

LAKELAND LIBRARY COOPERATIVE ADVISORY COUNCIL

Thursday, April 14 10, 2022
Following the 9:30 a.m. Board Meeting

Kent District Library Service Center
814 West River Center Drive NE, Comstock Park, MI 49321

Please see board report for information on agenda items.

Officers: Britney Dillon (Chair), Mary Cook (Vice-Chair) Elyshia Hoekstra (Secretary)
Quorum: 15

AGENDA

- 1) CALL TO ORDER AND ROLL CALL**
- 2) APPROVAL OF AGENDA** (m)
- 3) PUBLIC COMMENTS**
- 4) APPROVAL OF MINUTES**
 - a) Advisory Council Unofficial Minutes of March 10, 2022 (m) PAGES 2-3
- 5) BOARD REPORT – Dale Parus, Board President** (i)
- 6) ILS MANAGER’S REPORT – Sheryl VanderWagen (See Board Report)**
- 7) COOPERATIVE DIRECTOR’S REPORT - Carol Dawe (See Board Report)** (i)
- 8) COMMITTEE REPORTS** (f)
 - a) Continuing Education Update
- 9) OTHER REPORTS (If Representatives Present)** (i)
 - a) MLA Legislative Committee Report – Shirley Bruursema and Dale Parus
- 10) UNFINISHED BUSINESS**
 - a) Unique Management Discussion (i) PAGES 4-10
- 11) PUBLIC COMMENTS**
- 12) NEXT MEETING – Thursday, May 12, 2022, following the Board Meeting at KDL Service Center**
- 13) ADJOURNMENT** (m)

LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, March 10, 2022, following the Board meeting
Kent District Library Service Center

2

Council Members Present: Mary Cook, Elyshia Hoekstra

Council Members Absent: Britney Dillon

Staff Present: Carol Dawe, Sheryl VanderWagen, Amber McLain

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:59 a.m. by Vice-Chair, Mary Cook. There were 29 additional participants.
- 2) **APPROVAL OF AGENDA:** Kerry Fountain (IS) moved, supported by Jessica Hunt (NG), to approve the agenda as presented - *motion carried*.
- 3) **PRESENTATION FROM FEEDING AMERICA WEST MICHIGAN:** Feeding America West Michigan is expanding their summer food program to several counties in the Lakeland area this summer. The presentation included an explanation of the program, what is required of libraries that opt to participate, and answered questions from Lakeland members about the program. They are grant funded and not bound by State of Michigan requirements related to income-based services. Several KDL branches participated last summer and plan to participate again this year.
- 4) **PUBLIC COMMENTS:** Teresa Kline (AF) asked if there were any other libraries considering adjusting staff work schedules and remote working based on the cost of fuel. No one indicated that this was being considered. Cierra Bakovka reported that Henika District Library has started loaning power tools. She will share the liability release forms patrons must sign to check them out. Jessica Hunt reported that Grant Area District Library is circulating Raising Reader kits which are designed by grade level and topic area.
- 5) **APPROVAL OF MINUTES:**
 - a) Teresa Kline (AF) moved, supported by Merri Jo Tuinstra (ES), to approve the Advisory Council minutes from February 10, 2022, as presented – *motion carried*.
- 6) **BOARD REPORT:** Dale Parus noted that Lakeland has received the first State Aid payment.
- 7) **ILS MANAGERS REPORT:** Sheryl VanderWagen reminded everyone of the upcoming Sierra upgrade on Monday evening, March 21, 2022. There was a question about the “map” files at some libraries and she reported that with the move away from AWS hosted to ProQuest hosted, the need for those files has been resolved because Sierra launches much faster and without the jar file errors that were common on AWS. Thom Riley is testing with several libraries and working to remove the “map” files from staff computers. She reported on the progress with Patron Point. The online registration system will be able to issue the correct barcode to a patron based on the street address that is entered into the form. She is working with Patron Point to map patron record fields to the patron records in Sierra which the forms are submitted. Amber McLain is working on GIS files for each member library. These will be the files that Patron Point will use to assign the correct barcode to patrons who register online. She reported that Encore has been taken down and removed from the Lakeland servers and Ill has retired the IP address that was assigned to Encore.
- 8) **COOPERATIVE DIRECTOR’S REPORT:** Carol Dawe encouraged everyone to read her written report in the Board packet.
- 9) **OTHER REPORTS:**
 - a) Continuing Ed Committee – The committee will meet on March 31, 2022, where they will decide on a new chair. The meeting was moved to this date to work around PLA. Carol reported that the MCDA (Michigan Cooperative Directors Association) is planning another workshop with Zingermans. She polled the audience regarding the cost for the workshop. The group agreed that \$15.00 was a reasonable fee.

