

LAKELAND LIBRARY COOPERATIVE BOARD MONTHLY MEETING

Thursday, June 9, 2022

9:30 a.m.

Advisory Council meeting immediately following the Board meeting.

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

Please read Cooperative Director's Report for information on agenda items.

AGENDA

- 1) **CALL TO ORDER AND ROLL CALL**
 - a) Introduce New Members
- 2) **APPROVAL OF AGENDA**
- 3) **QUESTIONS FROM MEMBERS & BOARD PRESIDENT/COOPERATIVE DIRECTOR ANSWERS**
- 4) **PUBLIC COMMENTS**
- 5) **APPROVAL OF MINUTES**
 - a) April 14, 2022- Board Minutes (m) PAGES 2
- 6) **FINANCIAL REPORT** (m) PAGES 3-8
 - a) Monthly Financials and Check Register
 - b) Pass-through account discussion (ARPA Grant)
- 7) **PRESIDENT'S REPORT** (i)
- 8) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 9-25
- 9) **COMMITTEE REPORTS**
 - Advisory Council-Official Minutes March, 2022 (i) PAGES 26-27
- 10) **UNFINISHED BUSINESS**
 - a) Strategic Planning Update (i) PAGES 28
 - b) Truck Update (i)
- 11) **NEW BUSINESS**
 - a) Jamestown Conservatives Flyer (i) PAGES 29-30
- 12) **PUBLIC COMMENTS**
- 13) **BOARD MEMBER COMMENTS**
- 14) **NEXT MEETING** – Thursday, July 14th, 2022, 9:30 at Kent District Library Service Center
- 15) **ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, April 14, 2022, at 9:30 a.m.
Kent District Library Service Center**

Present: Dale Parus, Peggy Hemerling, Maggie McKeithan, Diane Kooiker, Karen McKinnon, Shirley Bruursema, Lance Werner

Absent: John McNaughton

Staff Present: Carol Dawe, Sheryl VanderWagen,

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 a.m. by Dale Parus. There were 19 additional participants.
- 2) **APPROVAL OF AGENDA:** Lance Werner moved, supported by Peggy Hemerling, to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** None
- 4) **PUBLIC COMMENTS:** There was a moment of silence in memory of Patrick Lyoya.
- 5) **APPROVAL OF MINUTES:** Shirley Bruursema moved, supported by Karen McKinnon, to approve the board minutes from March 10, 2022, as presented – *motion carried*.
- 6) **FINANCIAL REPORT:**
 - a) March Financials and Check Register: Motion by Lance Werner, supported by Peggy Hemerling to approve the March financial report, check register, and pass-through transactions as presented – *motion carried*.
 - b) Pass-through account discussion (ARPA Grant): Carol Dawe reported that the ARPA pass-through reimbursements are reflected in the financial report.
- 7) **PRESIDENT'S REPORT:** None
- 8) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe reminded everyone to sign up for the ZingTrain workshop that will be held online on May 11, 2022. Cost is \$15.00. If libraries need to be billed for the workshop, notify Carol and she will sign up your staff members and LLC will bill you for those registrations. The Cooperative Directors are also working on Diversity, Equity and Inclusion training so they can assist their members with staff training and planning.
- 9) **COMMITTEE REPORTS**
 - a) Advisory Council Official Minutes – February 10, 2022 included in the packet for information
 - b) Finance Committee – Official minutes of the June 30, 2021 meeting and the unofficial minutes of the April 4, 2022 meeting included in the packet for information.
 - c) Personnel Committee – Official minutes of the October 15, 2021 meeting and the unofficial minutes of the April 4, 2022 meeting were included in the packet for information.
- 10) **NEW BUSINESS**
 - a) Budget Revisions--Motion by Peggy Hemerling, supported by Maggie McKeithan to accept the recommended revisions to the FY2021-2022 operating budget and capital budget as presented.
- 11) **PUBLIC COMMENT:** None
- 12) **BOARD MEMBER COMMENT:**
 - a) Karen McKinnon reported that the two open house events for the Leighton Township Library building addition were successful.
- 13) **NEXT MEETING:** Thursday, May 12, 2022, 9:30 a.m. at Kent District Library Service Center.
- 14) **ADJOURNMENT:** Lance Werner moved, supported by Peggy Hemerling to adjourn at 9:46 a.m. – *motion carried*.

Respectfully submitted by,
Sheryl VanderWagen

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of May 31, 2022

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ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 164,367

002 · Savings Accounts 410,957

Total Checking/Savings 575,324

Accounts Receivable 13,316

Other Current Assets

084 · Due from Other Funds 184,429

123 · Prepaid Expenses 61,342

Total Other Current Assets 245,771

Total Current Assets 834,411

Fixed Assets 267,209

TOTAL ASSETS \$ 1,101,620

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Credit Cards 7,652

Other Current Liabilities

231 · Payroll Liabilities 2,663

237 · Benefit Liabilities 5,820

Total Other Current Liabilities 8,483

Total Current Liabilities 16,135

Total Liabilities 16,135

Equity

370 · Nonspendable Funds 77,801

371 · Property 267,209

380 · Fund Balance - Committed 221

390 · Unassigned Funds 684,073

Net Income 56,180

Total Equity 1,085,485

TOTAL LIABILITIES & EQUITY \$ 1,101,620

Lakeland Library Cooperative
Operating Fund - Budget vs. Actual
October 2021 through May 2022

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	YTD	Budget	%
Income			
566 · State Aid Revenue	342,602	614,900	55.72%
631 · Administrative Services	84,851	113,126	75.01%
632 · Delivery Services	76,577	102,102	75.0%
633 · ILS & IT Services	441,597	588,797	75.0%
665 · Interest Revenue	570	1,000	56.96%
672 · Other Revenue			
675 · Affiliate Membership	125		100.0%
687 · Rebates	900	100	900.0%
Total 672 · Other Revenue	1,025	100	1,025.0%
690 · Other Financing Sources			
699 · Fund Balance Transfers In	50,000	50,000	100.0%
Total 690 · Other Financing Sources	50,000	50,000	100.0%
Total Income	\$ 997,221	1,470,025	67.84%
Expense			
702 · Salaries & Wages	427,675	756,264	56.55%
710 · Benefits	84,433	147,528	57.23%
719 · Mileage	378	3,440	10.99%
720 · Professional Development	648	6,500	9.97%
726 · Supplies	1,013	5,715	17.73%
801 · Professional Services	12,482	40,240	31.02%
810 · Insurance	11,868	13,040	91.01%
817 · ILS & IT Expenses	348,922	391,918	89.03%
831 · RIDES	0	7,670	0.0%
860 · Delivery Expenses	28,289	51,560	54.87%
880 · Member Development	3,894	5,500	70.79%
920 · Facility Expenses	21,439	40,650	52.74%
Total Expense	941,040	1,470,025	64.02%
Net Income	\$ 56,180	0	100.0%

