items, but there is still no way to guarantee 100%. She then gave an example. Carol replied that it is a convenience, not an absolute. Adam (SF) asked for clarification that patrons are indeed accepting that risk and are responsible for those items. The reply to him was yes, that is the patron's risk.
- Carol (LL) mentioned that, at her old library, they evaluated charges on DVDs/items from library to library and did a study. The result was that there was a 1% discrepancy. The main issue in all of this is, "Does it benefit the patron?"
- Peggy (BH) said the risk is the same as it is now amongst Lakeland libraries or with MeL. Kerry (IS) agreed.
- Diane (HO) agreed that it is a convenience for patrons and urged everyone to think it through, so as not to take it away again later.
- Dale (IC) highlighted parts of Carol's (LL) e-mail for those who had not yet seen it.
- Carol (LL) said the plan is on target for February 4th. If GRPL re-enters the discussion with any major issues, we may postpone for 30 days. We are working with GRPL as to what to communicate to their patrons. John and Carol will be speaking next week. She continued that she will be evaluating staffing at

Lakeland as it is lean compared to other cooperatives, but no plans until next fiscal year – we can make it work until then.

- Diane (HO) elaborated that the truck capacity issues before were with KDL on the same ILS, which they are not now. The distinction is that this is just for convenient returns.
- Joe (SM) said this seems like a win-win. He then asked, "What prompted this idea to begin with?" Carol explained that it came from her visits with libraries and hearing about patron frustrations. Joe then asked if it would confuse patrons. Sheryl said that LLC has KDL patron records and KDL has LLC patron records already (Home Away from Home). Diane (HO) elaborated that KDL and GRPL left the shared ILS for various reasons, but we've always been able to work together.
- Kerry (IS) expressed a concern that there isn't a way to see who checked out KDL items or how to contact them with any issues, say if the received an item in the book drop.
- Peggy (BH) said most people seem to respect the pick-up locations.
- Heather (OZ) suggests clear communication – perhaps something that every library can hand out so we all can use the same language. She is willing to work on it, if it is okay with everyone. She'd recommend one that is staff focused and one that is patron focused. Carol suggested working with KDL on a joint message.
- Dale (IC) reminded everyone that the motion was already approved to move forward with this and is seeking a consensus with this plan. There was consensus and no dissent.

b. **Update on Director Development Opportunities:** Carol said to see her report and please e-mail any ideas.

c. **SWOT Analysis Implementation Report:** Dale mentioned Carol will be updating membership on a regular basis and there is more detail in the document on the website with a history of progress. The Advisory Council reviewed the plan with Carol to create this and feedback is welcomed. Kelly (NN) appreciated the example this provided, to work the plan, and was thankful.

d. **Library of Michigan LSTA Grant Opportunities:** Dale said there are ongoing opportunities. He recounted the history with Laura Powers applying for a grant for makerspaces, but it didn't reach funding. With LLC staff on the lean side, this is a challenge. Should we look at the staff issue sooner? Peggy (BH) reminded everyone that there are more than just cooperative level grants.

- Dale asked for grant ideas and discussion ensued.
- Dale (IC) asked if everyone wanted to make a committee to file an idea. Carol and Britney (IB) suggested we'd need more time, perhaps next fiscal year. Heather (OZ) suggested forming one now to prepare for that time frame. Carol

asked for interested people to let her know by next week. Dale asked that Carol send out an e-mail request so that those not in attendance can also show interest. Jennifer (IL) commented that being recent applicants of a grant mattered and that was another reason to wait.

e. **i-tiva Update: Sheryl VanderWagen:** Sheryl handed out reports and said she is done switching over phone numbers. She will soon turn notices over to the libraries to run. She explained there are some patrons calling in and hang up when they realize they need their library card number and PIN.

  a. They went live December 6, 2018 and have 8 lines that make about 50 calls/hour. There are currently 4 out-going, 3 in-coming, and 1 coming soon. She asked everyone to ignore the December 6th ghost calls. The January numbers should be higher. If anyone has questions, they can ask Tech-Help - Thom and Dave have been digging into the actual numbers.

