

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL**

**Thursday, September 8, 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

**Please also read the board report for manager reports and other important information. Thank you.**

**AGENDA**

- 1) CALL TO ORDER AND ROLL CALL**
- 2) APPROVAL OF AGENDA** (m)
- 3) PUBLIC COMMENTS**
- 4) APPROVAL OF MINUTES**
  - a) Advisory Council -- Minutes (m) PAGES 3-5
- 5) PRESENTATION:** Heather Wood-Gramza--MeLCat (p)
- 6) BOARD REPORT – Dale Parus, Board President** (i)
- 7) ILS MANAGER’S REPORT– Sheryl VanderWagen (See** (i)
- 8) MEMBER SERVICES MANAGER’S REPORT – Amber McLain** (i)
- 9) COOPERATIVE DIRECTOR’S REPORT -Carol Dawe** (i)
- 10) COMMITTEE REPORTS** (f)
  - a) Continuing Education Committee- Unofficial Minutes (i) PAGES 6-7
  - b) Circulation Forum – Notes from 8-31-22 (i) PAGES 8-12
- 11) OTHER REPORTS (If Representatives Present)** (i)
  - a) MLA Legislative Committee Report – Shirley Bruursema, and Dale Parus
- 12) ONGOING BUSINESS**
  - a) Intellectual Freedom (i)
- 13) NEW BUSINESS**
  - a) Board Elections (v) PAGES 13
  - b) Advisory Council Officer Elections: (v) PAGES 14
  - c) Unsuppression of Short Bibliographic Records test (See Sheryl’s report and Circ Forum notes above.) (v)
- 14) PUBLIC COMMENTS**

**15) NEXT MEETING - Thursday, November 10th, 2022**, following the Board Meeting at Kent District Library Service Center. **STRATEGIC PLANNING SUMMIT after the Board meeting on October 13<sup>th</sup>!**

**16) ADJOURNMENT**

(m)

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL MINUTES – Unofficial  
Thursday, August 11, 2022, following the Board meeting  
Kent District Library Service Center**

Council Members Present: Britney Dillon (IB), Elyshia Hoekstra (OC), 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 10:11 a.m. by Chair, Britney Dillon. There were 25 additional participants.
- 2) **APPROVAL OF AGENDA:** Kerry Fountain (IS) moved, supported by Kelly Tinkham (NN), to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:** None
- 4) **APPROVAL OF MINUTES:**
  - a) Teresa Kline (AF) moved, supported by Mary Johnson (MADL), to approve the Advisory Council minutes from July 14, 2022, as presented – *motion carried*.
- 5) **BOARD REPORT:** Dale Parus gave a summary of the board activities at the previous meeting.
- 6) **ILS MANAGERS REPORT:**

Sheryl VanderWagen pointed out her written report. She also discussed the progress of the conversion of phone notices to MessageBee. Caller ID with Lakeland has been set up and tested and test files will be submitted the week after next. She will be on vacation the week of August 15. When she returns, she will begin collecting contacts from each library so that the individual library caller ID's can be set up. However, the service will go live with the Lakeland caller ID and the individual library caller ID's will be set up with Unique after the go live.
- 7) **MEMBER SERVICES MANAGER'S REPORT:**

Amber McLain reported that the address verification with Patron Point is undergoing testing now. Several kinks have been worked out of the system. Once the initial testing is completed for all forms for all 40 libraries, she will begin live testing with three of the member libraries (MADL, Georgetown, and Hudsonville).
- 8) **COOPERATIVE DIRECTOR'S REPORT:**

Carol Dawe had nothing to add to her written report.
- 9) **COMMITTEE REPORTS:**
  - a) Continuing Education Committee – The committee will meet on August 25, 2022, to plan for the upcoming year. The Youth Services Fair is scheduled for September 2 at Georgetown Township Public Library; check the Lakeland website for details and to register. Amber McLain reported that she has received 72 responses to the training survey to date. She will send out the link again to remind everyone to complete it if they have not already done so.
- 10) **OTHER REPORTS:**
  - a) MLA Legislative Committee Report – Shirley Bruursema (KDL) and Dale Parus (IC) reported there has been little activity due to the recent and upcoming elections. They

expect to see action on several items during the lame duck session following the November election.