Lakeland Library Cooperative
Operating Checks for the Month
As of May 31, 2022

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Date	Name	Memo	Account	Amount
001.01 - Main - Checking				
05/04/2022	AT&T Long Distance		Itiva	173.39
05/04/2022	Berger Chevrolet		Vehicle Repairs/Maintenance	116.73
05/04/2022	Granger	Trash removal	Facility Contracts	109.24
05/06/2022	MERS	Pension	Benefits	4,227.33
05/06/2022	State of Michigan--Vendor		Payroll Liabilities	1,978.99
05/06/2022	Fuel Management System		Vehicle Fuel	1,180.16
05/06/2022	Innovative Interfaces, Inc.	eMARC for grant content	III Maintenance	1,592.44
05/06/2022	Superior Pest Control, Inc.		Facility Contracts	149.00
05/06/2022	Wolverine Power Systems, Inc.	Generator Maintenance	Facility Contracts	1,375.00
05/06/2022	Comcast	Data Lines	IT Operations	575.00
05/06/2022	Standard Insurance - Agility	Dental/Vision Ins.	Benefits	431.24
05/06/2022	Iserv	Domain renewal	IT Operations	66.00
05/10/2022	Payroll		-SPLIT-	16,598.03
05/10/2022	MERS 401/457		Payroll Liabilities	1,390.12
05/10/2022	United States Treasury		Payroll Liabilities	5,901.98
05/10/2022	Dawe, Carol - vendor		Mileage	47.00
05/17/2022	Backstage Library Works		Authority Control	1,235.00
05/17/2022	Berger Chevrolet		Vehicle Repairs/Maintenance	153.43
05/17/2022	Foster Swift Attorneys		Legal	832.50
05/17/2022	Michigan Library Association		Memberships	1,271.79
05/19/2022	Aflac		Payroll Liabilities	670.52
05/19/2022	AT&T	Fax and Itiva	-SPLIT-	246.46
05/19/2022	Cintas	Floor Mats	Facility Contracts	97.78
05/19/2022	Consumers Energy		Utilities	431.28
05/19/2022	DTE Energy		Utilities	67.89
05/19/2022	DTE Energy		Utilities	186.72
05/19/2022	Michigan Insurance Company	Audit adjustment	Workers Comp	590.00
05/19/2022	Mitel		Telephones	466.54
05/19/2022	Standard Insurance - MERS group	Life/LTD Insurance	Benefits	267.94
05/20/2022	Walker City Treasurer		Payroll Liabilities	239.67
05/23/2022	Fuel Management System		Vehicle Fuel	1,200.40
05/24/2022	Payroll		-SPLIT-	16,873.37
05/24/2022	MERS 401/457		Payroll Liabilities	1,400.12
05/24/2022	United States Treasury		Payroll Liabilities	5,997.42
05/24/2022	VanderGraaf, David - Vendor		Mileage	83.07
TOTAL				<u>\$ 68,223.55</u>

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of May 31, 2022

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	<u>Pass Through</u>	<u>Capital</u>
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	73,582	910
001.3 · eCommerce - Checking	6,373	
Total 001 · Checking Accounts	79,955	910
002 · Savings Accounts		75,145
Total Checking/Savings	79,955	76,055
Accounts Receivable	5,741	
Other Current Assets		
084 · Due From Other Funds		75,000
123 · Prepaid Expense		10,000
Total Other Current Assets	0	85,000
Total Current Assets	85,696	161,055
TOTAL ASSETS	<u><u>\$ 85,696</u></u>	<u><u>\$ 161,055</u></u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Credit Cards		
210 · Credit Card Balances	2,020	
Total Credit Cards	2,020	0
Other Current Liabilities		
214 · Due To Other Funds		
214.1 · Due To Operating	150,000	34,429
214.3 · Due to Capital	75,000	
Total 214 · Due To Other Funds	225,000	34,429
Total Other Current Liabilities	225,000	34,429
Total Current Liabilities	227,020	34,429
Total Liabilities	227,020	34,429
Equity		
370 · Nonspendable Funds		10,000
390 · Unassigned Funds		13,588
Net Income	(141,324)	103,038
Total Equity	(141,324)	126,626
TOTAL LIABILITIES & EQUITY	<u><u>\$ 85,696</u></u>	<u><u>\$ 161,055</u></u>

Lakeland Library Cooperative
FY2021-22 Pass Through & Capital Budget vs. Actual
October 2021 through May 2022

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	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
528 · ARPA Grant Revenue	486,259	1,100,000	44.2%	0.0		
628 · Group Supply Revenue	6,900	8,700	79.3%	0.0		
629 · Group Collections	64,761	59,950	108.0%	0.0		
635 · Group Services	61,885	81,500	75.9%	0.0		
637 · Ecommerce Fines	20,511	28,000	73.3%	0.0		
640 · ILS Add-on Services	0	32,000	0.0%	0.0		
645 · IT Services	129	350	36.8%	0.0		
665 · Interest Revenue	0			171.1		100.0%
672 · Other Revenue	90	250	36.0%	0.0		
699 · Fund Balance Transfers In	0			222,000.0	292,000	76.03%
Total Income	\$ 640,536	1,310,750	48.9%	\$ 222,171	292,000	76.09%
Expense						
728 · Library Supply Expense	6,900	8,700	79.3%	0		
729 · Collection Expenses	59,362	59,950	99.0%	0		
805 · Group Subscriptions	60,883	81,500	74.7%	0		
807 · Fines Paid	14,020	28,000	50.1%	0		
820 · ILS Add-On Expense	0	32,000	0.0%	0		
830 · IT Services Expense	129	350	36.8%	0		
885 · ARPA Grant Expenses	640,448	1,100,000	58.2%	0		
969 · Other Services	117	250	47.0%	33		100.0%
970 · Capital Outlay						
971 · Building/Grounds Improvements	0			0	7,500	0.0%
975 · Technology	0			119,100	149,500	79.67%
980 · Vehicle Purchases	0			0	135,000	0.0%
Total 970 · Capital Outlay	0	0	0.0%	119,100	292,000	40.79%
Total Expense	\$ 781,860	1,310,750	59.65%	\$ 119,133	292,000	40.8%
Net Income	\$ (141,324)	0	100.0%	\$ 103,038	0	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
As of May 31, 2022