  b. Sheryl detailed a bit about how the system works: e-mail addresses on the patron record send an e-mail, telephone numbers without the ## will queue to call, and those with the ## will print notices (for hold pick-ups and overdues).

  c. A question was asked about those patrons who want to receive Shoutbomb only. Sheryl explained that it is a supplemental service and offered that they remove the e-mail address. Other options would be to add in the ## to the patron phone number or move to the alternate number field. She cautioned that Unique needs the phone numbers in the primary field, so her suggestion is to simply add in the ## before the phone number. Ingrid (AS) asked if they could move the e-mail address to the notes field in certain instances – Sheryl said yes and to avoid using the Z-field (e-mail field) in those cases. A follow-up question was regarding what happens after numerous failed attempts, does Unique give up? Sheryl said they then consult a database to find a valid number. A final thought was that out of respect to patrons, that we keep the process streamlined. Lois (ES) asked about what was entailed with a "no connection" and Sheryl explained it could mean no answering machine or similar issues. After multiple failed attempts, it will send the notice to be printed. Melissa (OH) asked how to know if they aren't to call a patron, do they put a note after the phone number? Sheryl said to put in the ## and they can put a "DNC" notation AFTER the phone number. Carol cautioned that if we move to a new ILS, that non-standard data will not be migrated, but we can create reports ahead of time to share it so it isn't lost. Tammy (BF) asked what the caller ID indicates. Sheryl answered that is says Lakeland, but will not always call from the same line, so there will be multiple numbers. She further explained that when patrons listen to the entire message, it will tell them their hold pick-up location. She also asked that

when staff encounters a phone that has been disconnected, that they get those numbers off the patron's record. Melissa (OH) asked if the system will inform libraries/LLC about that. Sheryl says it will just send them to be printed. Jennifer (IL) asked about incorrect e-mail and will we be notified about that. Sheryl says that is not via i-tiva and that Dave regularly goes through those bounce-backs. Joe (SM) asked if the unsuccessful numbers get deleted or blocked. Sheryl said they are not deleted, and you'll have to look up patron accounts to see why it was printed. Dale (IC) reminded that the unsuccessful overdues print and that the pick-up hold are still a work in progress. Jessica (NG) asked for clarification on notices and Sheryl said some will still print at LLC, so they may have to investigate the patron record on those to find out why. Dale encouraged everyone's feedback.

Member Announcements: Kay (NH) asked that if anyone had been approached by an Assessor for proof of tax exemption to please chat with her afterwards. Claire (OS) said goodbye as she is retiring and added that they have not yet selected her replacement – the search company recommends a clean break between, so she will not stay on interim. Dale (IC) congratulated her. Ingrid (AS) said they have approval for a new building, and they will break ground in April or May with a completion date by the end of the year.

8. **Next scheduled meeting is March 14, 2019, following the 9:30 a.m. Board meeting at the Kent District Library Service Center.**

9. **Adjournment:** Meeting adjourned at 11:27 a.m.

Cooperative Director's Report to LLC Advisory Council

January 10, 2019

Important Dates:

January 17, 2019   RBdigital Webinar - 1:00 p.m.

January 18, 2019   LLC Continuing Education
                                    Trending Topics: Library as a Community Center - 9:30 a.m.-11:00 a.m.

February 1, 2019   **State Aid Application Deadline**

February 4, 2019   Tentative start date for Return Anywhere with KDL

February 14, 2019   LLC Board Meeting
                                  Audit Report
                                  Cooperative Director's Year in Review

February 18, 2019   LLC Continuing Education
                                  Change Management Workshop - 8:30 a.m.-4:00 p.m.

March 14, 2019   LLC Advisory Council
                                  Director Development: MeLCat Database Overview with Liz Breed and
                                  Theresa Runyan. Please invite other staff members to attend - 10:30
                                  a.m. or 11:00 a.m. start to be determined.

