

LAKELAND LIBRARY COOPERATIVE ADVISORY COUNCIL

Thursday, August 11, 2022
Following the 9:30 a.m. Board Meeting

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

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 (m) PAGES 2-4
- 5) BOARD REPORT – Dale Parus, Board President** (i)
- 6) ILS MANAGER’S REPORT– Sheryl VanderWagen** (i)
- 7) MEMBER SERVICES MANAGER’S REPORT – Amber McLain** (i)
- 8) COOPERATIVE DIRECTOR’S REPORT - Please see Board Report** (i)
- 9) COMMITTEE REPORTS** (f)
 - a) Continuing Education Committee
- 10) OTHER REPORTS (If Representatives Present)** (i)
 - a) MLA Legislative Committee Report – Shirley Bruursema, and Dale Parus
- 11) ONGOING BUSINESS**
 - a) Intellectual Freedom (i)
- 12) NEW BUSINESS**
 - a) 2022-2023 Budget Packet Review (v) PAGES 5-14
 - b) 2022-2023 Meeting Dates (v) PAGE 15
- 13) PUBLIC COMMENTS**
- 14) NEXT MEETING - Thursday, September 15, 2022, following the Board Meeting at Kent District Library Service Center.**
- 15) ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, July 14, 2022, following the Board meeting
Kent District Library Service Center**

Council Members Present: Britney Dillon (IB), Elyshia Hoekstra (OC)

Council Members Absent: Mary Cook (OA)

Staff Present: Carol Dawe, Sheryl VanderWagen, Amber McLain

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 11:02 a.m. by Chair, Britney Dillon. There were 26 additional participants.
- 2) **APPROVAL OF AGENDA:** Diane Kooiker (HO) moved, supported by Stefanie Reed (MG), to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:** Matt Lubbers-Moore (SF) welcomed Ron Suszek to Lakeland and is looking forward to working with him. Kevin Meyer, the new director of Hopkins District Library was introduced. The group did a round of introductions.
- 4) **APPROVAL OF MINUTES:**
 - a) Mary Johnson (MADL) moved, supported by Virginia DeMumbrum (SW), to approve the Advisory Council minutes from June 9, 2022, as presented – *motion carried*.
- 5) **BOARD REPORT:** Dale Parus gave a summary of the board activities at the previous meeting. He also reported that the Strategic Planning Committee will meet with Amanda Standerfer for a kickoff meeting on Friday, July 15, 2022.
- 6) **ILS MANAGERS REPORT:**

Sheryl VanderWagen pointed out her written report. She stressed that both the Preferred Name and Legal Name fields in patron records must be in the format of [Last name, First name] in order for patrons to be able to use MeLCat, Bibliocommons and other 3rd party products. Preferred Name is now a required field in all patron records, even when both the Preferred and Legal names are identical. She reported that she is currently sending out printed unsuccessful notices from i-Tiva in the green Lakeland bags and that staff should remember to empty those bags when they come in delivery. Barcodes and delivery dots have been ordered.
- 7) **MEMBER SERVICES MANAGER'S REPORT:**

Amber McLain demonstrated the new GIS locator system for those in attendance. She had to compile the GIS files for Patron Point but at the same time, found them to be useful to assist member library staff with determining the legal residence of new patrons. She has made this system available on the Lakeland website. It is searchable by specific address. Links are on the Directory page for each library on the Lakeland website. There is a link to a map for each individual library and at the bottom of the page, she has links to maps for member libraries by county. Searching for a specific address will place a pin on the map inside of a library service area so that staff can know exactly where that address is located and the library to which the address belongs. There will be video tutorials on how to use the GIS mapping system soon. Amber also reported that she has begun the testing phase of the Patron Point online registration system.
- 8) **COOPERATIVE DIRECTOR'S REPORT:**

Carol Dawe had nothing to add to her written report.
- 9) **COMMITTEE REPORTS:** None

10) **OTHER REPORTS:**

- a) MLA Legislative Committee Report – Shirley Bruursema (KDL) and Dale Parus (IC) reported there were no meetings in July. There is a trustee workshop on August 11 on Intellectual Freedom issues and to help board members to manage unruly audiences during meetings. The first meeting of the new Legislative committee is July 18. There is not much legislative activity right now due to the upcoming primary election on August 2. They expect to see more activity during September and during the lame duck session after the November election. There is a proposed addition of \$500,000 to the state aid budget, the MLA lobbyist expects that proposal to be included in the upcoming budget.