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Date	Name	Memo	Account	Amount
001.11 · Checking - Pass Thru				
001.113 · Checking-Grant				
05/06/2022	Overdrive - ARPA		Grant Expenses	66,926.64
05/17/2022	Lakeland Library Cooperative	Reimburse Grant wages	Grant Expenses	1,638.11
05/24/2022	Overdrive - ARPA		Grant Expenses	156,686.80
Total 001.113 · Checking-Grant				<u>225,251.55</u>
001.11 · Checking - Pass Thru - Other				
05/06/2022	Innovative Interfaces, Inc.	eMARC - audio and ebooks	Group Collection Expense	123.26
05/06/2022	ProQuest LLC	Ancestry LE	Group Subscriptions	1,459.40
05/19/2022	BookPage		Group Subscriptions	5,358.41
05/19/2022	OverDrive	Service, Audio and Ebooks	-SPLIT-	5,563.95
Total 001.11 · Checking - Pass Thru - Other				<u>12,505.02</u>
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				<u>0.00</u>
TOTAL				<u>\$ 237,756.57</u>

LAKELAND LIBRARY COOPERATIVE COOPERATIVE DIRECTOR'S REPORT

June 9, 2022

June is busting out all over!! There is always time for at least one showtune. May was productive but I hope June is a bit more clarifying and focused, but I think we better buckle up, just in case.

Agenda Items:

Board-

- **Strategic Planning:** Dale will go over some options, planning ideas and the timeline.
- **Trucks:** This is a fluid situation. One of our trucks broke down just today (Wednesday, June 1st) and we had already made the decision to investigate used trucks since the supply of new trucks is very, very limited. We will provide more information at the meeting but here are some options as of June 1st, 2022:
 - Fords (white)
 - 2017 108,624 miles \$27,250
 - 2019 101,955 miles 31,500
 - GMC Savanna (yellow). The 2018 is attached, they all look the same.
 - 2016 127,436 miles \$21,750
 - 2017 108,624 23,250
 - 2017 139,202 20,750
 - 2018 110,782 24,750
 - Addition of shelves approximately \$5,000.
- **Jamestown Conservatives Flyer:** On Wednesday, June 1st a member library director sent me the attached flyer that was distributed at the Jamestown Memorial Day Parade. The flyer is of concern since there are inaccuracies. I have been asked to seek legal counsel, engage MLA's Intellectual Freedom resources, ALA and other options as well.

Advisory-

- **PatronPoint update** - Sheryl VanderWagen will provide an update and answer questions.
- **Book challenges and Intellectual Freedom Primer-** Lance Werner will provide a brief primer on what to focus on when faced with book challenges and other intellectual freedom issues.
- **Future Marketing and MlibraryIsNow.org** discussion- Carol Dawe. Part of the ARPA grant is the <https://www.mlibraryisnow.org/> website. This site will be available for our use after the grant expires on October 1st. I'd like to use you all as a brief focus group to talk about how the cooperatives can help the member libraries use

this site as we transition from being grant-focused to a broader use. I would like you to think about the following:

- What type of marketing tools would be helpful: templates for press releases and social media posts? Templates and samples for other promotional materials including videos perhaps? Interviewing guidance and other press kits and tips and tools?
- A clearinghouse of local and statewide experts such as someone who is expert with DEI, Book Challenges, building renovations and new spaces, marketing, salaries and personnel etc.
- Would a database on programs and shared and solo opportunities for performers and speakers be helpful?
- What public interface(s) if any would you like to see?

I look forward to this 10-minute brainstorming session and discussion.

Other items:

Staffing: As you know, Amber McClain has joined us full-time as our newly created Member Services Manager on June 1st. Her first project will be to help us implement PatronPoint. She has been working on the GIS (Geographical Information System) maps for each library and then she will work with Sheryl and me and ultimately oversee the non-ILS aspects of implementation in terms of the welcoming emails and working with the member libraries to train staff etc. We will have an updated timetable for you by end of June. Worst case scenario (for you “This is us” fans) end of September/fiscal year but we are certain we can move this forward incrementally this summer.

Sheryl, Amber and I attended a Circ Forum meeting in person at Georgetown on 5/25. It is apparent that we need to look at better ways to push out information since meeting weekly isn’t an option but would probably be productive. We hadn’t met in person or on Zoom in quite a while and there are so many new staff members! Lots of questions and ideas and information sharing. I am providing the minutes/notes to the Circ Forum and all the other committee meetings in the Advisory Packet. They are on our website too. There is so much information and Sheryl has so much to look after just in terms of the ILS and the many-related 3rd part vendors. Please read Sheryl’s report for more information on so many issues.

Dave is looking at e-mail options and helping libraries with a number of non-ILS and ILS issues after a successful upgrade of Sierra. He and Sheryl are working well together. He has also reviewed the IT budget and made some recommendations that will save us money and allow us to explore better options for existing initiatives such as email, faxing for libraries and others options. Stay tuned.

Jeff and his team are working on the backlog and staying on top of current cataloging. The productivity has increased since January since they are working as a team and Julie and Allison are doing splendidly while Jeff is on vacation this week and part of next.

The delivery department is business as usual but that doesn't mean we take them for granted. I am amazed at how the work is completed on time and efficiently each day and even when we throw in 900 goodie bags and Vox books, nobody blinks! Brian, Emily and Jill, Ron and Jeff just do the work and we are humbled and grateful. Terry is exploring used trucks which he will detail in his report and I'll explain further at the Board meeting in order to keep you up to date.

Nicki has scheduled the 2nd Overdrive meeting during her tenure here. It is so great to have an expert on staff. I heard from libraries across Michigan about the curating that she did for Lakeland's ARPA Overdrive content! I assured them that they were going to have the same look for their collection. Overdrive jumped in and curated it all but Nicki did it first and really made it accessible and dare I say, cool!! Nicki will be coordinating other group purchases both new and existing which will provide better service to all of you. I will still be involved in the price negotiation.

Janet is finishing up with the reimbursements for the APRA grant. We have one more purchase in the hopper and then we will only be dealing with a small amount left for salaries and the cost of the marketing campaign. We are very hopeful that all the financial work will be completed by mid-August. The grant deadline is 9/30/22.

ARPA Grant: As mentioned above we have completed all the purchasing and will now focus on data gathering and the final reports.

MCDA: I have included the most recent Cooperative Report to the Library of Michigan so you can read about what the cooperative are working on individually. As the chair, I am pleased that we are working collaboratively on continuing education programs, a list of services provided by each coop, group purchases, training on Intellectual Freedom, DEI, succession planning etc. We are welcoming a new cooperative director for Suburban Library Cooperative in July and later in the year for Mid Michigan Library League.