- b) MLA Legislative Committee Report – Shirley Bruursema (KDL) reported on the success of Advocacy Day. ALA Executive Director, Tracie Hall was able to participate because the meeting was remote. Lakeland's new Intellectual Freedom Page designed by Amber McLain was highlighted. Dale Parus reported on current legislative activities. Much of the pending legislation is inactive. There has been some progress on changes to the Open Meetings requirements regarding remote meetings. Much of the legislation may remain dormant because this is an election year.

10) **UNFINISHED BUSINESS:**

- a) Unique Management discussion: Sheryl VanderWagen explained the reports provided in the Advisory Council packet. There will be a vote in April after everyone has had a chance to review the reports and ask follow-up questions as needed. Sheryl VanderWagen is available to answer questions, along with Teri Lynn Bullock, our representative at Unique Management. Discussion ensued with attendees making additional comments. Lake Odessa reviews the new submissions each week and contacts the patrons before Unique begins its process. This has resulted in quick resolution to many of their accounts. There were comments on both sides regarding patrons who react negatively and patrons who respond positively to the third-party reminder about unreturned materials. White Cloud designed a sticker alerting patrons to the possibility of collection agency submission when they send out their billing notices. It was also noted that many libraries see the same patrons being submitted repeatedly. A straw poll indicated that the group was split about 50-50 on the question of continuing the program with Unique Management. Lakeland will also review the message headers on billing and overdue notices.
- b) ARPA Capacity Grant update: Carol Dawe reported the Lakeland Overdrive group selections are complete. The marketing component of the grant is scheduled to meet soon, and libraries should be watching for those materials to come out.
- c) Covid-19 update: With the change in guidelines several libraries have updated their own guidelines. One small library with limited space requires masks for in person programs but otherwise masks are optional. Several libraries continue to make masks available to patrons who wish to use them. One library changed its signage to indicate that masks are welcome. Most libraries still ask staff and patrons to social distance. There was a question about requiring staff members to wear masks. There were a variety of responses: only at public service desks, only for staff members who have a cough, or on a voluntary basis.

- 11) **PUBLIC COMMENTS:** Kamey Howe (EC) asked about libraries offering student restricted cards without parent signatures.
- 12) **NEXT MEETING:** Thursday, April 14, 2022, following the Board meeting at the Kent District Library Service Center.
- 11) **ADJOURNMENT:** Kelly Tinkham (NN), supported by Kerry Fountain (IS) moved to adjourn at 11:17 a.m. - *motion carried.*

Respectfully submitted by,
Sheryl VanderWagen

**Lakeland Library Cooperative
Advisory Council meeting
April 14, 2021
Unique Management information**

At the March Advisory council meeting, we reviewed recovery comparisons for three 6-month periods (pre-COVID closure, immediate post-COVID opening, and last 6 months). If you have not had a chance to review that data for your library, please do so. You'll find those reports in the March Advisory Council packet. The Advisory Council will be voting to continue or not with collections with Unique Management at this meeting.

The collection agency reports are set by the system and requires participation of all libraries in the shared ILS because, patrons have items out from libraries other than just their home libraries through ILL or through reciprocal borrowing.

The reports attached to this agenda relate to patrons who are not currently in collections but who are potential candidates because they have at least one item checked out and owe \$40, \$50, and \$60 or more. The reports are listed by library giving number of patrons, how many current items are checked out (most of these are billed items), and total owed by the patrons as a group. These reports are a snapshot of the current state of the system. As patrons return, borrow, pay charges and new charges are added, this information changes from day to day.

Summary:

Patrons who owe \$40 or more: 245 patrons, 1622 items checked out for a total of \$21,796.65

Patrons who owe \$50 or more: 174 patrons, 1180 items checked out for a total of \$18,627.01

Patrons who owe \$60 or more: 131 patrons, 980 items checked out for a total of \$16,264.59

Fourteen of these patrons owe more than \$200 with the highest owing \$624.51.

Option 1: The Advisory Council votes to discontinue collections on all patrons from all libraries. Following a vote, Unique Management will be notified by Lakeland. Accounts currently in collections would be continued through the end of the Unique Management contact process but no new accounts would be sent as of the date set by the Advisory Council. Each member library then assumes responsibility to continue to contact those patrons who have outstanding materials outside of Sierra.

Option 2: The Advisory Council votes to raise the threshold for accounts being sent to Unique. This is a systemwide setting but can be adjusted in Sierra. The attached reports provide a snapshot of the number of patrons who potentially could be sent based on current charges on patron records. Lakeland staff would notify Unique Management of the change in threshold for qualifying accounts.

Option 3: The Advisory Council votes to leave everything the same and to make no changes to the current thresholds and to continue with the Unique Management collection program.