11) **ONGOING BUSINESS:**

- a) Intellectual Freedom Resources for discussion: In addition, to the resources provided in the packet, Carol encouraged libraries to sign up their trustees for the August 11 workshop on Intellectual Freedom. She also stressed that libraries should call her while these issues are small and before they escalate locally.

12) **NEW BUSINESS:**

- a) I-Tiva replacement
 - 1) MessageBee Service – Sheryl gave an update on the status of the MessageBee implementation. We are in the early stages of implementation with sample notices having been sent to Unique and Unique setting up the necessary file systems on their side to receive our files. Sheryl will be contacting libraries regarding contact people for unsuccessful notices and reports soon. She will report progress as we continue the implementation process.
 - 2) Extend Hold Pickup time for “holdshelf” items:
When we start up the MessageBee service, hold pickup notices will be set to automatically compile the morning after a hold is ready for pickup. Member libraries will no longer run their own hold pickup notices. The current pickup time for the system is 7 days. To allow for notices not being compiled until the following morning, Lakeland staff recommends extending the holdshelf pickup time to allow for the extra time.
Motion by Matt Lubbers-Moore (SF), supported by Merri Jo Tuinstra (ES) to extend the time to pick up holdshelf items to 10 days.
Discussion ensued.
Motion by Melissa Huisman (OH), supported by Leann Parker (OZ) to extend the time to pick up holdshelf items to 8 days. *Motion carried.*
VanderWagen noted that she will make the change when we are ready to start up the MessageBee service with Unique Management.

13) **PUBLIC COMMENTS:**

- a) Melissa asked for clarification on the sale of a non-resident card to a patron inside Lakeland. It was noted that non-resident cards can be made available (based on local policy) to patrons living outside of Lakeland or living in unserved areas of Lakeland.
- b) Jennifer Salgat reported that they were able to purchase five sewing machines at Lake Odessa. They have been hosting classes and have had 57 participants so far. Sewing projects are designed to be completed in about 45 minutes.

- c) Virginia DeMumbrum (SW) reported the WZZM did a story on their new book bike. WZZM will be returning to White Lake for a story on their new lockers for hold pickups once they are installed.
- d) Merri Jo Tuinstra (ES) reported that they included adults in their Summer Reading Program for the very first time this summer. They had 105 adults participate.
- 14) **NEXT MEETING:** Thursday, August 11, 2022, following the Board meeting at the Kent District Library Service Center.
- 11) **ADJOURNMENT:** Kerry Fountain (IS), supported by Matt Lubbers-Moore (SF) moved to adjourn at 11:42 a.m. - *motion carried.*