March 15, 2019   LLC Continuing Education
                                   Trending Topics: Grant Writing

March 22 & 23, 2019   LLC Continuing Education
                                  Team Development (Directors) and Board Leadership
                                  (Trustees/Directors)

April 11, 2019   LLC ILS Council
                                  Director Development: Eric Guthrie, State Demographer (TENTATIVE)

April 12, 2019   LLC Continuing Education
   Trending Topic: Race and Diversity

1. We currently deliver to the KDL Service Center 3 times per week. There are approximately 12 items delivered each week, or 4 items each delivery.

2. Below is a list of libraries that are either in and or border Kent Count and could be possible "pinch points ". It is difficult to determine how many extra bags/items would be dropped off by KDL Patrons and picked up at the various libraries, however, the number of "Items Delivered Per Week" and "Per Delivery" per the last count in October 2019 are listed as the number of extra bags could be reflective of current volume.

In Kent County	Total # of Items Per Week	Average # of Items Per Delivery
ES Sparta	17	6
EC Cedar Springs	20	7
Border Kent County		
OC Coopersville	21	7
OG Georgetown	71	24
OH Hudsonville	34	11
OJ Jamestown	18	6
AB Burnips	18	6
AD Dorr	17	6
AL Moline	17	6
BF Freeport	11	4
IL Lake Odessa	14	5
IS/IV Saranac/Clarksville	26	9
MG Greenville	35	12