11) **ONGOING BUSINESS:**

- a) Intellectual Freedom – Carol presented a question for discussion regarding displays and their necessity and use in public libraries: Why do we have displays? This is a comment that came up several times in remarks made at the Patmos Library meeting where residents suggested that displays should be removed. Comments from members were wide ranging including:
- Displays are designed to be low key.
  - Patrons use displays to find things in which they have an interest, and they enjoy the color and discovery provided by them.
  - Sometimes choices made regarding displays is a form of passive censorship.
  - Patrons often object to where a display is placed in the library, not necessarily the display itself.
  - Displays offer opportunities for library staff to engage in patron education.
  - Displays communicate the diversity of the community served by libraries.
  - Displays encourage patrons to check out materials that are sitting unnoticed on library shelves.
  - It is useful to schedule displays on an annual basis and publish that schedule as needed.
  - The balance of the items in a display can vary from day to day because items are continuously checked out from it as patrons use the library.
  - If we remove one display because someone or a group of people object to it, then we are obligated to remove the next one that is singled out by another patron or group of patrons.
  - The intent of displays is to market the library's collection and draw attention to it. There will always be issues with inclusion of diverse perspectives in a diverse community. We need to face that and to go through it and to communicate with patrons on the importance of providing that diversity.

12) **NEW BUSINESS:**

- a) 2022-2023 Budget Packet Review – The Finance Committee is recommending the budget to the Advisory Council. There were no questions. Cierra Bakavka (AW) moved, supported by Mary Johnson (MADL) to recommend the proposed 2022-2023 Budget as presented to the Lakeland Board – *motion carried*.
- b) 2022-2023 Meeting Dates – Peggy Hermerling (BH) moved, supported by Jessica Hunt (NG) to approve the proposed meeting dates for Fiscal Year 2022-2023 as presented – *motion carried*.

13) **PUBLIC COMMENTS:**

- a) Jessica Hunt asked for a listing of libraries that offer hotspots, their loan periods, and fine rates. Amber McLain will do a survey and compile the results for posting to the website.
- b) Cierra Bakavka announced that the Henika District Library will be hosting an open house celebration on September 17 to highlight their recent renovations to the library.

- 14) **NEXT MEETING:** Thursday, September 8, 2022, following the Board meeting at the Kent District Library Service Center.

- 11) **ADJOURNMENT:** Cierra Bakavka (AW), supported by Mary Johnson (MADL) moved to adjourn at 11:02 a.m. - *motion carried.*

Respectfully submitted by,  
Sheryl VanderWagen

**Lakeland Library Cooperative  
Continuing Education Committee  
August 25, 2022, at 1:00 pm (via Zoom)**

**Draft Minutes**

Co-chairs: Alison Taylor (Meeting chair) and Erin Supri

Call to order: 1:09 pm

Members Present: Jackie Roseberry (NF), Alison Taylor (OS), Erin Supri (IS),  
Matt Lubbers-Moore (SF), Rob Bristow (OG)

Members Absent: Cierra Bakovka (AW), Sarah Rinsema (UM), Kayla  
Bambrick (OC)

LLC Representatives: Carol Dawe, Amber McLain

Approval of Agenda: Rob, Erin 2<sup>nd</sup>

Approval of Minutes: Reviewed (no Quorum)

Update from the Cooperative Director:

- a. Budget Update: \$6,000 for 22/23 year
- b. Other opportunities:
  - i. May be opportunities for small libraries in 2024
  - ii. Equity, diversity, and inclusion program for directors and board members
  - iii. Thinking towards general Lakeland needs
  - iv. Advisory to add director level focus trainings
  - v. Strategic planning meeting: Oct 13<sup>th</sup>

Unfinished Business

- c. Front Line Worker Focus (Carol/Alison): Good Feedback! Lunch pails:  
raffles, staff used them!

- d. Youth Services Picnic (Erin): On track!
- e. Newsletter webpage discussion (Amber): Newsletter will go monthly in next fiscal year. CE Members to have a page, monthly theme. Take turns?

#### New Business

- f. Program planning 2022/2023:
  - i. Lakeland coffee hour/lunch hour/meetings “Ask Lakeland!” discussion ensued.
  - ii. Working on trainings for website.
  - iii. Calendars for next year
  - iv. Youth SRP Workshop
    - 1. \$1700 approved (Rob, Alison 2<sup>nd</sup>)

Next Meeting Date: September 22nd, 1pm

Adjournment: 2:06 pm (Rob, Matt 2<sup>nd</sup>)

## CIRCULATION FORUM MEETING

August 31, 2022 Spring Lake District Library

1:30 P.M.

### DRAFT MINUTES

Select a Recorder – Jen Vredeveld (HDL) There were 23 people in attendance at the meeting.