Respectfully submitted by,
Sheryl VanderWagen

FY 2022-2023 Budget Packet Informational Sheet

1. **Member Services Formulas:** The Finance Committee approved the following revisions:
 - a. Consolidation of formulas for member/participating libraries.
 - b. 3-year smoothing for added holdings for cataloging formula
 - c. Shoutbomb had been calculated by circulation for each library which doesn't make sense, so we decided to use the same 50/50 formula used for Authority, ILS and IT for ILS Support and Syndetics etc.
2. **Operating Budget:** Due to the 2020 census, Lakeland saw an increase of 110,000 in population served and \$125,000 in increased state aid in 2021-22 and we anticipate an additional \$25,000 for 2022-2023 for a total of \$150,000. This means that we have increased staff, services and products as follows with no significant increase in operating fees except as explained below.
 - a. Member Services Manager
 - b. Digital Services Specialist
 - c. Two new trucks (one purchased in FY2021-2022 and one due for delivery in December 2022 in FY2022-2023.)
 - d. IT Upgrades such as a new firewall, Wi-Fi upgrade, new servers, laptops etc. and support from Heimler Consulting.
 - e. Unlimited SIP licenses incorporated into operating costs.
 - f. Bibliocore increased maintenance costs due to increase in population with no extra charge to members.
 - g. Patron Point
 - h. Message Bee (increased functionality but decreased costs.)
 - i. Overdrive Platform paid by LLC and additional credit provided to non-Lakeland content group members.
 - j. Increase in staff development and continuing education.
 - k. Decrease cost in service contracts for the LLC facility due to work at home hybrid approach.
3. **Operating Costs by Library:** The only increases were due to either an increase in cataloging holdings, population increases and/or an additional service such as Saranac who added Clarksville as a stop. This also decreased deliver slightly for the rest of the members.
4. **Fund Balance Reserves:** A significant effort was made by the Finance Committee to make this as clear as possible. In essence, it lists what we had last year in reserves and what we anticipate we will have at the end of the new fiscal year (September 30, 2023.)
5. **Capital Budget:** The endnotes list the capital purchases that are budgeted for this next fiscal year.
6. **Pass Through Budget:** This detailed budget shows all the group purchases, shared subscriptions, and licenses etc. that are purchased throughout the year. Please notice that these costs go directly from the participating member to the vendor. Lakeland is simply used as the fiscal agent. No upcharges or fees are

added which is unlike some consortia or associations. In the future we hope to detail the significant savings seen from these purchases.

7. **Individual Library Budget Worksheet:** This is a new document that we hope will help explain each library's cost. This is a sample budget for Flat River that explains the fees for operating and pass-through costs. The goal is to provide this for each library on a quarterly basis. We look forward to discussing this with you all and fine tuning it for your needs.

Many thanks to Janet Cornell, the rest of the LLC management team, the Finance Committee and Karen McKinnon, our treasurer for her guidance and leadership.

Charges divided equally for all participating libraries

- Administration
- Delivery
- IT Operations

Charges divided by Per Capita by participating libraries

- MeL Delivery – RIDES

Charges divided by percentage of holdings added, averaged over 3 previous years by participating libraries

- Cataloging Services
- SkyRiver Cataloging Utility

Charges divided 50% Per Capita and 50% equally by participating libraries

- Authority Control
- ILS
- IT Support for ILS
- Shoutbomb
- Syndetics

FY2022-23 OPERATING BUDGET

Revenue and Expense Detail

	FY2022-23			
			Over	
	Total	Total	(Under)	Percent
	FY2021-22	FY2022-23	FY2021-22	Change
Revenue:				
State Aid	\$ 614,900	\$ 709,000	\$ 94,100	15.3%
Revenue by Libraries	804,025	804,025	(0)	0.0%
Investment Revenue	1,000	3,000	2,000	200.0%
Rebates	100	100	-	0.0%
Transfer from Unassigned FB	50,000	-	(50,000)	-100.0%
Total Revenues	\$ 1,470,025	\$ 1,516,125	\$ 46,100	3.1%
Salary & Wage Expenses				
Salaries & Wages	\$ 696,884	\$ 724,060	\$ 27,176	4%
Payroll Taxes	59,380	61,030	1,650	3%
Total Salaries/Taxes	\$ 756,264	\$ 785,090	\$ 28,826	4%
Benefits				
Health/Disability/Life/EAP	98,222	97,498	(724)	-1%
MERS Retirement DB	34,661	34,143	(518)	-1%
MERS Retirement DC 401	9,405	9,786	381	4%
Worker's Compensation	4,240	3,240	(1,000)	-24%
Hiring Costs	1,000	-	(1,000)	100%
Total Benefits	\$ 147,528	\$ 144,670	\$ (2,858)	-2%
Mileage	3,440	3,000	(440)	-13%
Total Mileage	\$ 3,440	\$ 3,000	\$ (440)	-13%
Professional Development				
Confs/Training	6,000	8,500	2,500	42%
Staff Development	500	500	-	100%
Total Prof Development	\$ 6,500	\$ 9,000	\$ 2,500	38%
Supplies				
Office Supplies	4,000	2,500	(1,500)	-38%
Prof Coll	340	340	-	100%
DeliverySupplies	1,375	1,000	(375)	-27%
Total Supplies	\$ 5,715	\$ 3,840	\$ (1,875)	-33%
Professional Services				
Audit	5,250	9,400	4,150	79%
Memberships	4,070	4,670	600	15%
Bank Service Fees	1,900	1,610	(290)	-15%
Consulting Services	22,000	12,000	(10,000)	100%
Legal Fees	7,020	7,020	-	0%
Total Professional Services	\$ 40,240	\$ 34,700	\$ (5,540)	-14%