ZingTrain's Customer Service Workshop: 210 people signed up and 158 Zoom sessions were logged on and many had multiple participants on each session. Reviews were positive and the MCDA is looking at other programs from Zingerman's in Anne Arbor. The LLC staff participated and then we met the following day in person and had a very lively and thoughtful discussion about customer service, what we learned, what surprised us, how we can provide excellent service to all of you AND to each other and what goals we could work on together.

Think Space: I participated in the 3rd of 4 sessions on Diversity, Equity and Inclusion sponsored by the Michigan Library Association. Six of the Coop directors participated

as did several LLC library directors. The cooperative directors are working on putting together some practical and relatable information for all our members, but this is difficult work because the personal journey is as important as the implementation of best practices. We can't do one without the other. We are only as strong, only as committed, only as insightful as our own views, experiences, and willingness to be open, honest, and fierce. I look forward to sharing more of this with those of you who are interested in learning and sharing your experiences, ideas, and aspirations.

Bylaws and Plan of Service: I hope to have a draft for you in July. Dale and I will be reviewing these next week.

2022-2023 Budget: We will start with the budget process next week, but we are in very good shape since we have done a lot of the preliminary work when we recently revised the operating budget. We are hoping to keep costs the same as this year for the most part. Every effort will be made to use the additional state aid to keep costs down. We should have a draft for the July Advisory meeting.

Other Manger Reports:

Cataloging Services Manager - Jeff Lezman

May 2022 activities

May e-mail & telephone consulting contacts: 14

We added 22,156 Hoopla records and 4,345 Overdrive records to the database.

Sierra records edited: 110

April 2022 Statistics

The statistics for April 2022 show an increase in the number of cataloging requests we received, and an increase in the number of records cataloged compared to April of last year. At the same time our overall year-to-date statistics show a decrease in the number of requests received and in the number of materials cataloged.

The number of cataloging requests received in April was up by 7% compared to April 2021. The number of requests received that were already in the database increased by 21%.

The number of records copy-cataloged in April was up 31% compared to April 2021, while the number of original records cataloged was up by 58%. The total number of records cataloged was up by 35% compared to April 2021.

Cataloging	Apr. 2022	YTD	Apr. 2021	YTD	Monthly %	YTD PCT
Requests Received	1694	13024	1586	13967	7%	-7%
Requests already in database	80	626	66	422	21%	48%
Requests to be cataloged	1614	12398	1520	13545	6%	-8%
Copy Cataloging	1633	11087	1243	11869	31%	-7%
Original Cataloging	342	1208	216	1149	58%	5%
Total Cataloged	1975	12295	1459	13018	35%	-6%

Other Reports:

Delivery and Facility Manager - Terry Cross

May 2022 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland

	May – 2022	May – 2021	Difference	% Change
Total Book Bags & Bins	2,738	2,610	128	4%

In May 2022, there were 2,738 book bags and bins sorted, loaded, and delivered to member libraries. The 3,148 bags and bins that were delivered in May 2022 were 4% more than the 2,610 bags and bins that were sorted and delivered in May of the prior year.

The 3 sorter and 2 driver positions continue to be fully staffed. With a small staff, it is extremely helpful that they continue to do a great job coordinating their work and time off schedules to ensure adequate coverage. I drove for Jeff who was on vacation for 6 days in May. I also helped sort a couple of days to help with the bigger loads and prevent sorting backlogs.

As previously mentioned, we are continuing the search for new and or used trucks that began in July of 2021. Both of the trucks were purchased in February 2017, have been in operation for over 5 years, and have around 240,000 miles. As we continue to hear that the shortage of new trucks could realistic continue for another year and a half to two years, we will be looking at used Penske trucks. Unlike the dealers, Penske has a number of used trucks that are available. A third truck if the fleet would be extremely helpful in providing uninterrupted delivery when another truck is being repaired and isn't available.

The current Penske used truck inventory primarily consists of the GMC Savanna model type ranging from 2016 models with 127,436 miles for \$21,750 to 2018 model year trucks with 110,782 miles for \$24,750. The installation of two rows of shelves on each side of the box would add approximately \$5,000 to the cost.

One of our trucks has transmission problems and is currently at Berger Chevrolet. A Penske rental is being used to do the deliveries.

Also in May, I was able to attend The Art of Giving Great Service webinar sponsored by the Cooperative Directors Association, helped sort and prepare for delivery Front Line Care Packages, ARPA Marketing Materials, and updated Labor Law Posters.

Finance & HR Assistant - Janet Cornell

Transactions and reimbursements for the grant have continued to be processed, with the last invoices scheduled to be paid early in July. This should allow plenty of time to wrap up the financial transactions by August and prepare the final financial statements.

The budgeting process for the next fiscal year has just begun, although I've spent some time preparing the templates and spreadsheets. The budget is a complicated process, and we are looking at the current cost formulas and departments for ways to simplify the budget so it is easier to understand while still being equitable for all. We will report any findings to the Finance Committee when we meet to go over the proposed budget.

In addition to financial activities of the cooperative, I have attended a few webinar sessions on HR and payroll compliance for a refreshment of current laws and an update of new regulations being discussed or implemented. It is important to keep up to date on these as there have been many changes in the last few years, and it can be difficult to remember the current regulations without implementing them into procedures and policies.

Member Services Manager - Amber McLain

Hi all! I am excited to join Lakeland as the new Member Services Manager! Most of you know me from my time as the Director of Patmos, but to reintroduce myself...My name is Amber McLain, I have five years of experience in libraries and ten years in customer service. I have a BA of English Literature from Grand Valley and a Master of Library and Information Science from Wayne State. I look forward to working with each of you to determine how Lakeland can best serve its members – by exploring member library needs, creating and disseminating information, and creating tools for all to use. I'm currently plugging away at the behind-the-scenes stuff for Patron Point to ensure it gets implemented smoothly for everyone.

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 168 totes in March 2022, up 20 totes from 2021. We sent out 133 totes in March 2022, up 10 totes from March 2021. We received 159 totes in April 2022, up 47 totes from 2021. We sent out 127 totes in April 2022, up 6 totes from 2021.

Shoutbomb Fun Fact: We signed up our 4,999th patron for Shoutbomb notifications on June 1, 2022. The patron is from the Tamarack District Library.