3. Truck Capacity. The trucks can accommodate an 150% bag increase. The current trucks have a bag capacity of approximately 150 bags and the current average number of bags/bins loaded on the truck are 60, leaving a remaining bag capacity of 90 bags.
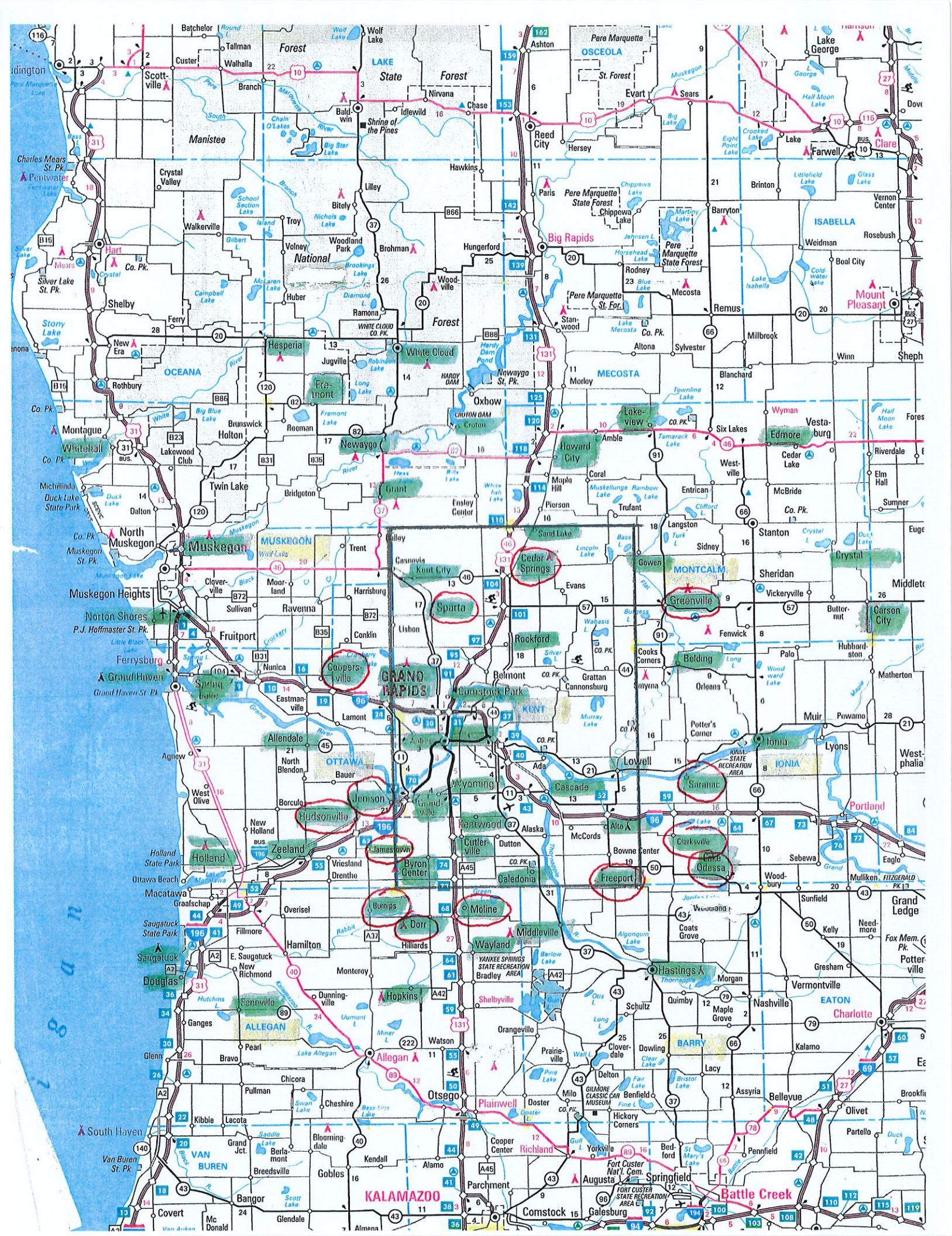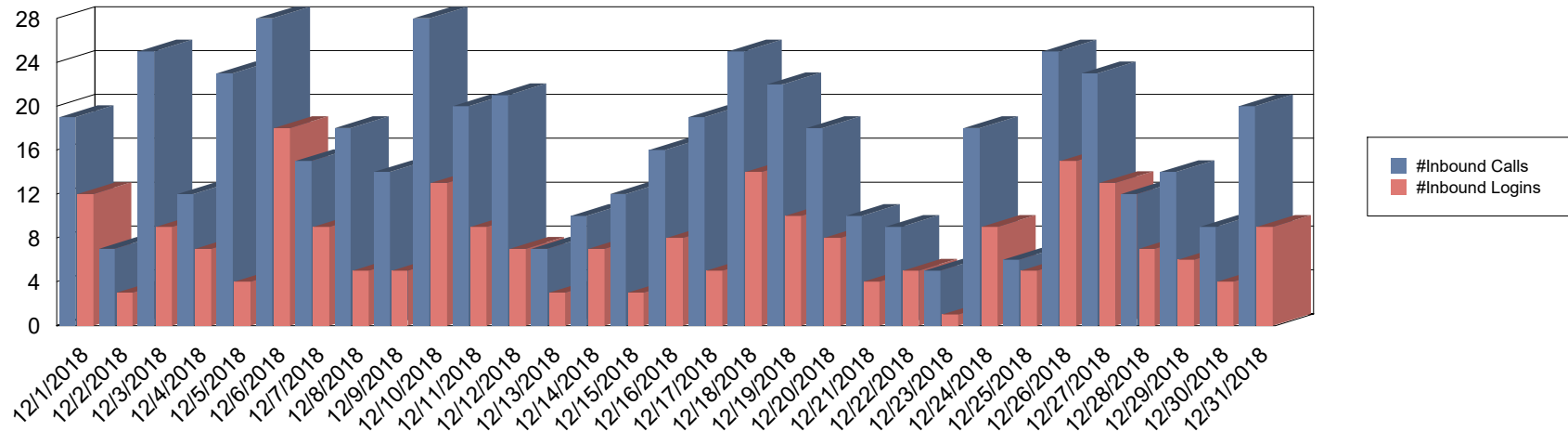
Month To Date CONNECT Report