FY2022-23 OPERATING BUDGET

Revenue and Expense Detail

	FY2022-23			
			Over	Percent
	Total	Total	(Under)	Change
	FY2021-22	FY2022-23	FY2021-22	
Insurance				
D&O	2,420	2,420	-	0%
Umbrella	1,650	1,650	-	0%
Commercial Property Ins.	2,090	2,090	-	0%
Vehicle Insurance	4,290	6,265	1,975	46%
Cyber Security Insurance	2,590	2,790	200	8%
Total Insurance	\$ 13,040	\$ 15,215	\$ 2,175	17%
ILS & IT Expenses				
Authority Control	12,000	8,000	(4,000)	-33%
Sky River	43,470	45,360	1,890	4%
Ill Maintenance	134,697	141,472	6,775	5%
Bibliocore	97,438	107,500	10,062	10%
Phone Notification	23,223	9,000	(14,223)	-61%
Syndetics Subscript	20,590	21,180	590	3%
Shoutbomb	4,032	4,172	140	3%
Patron Point	15,000	16,000	1,000	100%
Overdrive Platform	-	9,330	9,330	100%
IT Equip/Operations	\$ 41,468	\$ 38,178	\$ (3,290)	-8%
Total ILS & IT Expenses	\$ 391,918	\$ 400,195	\$ 8,277	2%
Rides Delivery	7,670	8,005	335	4%
Total Rides Delivery	\$ 7,670	\$ 8,005	\$ 335	4%
Delivery Expenses				
Vehicle Lease	1,000	-	(1,000)	-100%
Fuel	31,360	46,355	14,995	48%
Driver Certification	300	350	50	17%
Vehicle Maint/Repair	18,900	19,020	120	1%
Total Delivery Expenses	\$ 51,560	\$ 65,725	\$ 14,165	27%
Member Development				
Continuing Education	5,000	6,000	1,000	20%
Member Development	500	1,000	500	100%
Total Member Development	\$ 5,500	\$ 7,000	\$ 1,500	27%
Facility				
Utilities	13,865	13,865	-	0%
Telephone	6,430	6,430	-	0%
Repairs & Maintenance	4,195	7,725	3,530	84%
Facility Service Contracts	16,160	11,665	(4,495)	-28%
Total Facility	\$ 40,650	\$ 39,685	\$ (965)	-2%
Total Expenditures	\$ 1,470,025	\$ 1,516,125	\$ 46,100	3.1%