Patron Point: Patron Point has created the filter that will filter patrons by agency and are working to reload the database. Previously, they were using other fields as the filter and not getting accurate records. We are working towards launching email notices to patrons whose cards will soon expire and email notices to minors who should register

for an adult card (rising adults). These email campaigns can be launched without having the online registration and the address verification pieces in place. We continue to work on the GIS files necessary to set up online registration and address verification. We also need the address verification piece set up for the automatic card renewals.

Sierra 5.4: The upgrade to Sierra 5.4 was completed on Wednesday evening, May 4, 2022. The update went smoothly.

Sierra 5.4 Hold Pickup Dates: One of the new features of Sierra 5.4 is the ability for us to update hold pickup dates if a library has an emergency closure. We can always update item due dates, but until now have not had the ability to alter the pickup by dates. It is still preferred that libraries notify us at least a month in advance of a planned closure so no last-minute system updates are required.

iTiva calls and unsuccessful notices: We are continuing to print and send unsuccessful TNS notices out in delivery. We have also had a few reports of iTiva calling patrons multiple times and not leaving messages. The main issue is with the analog telephone lines that iTiva uses, not iTiva itself. We are exploring alternatives to iTiva and the analog telephone lines for the coming fiscal year and will have more to report soon. Please continue to check your Lakeland green zipper bags when they are in your deliveries since they contain the unsuccessful notices from the previous day.

Ecommerce: We have switched to our new Merchant account and we're working on setting up the hosted payment pages with PayPal as required by Innovative Interfaces. This will not affect Bibliocommons payments.

Unique Management: Following last month's Advisory Council vote to increase the amount owed by patrons to qualify for collections from \$40 to \$80, I worked with Teri Lynn Bullock and the Unique staff to get this reconfigured on both the Sierra and the Unique side. In addition, with the upgrade to Sierra 5.4, we can no longer transmit our update and new submissions files via email. We have switched the transfer of files to Unique to a secure drop to one of their servers. There is no change to what reporting Unique receives on accounts, only the method of transfer of files has changed.

Preferred Names: We explored using the Patron Alias field in Sierra which had some functionality that was problematic, so we went back to III and were able to implement a new field for Legal Name and to convert the current name field to Preferred Name. We will be updating patron records by agency and updating record templates and sharing the updated registration guidelines with each of you as we get to your agency. Thank you for your patience. Please continue to enter the patron's legal name into the Preferred Name field until I have contacted your libraries and updated your patron record templates.

New Location codes: We have created new location codes for materials that will be on MADL's new Outreach Van (UT). We have also created new location codes for Herrick District Library's 2nd 24-hour library (HP).

Circulation Forum: The Circulation Forum met in person on May 25 at the Georgetown Township Public Library. This was the first in-person meeting since 2019 and we were

pleased to see everyone. There were 29 people in attendance. Teri Lynn Bullock from Unique Management was our guest. She explained how they work with your patrons to recover unreturned materials. The Circulation Forum notes compiled by Jen Vredevelt (HO) have been posted to the Lakeland website. The next meeting will be August 24, 2022, at 1:30 p.m. at a location TBD. Circulation Forum meetings are open to any staff member at any member library.

Fines Free Implementations: Alvah N Belding Library has been set up to be fines free on all materials. Previously they were only fines free on children's and teens materials. Please let me know if you wish to add to your fines free configuration (more than just children's/teens) or if you want to become all fines free. I'll send you the worksheet that is needed for me to complete your configuration.

Smiota Lockers at White Lake: Dave and I are working with the White Lake staff on their Smiota locker implementation and scripting a periodic upload of SW patron records to the locker database so patrons will be able to pick up their materials from the lockers if they choose. The locker software does not use either the Patron API or SIP2 connections.

IT Manager - Dave Vander Graaf

Things are moving quickly making it feel as I never left, which has helped me settle in and transition quickly. A lot of attention has been towards the Zimbra email server as we've been working through a full assessment of any current issues and potential solutions, as well as verifying accounts and distribution list members – which will soon be sent to library directors and their IT staff.

The Ezproxy SSL certificate has been renewed and is in the process of being installed. We've also renewed several domain names and related services and will be analyzing current subscriptions.

Staff from a few member libraries have reported a frequent "server is not responding" error message in Sierra. Although currently they appear as isolated occurrences, thank you for providing specific information and we are continuing to explore all possible causes. Please email tech-help@llcoop.org as soon as possible to help us quickly troubleshoot any potential issues by knowing which locations are affected.

April help desk tickets created: 162

April help desk tickets resolved: 133

May help desk tickets created: 149

May help desk tickets resolved: 142

**Tickets can span several days/weeks depending upon the issue/project.*

Respectfully submitted,

Carol Dawe

The cooperative directors met via Zoom on April 1st and will meet in person on May 20th at the Library of Michigan for the first time in over 2 years. We will be saying farewell to Tammy Turgeon who will be leaving Suburban Library Cooperative in June. We are so appreciative of her service these many years and we are pleased she will continue as director at Sterling Heights Public Library and remain a member of SLC.

We are compiling a list of services offered by all the cooperative and hope to share with each other and the Library of Michigan before the end of the fiscal year.

We are sponsoring a continuing education workshop on May 11th: “Zingtrain’s The Art of giving great service” via Zoom. See below for further details.

The two ARPA Capacity Grants administered by Lakeland Library Cooperative and The Library Network are moving forward and are on schedule to finish purchasing early this summer. Our first interim reports were submitted to the LM and shared with the cooperative directors. It truly takes a village and Steve Bowers and I are so pleased with the collaboration and cooperation of all the cooperative directors. We are also excited to be working with MLA and Blohm Creative Partners on the marketing piece of the grant which will promote all the equipment and content soon to be available to the citizens of Michigan through their public libraries. We look forward to rolling out this campaign this summer.

Once again, I look forward to meeting and seeing you all in person.

Respectfully submitted,

Carol Dawe,
MCDA President and Director, Lakeland Library Cooperative

Below are individual reports from the Cooperative Directors.

Detroit Library Cooperative--Jo Anne Mondowney

- **Comerica Java & Jazz**
 - The year 2020 marked the 20th anniversary of DPL’s very popular Comerica Java & Jazz series. Plans were in place for a major celebration of this partnership which brings Detroit’s finest performers to the Clara Stanton Jones-Friends Auditorium. The series usually begins in March, with monthly performances through July. COVID-19 forced the cancellation of the series in 2020 and 2021. We forward to welcoming back Comerica Java & Jazz for three performances on Main Library’s lawn on June 21, July 16, and August 16. All performances begin at 6 p.m., and are free and open to the

public. DPL appreciates Comerica's two decades of support for this great series that provides an opportunity to showcase the extraordinary talents of Detroit-area singers and musicians.

