

LAKELAND LIBRARY COOPERATIVE
ILS COUNCIL MINUTES - Official
Thursday, February 14, 2019
Kent District Library Service Center, Comstock Park, MI

Present: Britney Dillon and LaVonne Marshall

Absent: Mattie Cook

- 1) **CALL TO ORDER:** The meeting was called to order at 10:30 a.m. by Britney Dillon (IB).
- 2) **PUBLIC COMMENTS:** There were no public comments.
- 3) **APPROVAL OF AGENDA:** Teresa Kline (AF) moved, supported by Sharon Engelsman (AB), to approve the agenda as presented - *motion carried*.
- 4) **APPROVAL OF MINUTES:** Peggy Hemerling (BH) moved, supported by Elyshia Schaffer (AD/AH), to approve the ILS minutes from December 13, 2018 as presented- *motion carried*.
- 5) **BOARD REPORT:** Board President Diane Kooiker talked about the good audit report, the board packet with the new monthly snapshot and the first year reflection report by Cooperative Director Carol Dawe.
- 6) **COOPERATIVE STAFF REPORT:** Leann (OZ) asked about p5 of the report and the pay pending errors. She wanted to know if staff/anyone can unlock these. Sheryl (LLC) explained that they cannot be unlocked, this is merely a waiting period meant to protect the patron from multiple accidental clicks. There may be a possibility of shortening the wait time through an enhancement request. She reminded everyone to close out records at every station. Sheryl also drew attention to p6 and the RBdigital weblinks for use on library pages. Many libraries are using the old link and that is only for the magazines. Peggy (BH) asked about the RBdigital Anytime Collection she received an e-mail about. Carol asked her to forward on the e-mail to her and then reminded everyone of the 7500 titles, plus the 48 extra titles, and the ability to win a gift card.
 1. ILS Long Range Plan Update: The spreadsheet is available on the website for ease of reading. Carol mentioned that they added other initiatives due to the other things come up that aren't a part of the original ILS Strategic Plan.
 2. Fines Free Juvenile Materials Update: Herrick implemented this on January 7th. Diane (HO) mentioned some patron confusion as it pertained only to items checked out after that date and not anything prior to or renewed items. Otherwise, they are getting pretty good reception from patrons. They expect to see the impact soon. LaVonne (OC) asked if there is any idea on how much money has been lost due to the change. Diane says that is difficult to tell right now. They used to receive fines per year of about \$100K. When the extra renewals were implemented, they went down about \$10K. They expect this to drop another \$15K. They have been spot-on for fines so far, though. Heather Wood-Gramza (OZ) says they are looking to go fines free July 1st and wondered what lead time Sheryl needs. Sheryl stated that she needs specifics – location codes, ltypes, etc. and she will set up the loan rules. Sheryl asked that everyone do some clean-up prior to this and that she can create new codes if they are needed. Dale (IC) asked Heather if they were doing just juvenile or everything. She said it was just for the juvenile materials, but both OZ and HO exclude AV materials from this. LaVonne was curious for a show of hands as to who else was thinking about this and a number of hands went up. Henika, Hesperia, and Saugatuck-Douglas are already talking to Sheryl about it. It was then discussed that 90 days would be ideal for lead time for Sheryl to work with libraries on this. LaVonne asked if we are currently collecting data on juvenile fines. Sheryl mentioned the files are in the Fines Paid mode in Sierra. The current Sierra upgrade broke her ability to delete these, so there are more than the usual 13 months of reports available for libraries to look at.