Lakeland Library Cooperative				
Report for the LLC Patrons owe 40+				
Review File: 248. Patron check (245) (PATRON)				
245 records were processed. (0 records had been deleted.)				
Code	Meaning	Record Count	CUR CHKOUT	MONEY OWED
ad	Dorr Twp Library	2	6	\$115.55
af	Fennville Dist Library	2	48	\$228.44
ah	Hopkins Dist Library	2	3	\$204.99
aw	Henika District Library	4	29	\$246.58
bf	Freeport Dist Library	1	1	\$100.00
bh	Hastings Public Library	4	26	\$505.94
bm	Thornapple Kellogg Library	9	29	\$572.82
ec	Cedar Springs Library	9	32	\$517.76
es	Sparta Twp Library	4	13	\$208.03
gr	Grand Rapids Main	1	6	\$114.90
hn	Herrick North Branch	9	75	\$973.02
ho	Herrick Main Library	42	291	\$4,135.49
ib	Alvah N. Belding Library	4	12	\$233.80
il	Lake Odessa Library	4	13	\$298.25
iv	Clarksville Area Library	1	7	\$118.94
kr (mg)	KDL Spencer	1	4	\$42.36
ma	Carson City Public Library	3	5	\$134.79
mc	Crystal Community Library	1	12	\$140.00
me	Home Twp Library	1	5	\$63.95
mg	Flat River Library	10	44	\$867.01
mh	Reynolds Twp Library	6	49	\$596.82
ml	Tamarack Dist Library	1	2	\$86.22
nf	Fremont Area Dist Library	6	21	\$593.22
ng	Grant Area Dist Library	3	6	\$289.59
nh	Hesperia Community Library	4	11	\$265.85
nw	White Cloud Community Library	3	21	\$443.95
oa	Allendale Twp Library	12	140	\$1,333.96
oc	Coopersville Area Dist Library	1	3	\$79.95
og	Georgetown Twp Pub Library	8	68	\$487.36
oh	Gary Byker Memorial Library	1	4	\$46.75
oj	Patmos Library	4	8	\$196.40
ol	Loutit Dist Library	8	57	\$851.39
os	Spring Lake Dist Library	5	18	\$340.41
oz	Howard Miller Library	8	125	\$877.70
sf	Fruitport District Library	2	9	\$216.99
sm	Hackley Public Library	18	180	\$1,489.76
sw	White Lake Community Library	4	33	\$501.12
ub	MADL Muskegon Township	3	31	\$154.94
ud	MADL Dalton	2	5	\$125.97
ue	MADL Egelston	6	28	\$992.37

Lakeland Library Cooperative				
Report for the LLC Patrons owe 40+				
Review File: 248. Patron check (245) (PATRON)				
245 records were processed. (0 records had been deleted.)				
Code	Meaning	Record Count	CUR CHKOUT	MONEY OWED
uh	MADL Holton	2	5	\$122.86
uk	MADL Bookmobile	1	20	\$74.91
un	MADL Norton Shores	12	65	\$982.68
uo	MADL Montague	3	7	\$222.07
uu	MADL Muskegon Heights	6	25	\$510.79
uw	MADL North Muskegon	2	20	\$90.00
Totals:		245	1622	\$21,796.65

Lakeland Library Cooperative				
Report for the LLC Patrons owe 50+				
Review File: 249. Patron check 2 (174) (PATRON)				
174 records were processed. (0 records had been deleted.)				
Code	Meaning	Record Count	CUR CHKOUT	MONEY OWED
ad	Dorr Twp Library	2	6	\$115.55
af	Fennville Dist Library	2	48	\$228.44
ah	Hopkins Dist Library	2	3	\$204.99
aw	Henika District Library	2	11	\$162.91
bf	Freeport Dist Library	1	1	\$100.00
bh	Hastings Public Library	3	24	\$464.94
bm	Thornapple Kellogg Library	5	17	\$392.48
ec	Cedar Springs Library	5	15	\$335.00
es	Sparta Twp Library	2	9	\$116.85
gr	Grand Rapids Main	1	6	\$114.90
hn	Herrick North Branch	7	45	\$882.50
ho	Herrick Main Library	29	246	\$3,560.79
ib	Alvah N. Belding Library	3	11	\$190.80
il	Lake Odessa Library	2	8	\$208.34
iv	Clarksville Area Library	1	7	\$118.94
ma	Carson City Public Library	1	2	\$51.94
mc	Crystal Community Library	1	12	\$140.00
me	Home Twp Library	1	5	\$63.95
mg	Flat River Library	9	42	\$821.02
mh	Reynolds Twp Library	5	36	\$556.82
ml	Tamarack Dist Library	1	2	\$86.22
nf	Fremont Area Dist Library	3	12	\$466.72
ng	Grant Area Dist Library	3	6	\$289.59
nh	Hesperia Community Library	3	10	\$223.85
nw	White Cloud Community Library	3	21	\$443.95
oa	Allendale Twp Library	9	104	\$1,193.53
oc	Coopersville Area Dist Library	1	3	\$79.95
og	Georgetown Twp Pub Library	4	10	\$298.00
oj	Patmos Library	1	3	\$60.98
ol	Loutit Dist Library	6	51	\$760.57
os	Spring Lake Dist Library	3	14	\$252.92
oz	Howard Miller Library	5	40	\$744.72
sf	Fruitport District Library	2	9	\$216.99
sm	Hackley Public Library	16	174	\$1,396.96
sw	White Lake Community Library	4	33	\$501.12
ub	MADL Muskegon Township	2	4	\$112.95
ud	MADL Dalton	1	3	\$75.98
ue	MADL Egelston	6	28	\$992.37
uh	MADL Holton	2	5	\$122.86
uk	MADL Bookmobile	1	20	\$74.91

