

**LAKELAND LIBRARY COOPERATIVE  
ILS COUNCIL MINUTES - Official  
Thursday, April 11, 2019  
Kent District Library Service Center, Comstock Park, MI**

**Present:** Britney Dillon, LaVonne Marshall and Mattie Cook

- 1) **CALL TO ORDER:** The meeting was called to order at 10:31 a.m. by Britney Dillon.
- 2) **PUBLIC COMMENTS:** There were no public comments.
- 3) **APPROVAL OF AGENDA:** Sharon Engelsman (AB) moved, supported by Peggy Hemerling (BH), to approve the agenda as presented - *motion carried*.
- 4) **APPROVAL OF MINUTES:** Peggy Hemerling (BH) moved, supported by Sharon Engelsman (AB), to approve the ILS minutes from February 14, 2019 as presented- *motion carried*.
- 5) **BOARD REPORT:** Board President Diane Kooiker talked about the Friends of the Library discussion and suggested people talk to Carol or Shirley if they have questions. She also mentioned the Next Nexus: Equity, Diversity and Inclusion Summit that Lance talked about and urged everyone to consider attending.
- 6) **COOPERATIVE STAFF REPORT:**
  - a. Sheryl (LLC) mentioned that there are several support tickets about patrons not receiving e-mail notifications. She said there is a pattern developing and that most of the problems are with Charter email accounts. Lakeland can see the e-mails leave our server and arrive at Charter, but they do not get delivered. She suggested that patrons can try an alternate e-mail address. When asked by LaVonne (OC) how many [tickets] LLC was receiving on this issue. Sheryl responded that there have been a couple per week.
  - b. Peggy (BH) commented that Encore seems to be timing out too fast. Sheryl explained that the 1-minute warning cannot be changed, but the 3-minute timeout can be extended. It appears people are in favor of a longer timeout. Heather (OZ) explained that some patrons are still learning Encore and it is taking time to navigate. Another concern was that the libraries were not listed in alphabetical order. Sheryl said that this had been addressed in an earlier ticket with III, but it is the way the software works with this particular limit. Holdings are listed by item availability.
- 7) **COMMITTEE REPORTS:**
  - a. Circulation Forum – February 27, 2019: Sheryl announced that the next meeting will be at Tamarack in May, if there are enough agenda items.
  - b. Britney (IB) added a verbal Continuing Education Committee report: The March Leadership event went well. There is a Trending Topics on Diversity on Friday, April 12th, led by two staff members from GRPL. Keep an eye out for the flyer for the May 24th Serving Teens workshop at Flat River. Teens are an important group in the library. This is not just for youth services staff! The presenter is from Montcalm Community College.
- 8) **OLD BUSINESS:**
  - a. Automatic Renewal Update: Sheryl reminded everyone that automatic renewals went live April 1st. Since then, the overdue item calls from i-Tiva have gone way down. There were well under 100 calls each day this week. She made some adjustments to the notice headers and e-mail subject lines on courtesy notices to read “Library Renewal/Courtesy Notice.” Sheryl thinks she fixed the link in the notices. Heather (OZ), and others, said patrons were pleased with the automatic renewals. Jennifer (IL) said they get a lot of non-residents who may have questions – they suggest to them to please call the library. Sheryl then discussed the m-block field (which is used for non-residents, students, and patrons in collections, among other things) that will block self-checkout, but at the same time any value in that field will also block autorenewals. Staff may override but the automatic process will not go

through. She also mentioned that the system tracks renewals by the original checkout location so be mindful of that when reviewing your statistics.

9) **NEW BUSINESS:**

- a. Encore Presentation and Recommendation: Heather (OZ) gave a presentation on Howard Miller's journey, along with handouts (attached). She began by saying that change is hard and that's okay, and to also acknowledge people's pain with regards to change. She says they keep little cheat sheets by the computers for patrons and reach out to them personally, as well. The subject of tagging records in Encore came up. Tag suggestions are reviewed by LLC staff. At present, some Lexile ratings have been added manually by Coopersville, so they are searchable in Encore. The new authority control vendor will be inserting these into bib records as part of the authority control process. Dale thanked Sheryl for adding the links at the top of the page and asked if they can be buttons instead of text links. Sheryl said she will look into this. Sheryl mentioned working on Java codes so content can be shared to social media. As far as search results and floating the library's results to the top, it was suggested to have patrons log into their records and they'll see items at their home library first. Carol said we can look further into some of these requested changes with Encore. Sheryl said she has already submitted ideas to Idea Lab (the enhancements engine used by the Innovative User Group and Innovative Interfaces).

10) **MEMBER ANNOUNCEMENTS & SHARING:**

- a. Carol let everyone know that Kelly brought sample barcodes and library cards from a new vendor for those interested.
- b. Heather (OZ) talked about their Fun on the Run packs. They have books, board games and other things to promote literacy skills. They'd like to do more in Spanish. You can see examples on their Facebook page. They would like to expand the offerings. Peggy (BH) says they call their collection "Library of Things." Britney says they can't keep their packs on shelf.
- c. LaVonne (OC) spoke about their former director (and mentor), Marianne Swanson White, as she recently passed away.
- d. Kelly (NN) said that author Lori Rader-Day was visiting the library to talk about *Under a Dark Sky* and other mystery books.
- e. Karen (AL) announced they are on the schedule for the Michigan Notable Book Tour with Lee Zacharias' book *Across the Great Lake*.
- f. Peggy (BH) says Barry County does One County, One Book and this year's is Alan Eskins' *The Shadows We Hide*. The author will be in Hastings on May 9<sup>th</sup>.

11) **NEXT MEETING:** The next meeting will be June 13, 2019 following the 9:30 a.m. board meeting at Kent District Library Service Center.

12) **ADJOURNMENT:** Jackie Roseberry (UM) moved, and was supported by Karen McKinnon (AL), to adjourn at 11:28 a.m. - *motion carried*.