Approve the Agenda – Motion by Veronica Pitchford (Flat River), second by Pam Osborne (White Lake), motion passed

Approve the Minutes of the May 25, 2022 meeting (attached) Change agenda to minutes– motion by Dwayne Betcher (Herrick), second by Matt Lubbers-Moore (Fruitport), motion passed

Director's report: Carol Dawe

- Carol was not present
- Yay Nora Roberts!  
(<https://www.hollandsentinel.com/story/news/politics/elections/issues/2022/08/30/romance-novelist-nora-roberts-donates-50k-to-jamestown-townships-patmos-library/65462943007/>)

Member Services report: Amber McLain

- Patron Point
  - Field testing to start soon
  - See website member page to view service area google maps
    - <https://llcoop.org/member-directory/>
  - There are also county maps at the bottom of the page
  - Contact Amber if you would like township specific files
    - [amber@llcoop.org](mailto:amber@llcoop.org)

### Items

- Short Bib record unsuppression discussion with Jeff Lezman (LLC)
  - Cataloging at Lakeland used to involve paper forms that were sent in to LLC for each item to be cataloged
  - Now the form is in Sierra and this becomes a Short Bib
    - Items can be attached to these records
  - Currently suppressed because they are not as searchable and are missing some information
  - If unsuppressed, patrons would be able to see records for items in processing in the catalog (BiblioCommons)

- Herrick already does this
- The format type will show as unknown for short bibs, but it is still holdable by patrons
  - This may confuse patrons
- Only patrons of libraries with attached items will be able to place holds
- It generally takes 1-3 business days to switch a short bib record into a full bib record, unless the information is not available yet (shelf-published or advance orders)
  - We would not be unsuppressing these short flip records, only the “problem” records
- Any patron can place holds on records without items attached, but once there is an item attached, it restricts to that library’s patrons
- Staff can already do this for patrons through Sierra, but this would allow patrons to do this on their own through BiblioCommons (or Capira)
- This will not change the new item rules
- Having patrons have to talk to us to place these holds can be beneficial because it allows us to have a conversation with that patron about the new book rules and it tells the library what patrons are looking for
- This may result in upset patrons if their library never purchases the title and the 365 days runs out and the hold expires before an item becomes not new
- Currently, Herrick is an cataloging center library and they create bib records with dummy LL item records attached that all library patrons can place holds on
  - Once Herrick receives the item, they then delete the dummy record and replace it with their actual item record
- This is how we sometimes end up with two bib records, one Herrick one and one short bib record
  - The staff makes sure to merge those two records when the time comes so patrons don’t get lost on the wrong item
- If patrons are using your specific, scoped version of BiblioCommons, these short bib records will not show unless your library has entered an item for it
  - They will all show in the parent LLC BiblioCommons catalog
- Patrons may end up placing holds on the wrong format because they will all be listed as unknown
- This would sort of mimic the option to pre-order books on Amazon
- This will again be discussed at the Advisory Council meeting next week
  - LLC may test some of these records to see what happens before making a final decision
- Let Sheryl know if you have any other thoughts

- Are you still purchasing DVD's and Audiobooks?
  - Fruitport – DVDs yes, audiobooks limited
  - Yes, both
  - Some order both DVDs and Blurays
  - Audiobooks seem to be dying
  - MADL is still strong for DVDs, though they are cutting the budget, audiobooks are far less and they are cutting the budgets
  - Loutit DVDs still popular, still buying both
  - Herrick will likely slow down audiobooks and possibly DVDs
  - Many libraries that are slowing physical audiobook purchases are upping digital audiobooks, particularly Hoopla limit increases
  - Grant's patrons are very rural and not everyone has internet, so they rely on physical content
  - Only 'big hitter' authors purchased on audiobook
- Do you limit the number of DVD's a patron can have out in addition to the system limits?
  - Limit to 10 (system limit 15)

## Patrons

- Annual Purge of expired/inactive patron records (2018 and earlier)
  - LLC policy is to remove records that are expired for 3 years by both Circ Active and expiration dates
  - Waits until after summer reading to purge, so it is coming soon
    - Records with fines are purged after 7 years at the beginning of next year
      - This follows the statute of limitations law in MI, which is 6 years
      - We are on schedule for yearly purges after having cleaned up during the pandemic
- Preferred Name/Legal Name reminder
  - Now both required fields
  - Unique uses Legal name
  - All notices use preferred name
    - Including MessageBee, the new phone notification system
  - Some staff struggle because the legal names are listed first in the patron record, and that's what they call the patron
    - Sheryl will check into this and see if we can get the preferred name first
- Online Payments
  - Biblio (and old system) offers PayPal option, but this does not interface with Sierra, so will not clear fines

- Sheryl is trying to turn this option off, but hasn't been successful yet
- We do not have access to this payment landing page, we may be able to add an informational header
- DO NOT WAIVE FINES that have been paid by PayPal because Sheryl needs to know what that money was for
  - Contact Sheryl or [tech-help@llcoop.org](mailto:tech-help@llcoop.org) and send them the patron's information and what was paid for (amount), Sheryl will then clear the patron's record
- It is unlikely that Innovative will update on this anytime soon since it would be an enhancement request.