Lakeland Library Cooperative				
Report for the LLC Patrons owe 50+				
Review File: 249. Patron check 2 (174) (PATRON)				
174 records were processed. (0 records had been deleted.)				
Code	Meaning	Record Count	CUR CHKOUT	MONEY OWED
un	MADL Norton Shores	7	48	\$759.96
uo	MADL Montague	1	1	\$127.95
uu	MADL Muskegon Heights	5	23	\$462.80
uw	MADL North Muskegon	1	2	\$50.00
Totals:		174	1180	\$18,627.01

Lakeland Library Cooperative				
Report for the LLC Patrons owe 60+				
Review File: 250. Patron check 3 (131) (PATRON)				
131 records were processed. (0 records had been deleted.)				
Code	Meaning	Record Count	CUR CHKOUT	MONEY OWED
ad	Dorr Twp Library	1	3	\$63.97
af	Fennville Dist Library	1	46	\$174.49
ah	Hopkins Dist Library	2	3	\$204.99
aw	Henika District Library	1	7	\$103.95
bf	Freeport Dist Library	1	1	\$100.00
bh	Hastings Public Library	3	24	\$464.94
bm	Thornapple Kellogg Library	4	16	\$333.48
ec	Cedar Springs Library	2	7	\$170.92
es	Sparta Twp Library	1	7	\$64.95
gr	Grand Rapids Main	1	6	\$114.90
hn	Herrick North Branch	5	38	\$771.55
ho	Herrick Main Library	20	160	\$3,068.86
ib	Alvah N. Belding Library	1	4	\$85.80
il	Lake Odessa Library	2	8	\$208.34
iv	Clarksville Area Library	1	7	\$118.94
mc	Crystal Community Library	1	12	\$140.00
me	Home Twp Library	1	5	\$63.95
mg	Flat River Library	8	40	\$761.04
mh	Reynolds Twp Library	4	31	\$497.87
ml	Tamarack Dist Library	1	2	\$86.22
nf	Fremont Area Dist Library	3	12	\$466.72
ng	Grant Area Dist Library	2	5	\$239.59
nh	Hesperia Community Library	2	7	\$165.85
nw	White Cloud Community Library	3	21	\$443.95
oa	Allendale Twp Library	8	102	\$1,137.56
oc	Coopersville Area Dist Library	1	3	\$79.95
og	Georgetown Twp Pub Library	3	7	\$244.03
oj	Patmos Library	1	3	\$60.98
ol	Loutit Dist Library	6	51	\$760.57
os	Spring Lake Dist Library	1	3	\$139.99
oz	Howard Miller Library	4	37	\$688.74
sf	Fruitport District Library	2	9	\$216.99
sm	Hackley Public Library	11	157	\$1,124.25
sw	White Lake Community Library	3	17	\$444.14
ub	MADL Muskegon Township	1	2	\$60.00
ud	MADL Dalton	1	3	\$75.98
ue	MADL Egelston	6	28	\$992.37
uh	MADL Holton	1	4	\$62.97
uk	MADL Bookmobile	1	20	\$74.91
un	MADL Norton Shores	5	41	\$652.04

Lakeland Library Cooperative				
Report for the LLC Patrons owe 60+				
Review File: 250. Patron check 3 (131) (PATRON)				
131 records were processed. (0 records had been deleted.)				
Code	Meaning	Record Count	CUR CHKOUT	MONEY OWED
uo	MADL Montague	1	1	\$127.95
uu	MADL Muskegon Heights	4	20	\$405.90
Totals:		131	980	\$16,264.59