- **2022 African American Booklist**

- The theme of the Library's 2022 African American Booklist is "The Ties That Bind: African Writers and the Black Diaspora." We are sharing with our community the rich and expansive literary world of the Black Diaspora, from Jamaica to Brazil, to Canada, and beyond. Dr. Frieda Ekotto, Associate Chair of Afro American and African Studies, at the University of Michigan, has written an essay that examines the connections, commonalities, and differences of African writers and writers of the Diaspora. And, of course, DPL's librarians are once again sharing "must-read" fiction and non-fiction titles from 2021 for readers of all ages. Copies of the Booklist are available at all open library locations and may be viewed at detroitpubliclibrary.org.

- **Project Art & DPL Collaboration**

- DPL has collaborated with ProjectArt to present a story time and conversation about the book *Yeret Nutyog*, by Jenenne Whitfield. The book is inspired by the life of renowned artist Tyree Guyton, who is the recipient of a 2021 Lifetime Achievement Award for his development of the Heidelberg Project. After reading the story, Ms. Whitfield discusses how nurturing children's imagination and creativity enhances their lives and the community. The video is available at detroitpubliclibrary.org. ProjectArt has been a longtime partner with the Library in providing free art classes for children.

- **Over-the-Counter COVID-19 Home Tests for the Public**

- On Tuesday, February 1, 2022, Main Library and seven branch locations, Campbell, Douglass, Edison, Jefferson, Parkman, Redford and Wilder, successfully distributed nearly 2,400 COVID-19 test kits. Additional kits were made available to the Library in April and are now being distributed.

- **2020/2021 Community Report**

- DPL's 2020/2021 Community Report highlights how the Library e pivoted and embraced the opportunities to continue to serve the public during the Covid-19 pandemic. The report may be viewed at detroitpubliclibrary.org.

Lakeland Library Cooperative--Carol Dawe

- We welcomed a new IT Manager on April 1st. Dave VanderGraaf had worked for LLC until 2021 when he was hired by Spring Lake District Library. We are so please to welcome him back and so appreciate the experience he gained working in a public library. We said farewell to Thom Riley after 22 years.
- We have revised the current operating and capital budgets to reflect the increase in state aid and have already made plans to put the money to use to impact the end user, improve delivery and add staff to meet the needs of the member libraries, specifically front-line staff and support staff.
- We will be working with Amanda Standerfer on a strategic plan and hope to have a final document in place by the beginning of the next fiscal year or shortly thereafter. Amanda helped with our ILS Strategic Plan in 2018 and we look forward to working with her on a broader focus for the entire cooperative.
- The Lakeland Digital Library completed their purchase of ebooks and audiobooks for the ARPA Capacity Grant and due to the curation of the materials by LLC staff, we noticed that 20% of the titles were already checked out within the first week after being purchased. We hope to provide curation assistance for the other content groups.
- The ILS Server Upgrade in February from AWS to ProQuest which now owns Innovative has improved response time and corrected a number of other issues and eliminated the need for multiple workarounds. Cooperative and member library staff are so pleased with this outcome.
- 15 new directors participated in a “New Director’s Orientation” in February. This was the largest class in my tenure and probably for many years prior. There was discussion on a number of issues including better understanding of hiring practices and salary schedules in this competitive hiring environment, first amendment audits and book challenges, Covid, and a request for an easier explanation of the LLC budget and billing for individual libraries. We have been working on this for a number of years and will continue to simplify the budget process, formulas and make the information more accessible and even more transparent.
- We are in search of 2 new trucks for our delivery department, but the supply is not meeting the demand at present time.
- I have worked with several libraries on issues such as bylaw revisions, staffing issues, conflict of interest and board development.
- There are director openings at Hopkins, Howard Miller and Muskegon but all should be filled soon.

Mideastern Michigan Library Cooperative—Eric Palmer

- Working with the Michigan Cooperative Directors Association (MCDA) Continuing Education (CE) committee, we were able to bring a virtual Zingerman's Customer Service Webinar. It will be called ZingTrain's The Art of Giving Great Service, a 3-hour virtual workshop with breakout sessions for any member of any of the Cooperatives. It will be May 11 from 10am-1pm. I created the flyer and Kate A. set up the registration of the webinar. We have had a good response from people so far, but there is limited seating. Kate A. set up a waiting list if we sell out and then we will consider whether or not to do a second webinar later in the year.
- I am also working with the MCDA Diversity Equity Inclusion (DEI) committee and we are working on how to bring DEI to our members. We are looking at bring a beginning session maybe in the fall. We are meeting monthly with someone will take the lead on something dealing with DEI or we all read/watch something on DEI, then discusses it among everyone in the group.
- Working with All One Health about possibly bring Employee Assistant Programs (EAP) to MMLC. We have been having discussions with all the members I have some who are very interested and others not. I need a minimum of 175 employees to sign up, which we are very close. The cost would be about \$14.40 per employee/year.
- In the Fall I started having smaller group meeting with my members via Zoom. When we got our final figures on the population one of our libraries drop from a class VI to V. This means we need to change our Plan of Service. We decided that during these meeting in March, we would talk about the change to Plan of Service and the Succession Planning for MMLC. As we were discussing it with the groups we became aware that we needed to look at changing MMLC in other ways too.

Mid-Michigan Library League--Sheryl Mase

- New Census population figures found our total population for the cooperative service area decreased by 0.65%, to 277,579, small but mighty!
- The roll-out of devices and data service for 25 of our 36 members who wanted to be part of our Emergency Connectivity Fund (ECF) group application is going slowly due to the complexities of setting up the Chromebooks and iPads for circulation to patrons. Also, the hot spots from various carriers are deployed but some libraries still need the ability to shut off the devices if necessary (i.e., the patron "loses" the device).
- Here is a summary of total funds benefitting our membership:
 - Emergency Connectivity Fund = \$115,995
 - MI-83 TLC Kits Grant = \$101,433

- MI-83 DLC Content Credit = \$87,725
- **GRAND TOTAL = \$305,153** (More than the MMLL annual budget revenues!!!)
- Six MMLL member libraries are participating in an MPRO grant, “Libraries as Mental Health Hubs,” in which they have staff training and offer resources to their patrons to connect them with help. This project is just beginning, with Zoom calls to coordinate between libraries and the partners - Spectrum Health, West Michigan Community Mental Health, Community Mental Health of Central Michigan, and Certified Community Behavioral Health Clinics. The six libraries are:
 - Big Rapids Community Library
 - Ewart Public Library
 - Hart Area Public Library
 - LeRoy Community Library
 - Mason County District Library
 - Pentwater Township Library
- There are two new directors:
 - Leelanau Township Library has a new director. Welcome Julie Preneta!
 - M. Alice Chapin Memorial Library (Marion) has a new director. Welcome Sarah Genereaux-Maddox