Lakeland ILS Council February 14, 2019

- 7) **COMMITTEE REPORTS:** Sheryl reminded everyone that she has a call for agenda items out for the Circ Forum being held at MADL Administration the 27th. Heather reported on behalf of the CE Committee. She said the Trending Topics sessions have been good. March 22 & 23 will be two-day workshops: Fri – directors will meet to learn about dynamic leadership and Sat – directors and/or trustees will meet to learn about strategic planning. These were topics taken directly from the feedback of the membership. Britney mentioned that May 24th will be a workshop geared towards those who work with teens presented by Shannon Tripp from Montcalm Community College. Heather mentioned the All-Staff Workshop that will be this coming Monday on the topic of change management.
- 8) **OLD BUSINESS:**
1. I-tiva Update: This will be the last time this will show up here and will move to the monthly report. Sheryl referred everyone to the graphs on p8 & p9 explaining that these were the bad weather days and the patrons called the number to renew items – promotion works! She suspects some may be multiple calls as patrons realize they need their barcode and PIN. Jennifer (IL) asked about what happens if the call doesn't connect to the patron. Sheryl answered that a notice will print at Lakeland and will go out in delivery. She further explained that she gets questions about caller ID and that LLC will soon have 5 different lines calling out, so it isn't feasible to provide all those numbers for patrons to memorize/store.
 2. Return Anywhere Update: This was launched Feb. 4th and a handful of items are coming in from KDL to the LLC libraries. Please send in any GRPL items received to LLC for a count so they can report numbers to GRPL. Please also let Carol know if any GRPL patrons are upset.
 3. Online Patron Registration Update: Now that Sheryl is wrapping up print notices next week, she can then focus on this topic.
- 9) **NEW BUSINESS:**
1. Automatic Renewal: The renewals have previously been increased to two, but they are not automatic. The question being brought to the membership is if they would like to vote on implementing auto renewals. Currently, patrons receive a courtesy notice 3 days prior to an item coming due. If an item is eligible for renewal, it will auto-renew 3 days prior to due date with a new due date based off the current due date. It will not override holds or other rules related to renewability. The courtesy notices will give the patron the new due date. LaVonne asked about Shoutbomb versus Sierra messages. Sheryl says she will have to work with Shoutbomb with this implementation. The recommendation gave three options for automatic renewal. Diane asked if an additional option could be added to those listed, which would include 2 auto-renewals (rather than the 2 manual). Peggy (BH) moved, supported by Heather Wood-Gramza (OZ), to go from 2 manual renewals to 2 automatic renewals. The vote was suspended for additional questions. Members requested that Sheryl send them an e-mail of the impact of the change and the message options, etc. LaVonne asked if staff could renew using Sierra. Sheryl stated they cannot but could change the due date instead. Patrons will also be unable to renew through Shoutbomb, i-tiva, and by signing into their account. Leann (OZ) asked if there was a launch date so that staff and patrons can prepare. Sheryl says yes, we can set a launch date so that everyone can educate patrons. Carol mentioned that there were fears at her previous consortium that this would alienate patrons, but they were happy and were given plenty of time for the rollout. Heather explained that when she worked for KDL and they went to automatic renewals, it was a learning curve for the patrons, but they were elated. They did get a couple of questions of patrons asking if they could opt out. Sheryl said they would not be able to opt out. Jackie (UM) asked if the system would try again if an item wasn't initially available for renewal. Sheryl stated

Lakeland ILS Council February 14, 2019

that the system will not make another attempt. Jennifer (IL) asked if this would apply to print materials only. Sheryl clarified that anything currently coded for 2 renewals would stay 2 renewals and they would just be automatic now [pending vote]. Adam (SF) asked how many ltypes there were with 1 renewal. Sheryl explained that there were some with only 1 renewal. Adam asked how this would be impacted. Sheryl suggested to leave loan rules alone and then asked if everyone would like to add auto-renewal for items that had 1 renewal now – so loan renewal amounts won't change, they will simply go to automatic across the board. Leann commented that patrons don't know the difference on our end (rules, etc.), so this would be less confusing. Sheryl acknowledged that those can also be changed to automatic renewal. Peggy (BH) amended her motion to be that all items eligible for renewal would now become automatic renewals [based on current rules pertaining to that item]. Heather (OZ) again seconded the motion. Jennifer (IL) asked about Non-Resident Card holders and expiration dates. Follow-up was that any expiring card would need to be considered with this change. Carol asked if members would prefer Sheryl to work on this project and table the online patron registration project. Members said they would prefer to get the automatic renewals up first. Sheryl asked the membership what amount of lead time they would like for patron education and everyone agreed on April 1st as a launch date. Sheryl will follow-up with Shoutbomb, etc. Concern was expressed about loss of revenue for libraries and Carol said the good will more than made up for it. The motion was brought to a vote and passed unanimously.

10. **MEMBER ANNOUNCEMENTS & SHARING:** Carol announced that the new directors who recently had orientation were meeting for a networking lunch after the meeting and that anyone was welcome to join them. This was based on feedback from new direction orientation attendees.

11. **NEXT MEETING:** The next meeting will be April 14, 2019 following the 9:30 a.m. board meeting at Kent District Library Service Center.

12. **ADJOURNMENT:** Jan Figa moved, and was supported by Jessica Hunt, to adjourn at 11:35 a.m. - *motion carried.*