Generated on: 1/4/2019

Date range: 12/1/2018 - 12/31/2018

CONNECT calls and logins over the past month

| Date	CONNECT Calls	Logins	List Loans	List Ready Reserves	List Unavailable Reserves	Renew Item Requests	Renew All Requests
12/1/2018	19	12	12			4	6
12/2/2018	7	3	4			3	1
12/3/2018	25	9	10	1		3	6
12/4/2018	12	7	7		1	4	3
12/5/2018	23	4	3			1	2
12/6/2018	28	18	17	3	2	20	6
12/7/2018	15	9	8	1		2	4
12/8/2018	18	5	5			8	1
12/9/2018	14	5	3			10	
12/10/2018	28	13	14			7	5
12/11/2018	20	9	14			4	2
12/12/2018	21	7	7			5	2
12/13/2018	7	3	4			12	
12/14/2018	10	7	7			4	3
12/15/2018	12	3	2		1		2
12/16/2018	16	8	7		1	3	4
12/17/2018	19	5	6			1	4

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Date	CONNECT Calls	Logins	List Loans	List Ready Reserves	List Unavailable Reserves	Renew Item Requests	Renew All Requests
12/18/2018	25	14	14			8	5
12/19/2018	22	10	10			7	3
12/20/2018	18	8	9			10	2
12/21/2018	10	4	4			2	2
12/22/2018	9	5	6			1	4
12/23/2018	5	1	1			1	
12/24/2018	18	9	9			9	3
12/25/2018	6	5	6			6	1
12/26/2018	25	15	14			7	5
12/27/2018	23	13	13			6	3
12/28/2018	12	7	9			4	6
12/29/2018	14	6	5			1	2
12/30/2018	9	4	4			1	4
12/31/2018	20	9	6		1	2	2
Grand Total:	**510**	**237**	**240**	**5**	**6**	**156**	**93**

Month To Date MESSAGE Report

Date range: 12/1/2018 - 12/31/2018

MESSAGE calls and deliveries over the past month
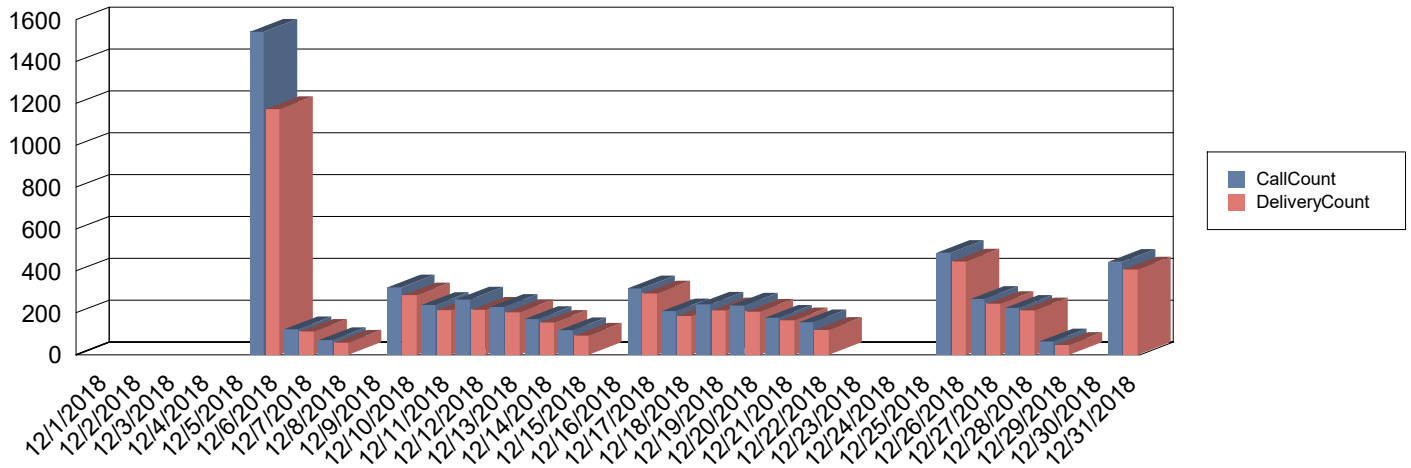
Date	Patrons	Rejected Records	Total Attempts	Total Deliveries
12/1/2018				
12/2/2018				
12/3/2018				
12/4/2018				
12/5/2018				
12/6/2018	8365		1543	1173
12/7/2018	116		121	110
12/8/2018	65	10	70	58
12/9/2018				
12/10/2018	301		322	284
12/11/2018	223		237	213
12/12/2018	232		264	215
12/13/2018	213		228	202
12/14/2018	158		170	153
12/15/2018	98		117	91
12/16/2018				
12/17/2018	300		317	293
12/18/2018	195		208	186
12/19/2018	222		240	212
12/20/2018	215		235	206
12/21/2018	168		176	164
12/22/2018	128		155	118
12/23/2018				
12/24/2018				
12/25/2018				
12/26/2018	453		486	445
12/27/2018	250		266	243
12/28/2018	217		224	212
12/29/2018	49		64	47
12/30/2018				
12/31/2018	419		444	407