Northland Library Cooperative-- Linda Adams

- Met with eleven directors to discuss successes and concerns.
- Program on Digital Preservation with Biz Gallo from the Library of Michigan, Rick Adler from the Michigan Service Hub and Chelsea Deanault from the Michigan Digital Preservation Network.
- Enhancement Grants: Funded seven projects that include a server printer/scanner, website redesign, Awe Station, fine art supplies, author fee and digital content.
- NLC Services Review Committee: Working to update/expand the services the coop offers
- Looking at a potential partnership with a marketing company to bring discounts to library patrons in our area.
- Linda attended the PLA Conference, MLA Advocacy Day, Millage Workshops and several other continuing education opportunities.
- Directors: Resignation of Elk Rapids Library Director. Working with board to post and fill position
- Ongoing: Visits to member libraries, meetings with library boards, and responding to calls and emails on issues of ongoing concerns.

Suburban Library Cooperative

- The Cooperative is ending its Service Agreement with the City of Sterling Heights and will be hiring a full-time Director. The position has been posted and applications were due April 1, 2022. A new Director is expected to start before July 1, 2022. Tammy Turgeon served as both the Sterling Heights Public Library Director and the Cooperative Director beginning in August 2010. This

agreement allowed both organizations to be able to maintain services by sharing these leadership positions. This cost savings / leadership agreement was beneficial for both organizations. The City of Sterling Heights received over \$800,000 in revenues for Turgeon to serve as Director of the Suburban Library Cooperative, working two days/week at the Cooperative's offices in Sterling Heights. The Cooperative was able to maintain services while working through a reduction in state funding that did not provide enough money for a full-time Director and the range of services that the member libraries required.

- The Cooperative has almost completed adding all of the school districts in our service area to our Virtual Library Card program. This should be completed by June 2022. More information can be found at virtuallibrarycard.org . To promote the program, approximately 90 baskets of goodies, along with information about Tutor.com, Overdrive, and the library that serves each middle and high school, will be distributed during Teacher Appreciation Week at the beginning of May.
- The Cooperative's GoLibraryCard program that provides discounts to library card holders at various businesses in the area is doing very well and more businesses are participating. More information can be found at golibrarycard.org .
- Cooperative staff and member libraries will be reviewing pricing from the automation system vendors and discovery layer vendors to determine next steps for the automation system.
- The Cooperative Director attended the Public Library Association conference in Portland, OR.
- The Suburban Library Cooperative Overdrive Group created a Collection Development Policy and a process for reconsideration of materials.
- The Metro Parks renewed their commitment to provide wifi hotspots to local public libraries. Eastpointe, Lenox and Mount Clemens Public Library have wifi hotspots for patrons to borrow.

Superiorland Library Cooperative—Dillon Geshel

- In March, the Superiorland Board adopted a digital collection development policy and a request for reconsideration of digital materials form. These documents will guide Superiorland in the selection of materials for our shared OverDrive consortium. We are also encouraging our member library boards to adopt these documents, making for a more seamless process if their patrons have questions about the collection or want to request that Superiorland reconsider an addition to the collection.
- Superiorland staff will be attending a training in April with the ARPA digital materials grant coordinators, to learn how to purchase additional OverDrive materials as part of the grant. Those materials will be added to Superiorland's shared OverDrive consortium in April.
- The Curtis Township Library informed Superiorland in March that they intend to withdraw from our cooperative and the Upper Peninsula Region of Library Cooperation at the end of the fiscal year, September 30, 2022. The Curtis Township Library will transition to the Northland Library Cooperative at that time.
- Superiorland received more state aid revenue than anticipated, and in March the Superiorland

board approved of several budget amendments. Superiorland is allocating additional funds to help make Kanopy more affordable for our participating libraries; added funds to our program committee budget to provide mini-grants to libraries for summer and fall programming; added funds to our OverDrive budget for the purchase of additional material; and added funds for the purchase of an Employee Assistance Program for our member libraries and Superiorland staff.

- In February I visited the Dickinson Count Library system for their staff training day and presented on building trust, first amendment audits and role playing. I'll be hosting a version of that presentation that focuses more on the importance of developing and adopting a Customer Service Philosophy to all our member libraries, via Zoom, on April 21, 2022.
- I am working with Debbie Mikula and Superiorland's professional development committee to plan an in-person event in Marquette, Michigan hosted by MLA in July. Debbie and I will present on the work of MLA's Intellectual Freedom Taskforce and also have a featured speaker present on that topic. In May, I'll speak on this same topic during MLA's advocacy hour event.
- On April 29, Kate Pohjola Andrade of the Woodlands Library Cooperative will be hosting a board orientation for the St. Ignace Library Board. This library is a Superiorland member, and Kate has very kindly offered to host the training with me in attendance, so I can learn from her and host these trainings for Superiorland libraries going forward.
- As part of my contract with Superiorland, the board was required to carry out a six-month evaluation of my work during the first year of employment. The evaluation went very well. One focus for me in the coming months will be the development of a Customer Service Philosophy that lays out the expectations member libraries have of us when it comes to excellent service.
- Our Great Lakes Talking Books Reader Advisor just wrapped up a series of monthly webinars for libraries, in which she highlights the services provided by the National Library Service for the Blind and Print Disabled (NLS). In February, books produced by our team at Great Lakes Talking Books saw 114 downloads in the NLS collection.
- Our Network Administrator and IT Specialist have been installing computer updates at several member libraries. This work includes inventory of library machines, noting the age of the machines, and determining if they need to be replaced or simply upgraded. They will also be working on adding filtering software to all internet enabled devices Superiorland libraries received as part of the MI-83 grant.
- Cooperative staff that maintain our Integrated Library System recently hosted Zoom webinars on accessing circulation reports, accessibility features in Libby, accessing digital magazines in Libby, and accessing eResources in the Enterprise catalog.

- In recent weeks Superiorland has transitioned to a VOIP phone system, which has helped with communication between member libraries and Superiorland staff, as many of our team members are still working blended work weeks between the office and their homes.