Lakeland Library Cooperative
FY2022-23 Cost Per Library

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		Total FY2021-22 LLC Fees	Total FY2022-23 LLC Fees	FY22-23 Over (Under) FY21-22
Library				
OA	Allendale Township	22,120	23,796	1,676
IB	Alvah N. Belding Memorial	18,369	18,431	62
MA	Carson City Public/Crystal Public	18,043	18,585	542
EC	Cedar Springs Public	15,735	15,328	(408)
OC	Coopersville Area District Library	17,011	16,116	(894)
NC	Croton Township Library	13,125	12,545	(580)
AD	Dorr Township	15,359	15,175	(184)
AF	Fennville District	18,296	17,931	(365)
MG	Flat River Community (Greenville)	22,625	22,067	(558)
BF	Freeport District	13,292	12,857	(435)
NF	Fremont Area District	19,449	19,327	(122)
SF	Fruitport District Library	17,181	15,974	(1,207)
OH	Gary Byker (Hudsonville)	19,033	19,219	186
OG	Georgetown Township (Jenison)	33,589	35,483	1,894
GR	Grand Rapids Public	6,235	6,640	404
NG	Grant Area District	17,575	17,126	(449)
SM	Hackley Public (Muskegon)	23,947	23,646	(301)
BH	Hastings Public	17,730	16,821	(909)
AW	Henika District (Wayland)	15,352	14,995	(357)
HO	Herrick District (Holland)	47,286	46,720	(566)
NH	Hesperia Community	13,788	12,931	(856)
ME	Home Township (Edmore)	12,898	12,379	(519)
AH	Hopkins Public	13,391	12,819	(571)
OZ	Howard Miller (Zeeland)	23,857	24,588	731
IC	Ionia Community	20,440	20,454	14
KU	Kent District	6,108	6,425	317
IL	Lake Odessa Community	14,527	13,562	(965)
AL	Leighton Township (Moline)	14,944	15,117	174
OL	Loutit District (Grand Haven)	23,173	23,618	445
UM	Muskegon Area District	70,930	75,643	4,713
NN	Newaygo Area District	15,105	14,504	(601)
OJ	Patmos (Jamestown)	16,101	16,939	838
AB	Salem Township (Burnips)	16,323	16,067	(256)
IS	Saranac/Clarksville Public	17,899	20,222	2,323
AS	Saugatuck-Douglas District	14,150	13,807	(343)
ES	Sparta Carnegie Township	15,456	15,181	(274)
OS	Spring Lake District	23,319	22,801	(518)
ML	Tamarack District (Lakeview)	16,845	16,393	(452)
MH	TCH Reynolds Township (Howard City)	15,600	15,556	(44)
BM	Thornapple-Kellogg (Middleville)	16,238	15,712	(526)
NW	White Cloud Community	16,324	15,644	(680)
SW	White Lake Community	15,261	14,880	(381)
TOTAL		\$ 804,025	\$ 804,025	\$ -

**Lakeland Library Cooperative
Fund Balance Reserves
FY2022 through FY2023**

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	<u>Totals</u>	<u>Notes</u>
Fund Balance Reserves:		
FB Reserves 9/30/2022:	627,883	
Projected Net FY22 Fund Balance	<u>207,240</u>	
FB Reserves Available as of 9/30/2022:	<u>\$ 835,123</u>	
FY2022-23 Budget from FB Reserves:		
Unassigned Funds	<u>(164,500)</u>	1
FB Reserves Available as of 9/30/2023:	<u>\$ 670,623</u>	

Notes:

1 - \$164,500 to be transferred from Unassigned funds to the Capital & Growth Budget

	Budget	Budget	FY2022-23 Over/(Under)	
Capital Expenses:	FY2021-22	FY2022-23	FY2021-22	Notes
Technology - IT Hardware	62,500	70,000	7,500	1
Technology - ILS	87,000	25,000	(62,000)	2
Building Improvements	7,500	7,500	-	3
Delivery Trucks	135,000	66,000	(69,000)	4
Total Expenses	\$ 292,000	\$ 168,500	\$ (123,500)	
Capital Revenue and Reserves:				
Investment Revenue	-	4,000	4,000	
Committed Fund Balance	82,500	-	(82,500)	
Unassigned Fund Balance	209,500	164,500	(45,000)	
Total Revenue and Reserves	\$ 292,000	\$ 168,500	\$ (123,500)	

Notes:

- 1 - Hosted Servers
- 2 - Bibliocore linking Project
- 3 - Emergency building expense
- 4 - Purchase truck and rebuilt engine

Lakeland Library Cooperative
Pass Through - Detail Information
FY2022-23 Budget

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	<i>FY2021-22</i>	<i>FY2022-23</i>	<i>Difference</i>
REVENUES			
Barcodes	5,000	5,000	-
Delivery Dots	700	700	-
Love My Library Bags	2,000	2,000	-
Other Supply Orders	1,000	1,000	-
Group Supplies	8,700	8,700	-
Overdrive Audiobooks	20,400	20,400	-
Overdrive Ebooks	30,600	30,600	-
Overdrive Magazines	-	25,000	25,000
Other Collections	8,950	16,000	7,050
Group Collections	59,950	92,000	32,050
Overdrive Maintenance	12,000	-	(12,000)
Capira Mobile	45,000	45,000	-
BookPage	2,300	6,000	3,700
Movie License Renewal	8,600	9,000	400
Wowbrary	6,000	6,000	-
Ancestry LE	2,700	4,500	1,800
Other Group Services	4,900	5,000	100
Group Services	81,500	75,500	(6,000)
Ecommerce Fines	28,000	28,000	-
ILS Add-On Services	32,000	5,000	(27,000)
IT Services	350	350	-
Other Revenue	250	750	500
Total Revenue	\$ 210,750	\$ 210,300	\$ (450)