Date	Patrons	Rejected Records	Total Attempts	Total Deliveries
Grand Total:	**12387**	**10**	**5887**	**5032**

Library of Michigan

LIBRARY OF MICHIGAN / FOR LIBRARIES / LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA)

Library Services and Technology Act: www.michigan.gov/lsta
• INTRODUCTION

The Library of Michigan supports statewide initiatives and competitive grant programs for libraries with federal funds received under the Museum and Library Services Act of 2010.

The Institute for Museum and Library Services, an independent federal agency, provides funds to State Library Administrative Agencies to improve and support library, museum and information services. The legislation outlines the following broad priorities, excerpted below:

- expanding services for learning and access to information ... ;
- establishing or enhancing electronic and other linkages and improved coordination among and between libraries ... ;
- providing training and professional development, including continuing education, to enhance the skills of the current library workforce ... ;
- developing public and private partnerships with other agencies and community-based organizations;
- targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills;
- developing library services that provide all users access to information ...

Contact Karren Reish at reishk@michigan.gov or (517) 241-0021 with any LSTA related questions.

For occasional program announcements, you can sign up for the LSTA Listserv.

- **UPDATES**

The Library of Michigan provides a range of services and programs to public, academic and school libraries and librarians as well as Michigan residents. The Collaborative Library Services grant program and the Public Library Services grant program are open. Mark your calendars for the grant program webinars! Register at www.michigan.gov/ceevents in the View the List of Upcoming Events section. The dates are listed below.

2019 Grant program webinars:

- Collaborative Library Services Grant Overview and Intent to File Information
  - January 17, 2019 - 10:00 AM
- Public Library Services Overview and Application
  - February 4, 2019 - 2:00 PM
- Collaborative Library Services Overview and Application
  - March 26, 2019 - 10:00 AM
  - April 11, 2019 - 2:00 PM (Repeat of 3/26)
- Improving Access to Information Overview and Application
  - March 26, 2019 - 2:00 PM
  - April 11, 2019 - 10:00 AM (Repeat of 3/26)

2018 LSTA Program Reports:

- LSTA Fact Sheet for Federal Fiscal Year 2016/State Fiscal Year 2017
- Library Services & Technology Act Michigan Report for 2017

- **GRANTS**

2019 Grants

2019 Public Library Services Grants

The Public Library Services Grant awards will be made in spring 2019. The application is due **March 8th** and awards will be made in April for grants that happen from mid-April through September 30, 2019. The program documentation and application link are in the Public Library Services grant section.

2019-2020 Collaborative Library Services Grants

The Collaborative Library Services Grant program timeline has changed. An Intent to File form is due **January 31, 2019** and the application is due **May 31, 2019**. With the new program timeline, the grant awards will be made in summer 2019 and awarded grants will begin Oct. 1, 2019. The program documentation and Intent to File link are in the Collaborative Library Services grant section.

Previous Grant Programs

- We awarded 68 Public Library Services grants 2017 and 71 in 2018. See the 2018 grant information here - 2018 Grantees List and 2018 Grants Press Release.
- We awarded 6 Collaborative Library Services grants and 7 sponsorships in 2017 and 2018.