The Library Network--Steven Bowers

At their March Board meeting the TLN Board had a mid-fiscal review of our annual goals, including the following updates:

- Equity, Diversity, and Inclusion training sessions were held for the Board, employees, and member libraries. A three-part series on building inclusive communities was completed with member libraries, and well received. The last workshop held had libraries begin reviewing policies for equitable outcomes. Participants expressed interest in starting a related new workshop series in the future.
- New website launched in March, to positive reviews. Over 700 TLN members have signed up for using the site so far. The new site is a platform that includes a member database with useful information that members can search. The site is also seeing a lot of public visitors.
- Work continues on the ARPA grant. All online programming kit materials have been ordered and shipped. Many of the laptops and Chromebooks have also been distributed to libraries, with the rest scheduled to go out soon. The statewide team for marketing the project has been meeting and finalizing draft marketing materials. Outdoor kits are scheduled to go out this spring. The project should be finished by the end of the fiscal year, and all dollars spent.
- The TLN Steering Committee is working on a revision of the TLN Plan of Service for the TLN Board and Membership to approve. This work is anticipated to be completed by the end of the fiscal year.
- The MAP RFP (Request for Proposals) for a new system was released in March, with the launch of the new TLN website. Proposals will be reviewed this spring, with hopes of selecting a vendor for a renewed MAP site. The project timeline includes an anticipated soft launch this fall, and full re-launch of MAP in spring 2023 (in May, which is the start of the annual MAP season).

White Pine Library Cooperative—Kate Van Auken

- Purchased \$92,000 worth of ebooks and audiobooks from OverDrive with our ARPA allocation. This provided 1,746 ebooks and 898 audiobooks for our member libraries.
- Hosted our first technology “TechSparks” program for members. There are 5 more in the series which will be held every other month through 2022.
- Looking at a potential partnership with a marketing company to bring discounts to library patrons in our area.

- Formed a DEI committee through the MCDA and are meeting monthly. Will also work with the MCDA CE committee to provide a DEI webinar/opportunity for all MI librarians each year.
- Provided Board training and helped a member library with a director search. Helping a city library with a serious financial problem.
- Welcomed Tammy Fath and Connie Thornton, new directors at Ashley District Library and Ovide Public Library, respectively.
- Our Office Manager, Alison Blattner, received her Level III certification by completing the required workshops/pathways via the LOM Niche Academy.
- Reviewing our Policies and Bylaws.

Woodlands Library Cooperative – Kate Pohjola Andrade

- Continuing work with the Friends of Michigan Libraries for another year. This year's goals include the revision and updating of various policies and procedures manuals.
- Serving on the newly formed Intellectual Freedom Task Force through the Michigan Library Association.
- Woodlands formed a Seed Libraries workgroup that is primarily communicating via email at this time. We hope to meet in person in the late summer/early fall to share tips and tricks to sharing seeds in our communities.
- Our eResources committee purchased nearly \$70,000 worth of ebooks and audiobooks from OverDrive with our MI-83 Digital Library Collection allocation.
- In addition to working with our member libraries on strategic planning, I will be taking board training on the road - all the way to St. Ignace, where I'll lead a board orientation session for the St. Ignace Public Library. Dillon Geshel, the new coop director at the Superiorland Library Cooperative, will observe and then take the training and make it his own.
- Kate will be participating in the upcoming Virtual Public Innovators Lab, Unleashing Impact Online, through the Harwood Institute.

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

26

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 Strategic Planning Process Timeline

May 17, 2022

<u>What</u>	<u>Who</u>	<u>When</u>
PHASE I: LEARN		
Planning Team Meeting: Process Kick-Off/Discuss Member Survey (60-minutes via Zoom)	Amanda with Planning Team	July 2022
Planning Team Meeting: Finalize Member Survey (60-minutes via Zoom)	Amanda with Planning Team	July 2022
Member Survey	Amanda and Sarah	August 2022
Member Interviews (6-8 via phone/Zoom)	Amanda with invited Members	August/September 2022
Listening Sessions (2 sessions via Zoom with up to 8 Members each)	Amanda with Members	August/September 2022
Learning Report	Amanda's Team	September 2022
PHASE II: DREAM		
Planning Team Meeting: Review Learning Report and plan Member Summit (60-minutes via Zoom)	Amanda with Planning Team	September/October 2022
Member Summit (6-hours, in-person)	Amanda with Members	October 13, 2022 (Time TBD)
PHASE III: DO		
Develop Plan Documents	Amanda's team	November 2022
Planning Team Meeting: Review/refine plan documents, prepare to present to members (2-hours via Zoom)	Amanda with Planning Team	November 2022
Present Plan to Board/Members	Amanda and Planning Team (TBD)	November or December 2022

*Handed out
at Jamestown
Memorial Day
Parade - 2*

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MORE**



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RECENT CHANGES AT THE PATMOS LIBRARY have allowed for the purchase of many books with **LGBTQ CONTENT AND PORNOGRAPHIC SEXUALLY GRAPHIC MATERIAL**. Many of these books are designed to appeal to kids, with content aimed at very young and impressionable kids. The library board admits to at least 94 books being available to patrons.

The book *Gender Queer* was discovered at the library. It has **EXTREMELY GRAPHIC SEXUAL ILLUSTRATIONS** of two people OF THE SAME GENDER; it is presented in a comic book format. **THE LIBRARY DIRECTOR** insisted this book was purchased because it's "award winning". Both she **AND THE LAKELAND LIBRARY COOPERATIVE DIRECTOR DEFENDED THE BOOK.**

PATMOS LIBRARY ALSO:

- Has had library displays, such as LGBTQ Pride Month, in the library young adult section
- Had a director who promoted the LGBTQ ideology and has hired staff of the same mindset, which aggravates the situation
- Is an American Library Association and Lakeland Cooperative member. Lakeland is very progressive and heavily pressures libraries on whom to hire
- Is requesting an increased millage amount on the November 2022 ballot. They currently have enough money to last a year if the millage does not pass

WHAT CAN YOU DO?

- **ATTEND LIBRARY BOARD MEETINGS** on the 2nd Monday of every month at 6:00 p.m. and speak respectfully during public comment time. **FOCUS ON INAPPROPRIATE BOOKS.**
- **VOTE FOR 3 CONSERVATIVE BOARD MEMBERS** on the November 2022 ballot. 3 of the 6 board seats are up for election in November.
- **MAKE AN EDUCATED CHOICE** when voting ON the **LIBRARY MILLAGE INCREASE REQUEST** in November. **THE BALLOT WILL CALL IT A RENEWAL, BUT IT'S ALSO AN INCREASE** from 0.41 mill to 0.60 mill.
- **PRAY THAT WE CAN MAKE CHANGES** and that we can make the Patmos Library a safe and neutral place for our kids.
- **STAY INFORMED** by visiting 'JamestownConservatives.org'.