EXPENSES			
Barcode Supplies	5,000	5,000	-
Delivery Dot Supplies	700	700	-
Poly Bag Supplies	2,000	2,000	-
Other Supplies	1,000	1,000	-
Library Supplies	8,700	8,700	-
Audiobooks-Overdrive	20,400	20,400	-
Ebooks-Overdrive	30,600	30,600	-
Magazines-Overdrive	-	25,000	25,000
Other Collections Expense	8,950	16,000	7,050
Group Collection Expense	59,950	92,000	32,050
Overdrive Service Plan	12,000	-	(12,000)
Capira Subscription	45,000	45,000	-
BookPage Subscription	2,300	6,000	3,700
Movie License Subscription	8,600	9,000	400
Wowbrary Subscription	6,000	6,000	-
Ancestry LE Subscriptions	2,700	4,500	1,800
Other Group Subscriptions	4,900	5,000	100
Group Subscriptions	81,500	75,500	(6,000)
Fines Paid	28,000	28,000	-
ILS Add-On Expenses	32,000	5,000	(27,000)
IT Service Expenses	350	350	-
Other Service Expenses	250	750	500
Total Expenses	\$ 210,750	\$ 210,300	\$ (450)

SAMPLE: Flat River Community Library

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Budgeting for Lakeland Library Cooperative

For Fiscal Year: *October 1, 2022 to September 30, 2023*

	FY2021-22	FY2022-23	Difference	Notes
Expenses				
Quarterly Billing				
Administration	2,694	2,775	81	
Delivery	2,481	2,517	36	
ILS & IT	17,450	16,775	(675)	
Total Quarterly Billing	\$ 22,625	\$ 22,067	\$ (558)	
Pass Through Items*				
Supplies				
Barcodes (Jun/Dec)	58			
Delivery Dots (Jun/Dec)	18			
Library Bags (Jun/Dec)	272			
Labor Law Posters (Nov)	17			
Other	-			
Group Collections				
Overdrive Audio (Qtrly)	583			
Overdrive Ebooks (Qtrly)	874			
Digital Magazines (Jan renewal)	806			
VOX Books (Dec/May)	210			
Other	-			
Group Subscriptions				
Overdrive Service Plan	343			
Capira (Jan renewal)	1,642			
Bookpage (Apr/May renewal)	-			
Movie License (Sept renewal)	-			
Wowbrary (May renewal)	-			
Ancestry.com (Jan or Feb renewal)	-			
Others	-			
Services				
Domain Name Renewals	-			
Others	-			
Total Pass Through	\$ 4,823			
Revenue				
Ecommerce Fines (Dec/Mar/Jun/Sept)	\$ 508			

* **Renewal information** will be provided as soon as pricing is available. **All deadlines are firm.** Thank you.

**Lakeland Library Cooperative
Advisory Council Meeting
Schedule FY2022-2023**

PROPOSED

DATE	LOCATION	TIME
October 13, 2022	Kent District Library Service Center Strategic Planning Summit	10:00 a.m.
November 10, 2022	Kent District Library Service Center	After Board Meeting
December 8, 2022	Kent District Library Service Center	After Board Meeting
January 12, 2023	Kent District Library Service Center	After Board Meeting
February 9, 2023	Kent District Library Service Center	After Board Meeting
March 9, 2023	Kent District Library Service Center	After Board Meeting
April 13, 2023	Kent District Library Service Center	After Board Meeting
May 11, 2023	Kent District Library Service Center	After Board Meeting
June 8, 2023	Kent District Library Service Center	After Board Meeting
July 13, 2023	Kent District Library Service Center	After Board Meeting
August 10, 2023	Kent District Library Service Center	After Board Meeting
September 14, 2023	Kent District Library Service Center	After Board Meeting