## Updates & Reminders

- MessageBee (i-Tiva replacement) update
  - This has been tested and is going well
  - Sheryl will be contacting libraries to see who Unique should send the unsuccessful notices to at each one
  - This will launch soon, perhaps in a week or two
    - At that point, hold pickup will be extended one day, from 7 to 8 days
    - All overdues and hold pickup notices will be run centrally, once a day
    - Billing and paging are the only notices that will need to be run at libraries
  - After the initial go live, Unique will work with each library will set up their own caller ID, so patrons will see the call as coming from their home library. For now, the phone number will be the main LLC number, so if they dial it back, they will reach LLC
    - The messages will also say the owning library's name of the overdue/ready for pickup item
  - Notice frequency is set by iType, but usually the first overdue notice is at 5 days and the billing notice is at 35 days
  - For hold pickups, MessageBee is next day notification, Shoutbomb is within a few hours
  - Patrons will not be able to call in and see what they have checked out and there will be NO TELEPHONE RENEWAL of items with MessageBee
- New Branches at MADL and Herrick
  - MADL is opening a book mobile, and an outreach van, as well as a satellite branch which was recently opened in Laketon Township.
  - Herrick is launching a second book vending machine on the north side of town by the Park Township Offices (First location: [https://herrickdl.org/locations/HH/?\\_ga=2.3434032.1680484174.1661789055-979770570.1625683488](https://herrickdl.org/locations/HH/?_ga=2.3434032.1680484174.1661789055-979770570.1625683488))

- White Lake is installing 3 locker locations
- Capira
  - Reading History – if the history is very long, it can time out and not be able to load
    - Capira is working on a new release for this fall that should address this issue
  - Self-Checkout – have had some issues with people messing up the authorizations for the app and the camera, causing it to not work
  - Volume-Level holds – still not working when placed in Capira
    - Capira is working on this, but it requires an edit to the API from III which is supposed to be in the next Sierra software release
- BiblioCommons
  - Reading History – it can't be sorted because of how it is pulled from Sierra, so it is just something that can't be done
    - To work around this, you can advise that patrons add their history to their Completed Shelf, which can be sorted and manipulated
    - Patrons who want to clean up their reading history will have to log into their accounts on Lakenet where they will be able to edit, export and clean up their reading history:  
<https://sam.llcoop.org/patroninfo>

If you notice something behaving oddly, submit a ticket to [tech-help@llcoop.org](mailto:tech-help@llcoop.org) and be sure to include as much detail as possible.

Next meeting: If needed November 30, 2022 in Allendale at 1:30 p.m.

# **BOARD ELECTIONS**

Thursday, September 8<sup>th</sup>, 2022- Meeting of LLC ADVISORY COUNCIL

ADVISORY COUNCIL CAUCUSES FOR LLC BOARD MEMBERS-ELECTION

ADVISORY COUNCIL SECRETARY will record the electoral business of each Library Group.

## **Library Group**                      **Board Candidates: Term 10/2022-9/2024**

CLASS IV                                      Maggie McKeithan, Spring Lake      (Current board member)

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CLASS IV Libraries:

Carson City Public Library
Coopersville Area District Library
Gary Byker Memorial Library of Hudsonville
White Lake Community Library
Fennville District Library
Flat River Community Library
Fremont Area District Library
Fruitport District Library
Hastings Public Library
Howard Miller Library
Ionia Community Library
Spring Lake District Library
Thornapple Kellogg School and Community Library

## **Library Group**                      **Board Candidates: Term 10/2022-9/2024**

CLASS V Libraries and Class VI libraries with population served under 100,000

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CLASS V and Class VI Libraries with population served under 100,000

Allendale Township Library
Hackley Public Library
Loutit District Library
Georgetown Township Public Library

RESULTS from CAUCUSES:

CLASS IV: \_\_\_\_\_

CLASS V/Georgetown: \_\_\_\_\_

## **Advisory Council Officers Election:**

**ADVISORY COUNCIL will also vote for Officers** as detailed in the email of 8/31 to the Council from Carol Dawe. The Outgoing Chair, Britney Dillon will coordinate the effort as outlined in the email below.

Be sure to email Britney if you are interested in serving!!

Good afternoon, Advisory Council Members.

We are trying things a bit differently in regards to electing Advisory Council Officers. In lieu of a nominating committee, we are asking for people to self-nominate or nominate someone with their consent to be placed on a ballot for officers for the Advisory Council. Each position is a one year term with a maximum of serving 2 consecutive years. (Then there is a 3 year period before you can run for the same office.)

Chairperson is vacant this year. Britney has completed her two year term.

Vice-Chair is Mary Cook. She has completed her first year in office.

Secretary is Elyshia Hoekstra. She has completed her first year in office.

Normally this election is held at the annual meeting in October but we aren't meeting in October due to the Strategic Planning Summit so we will vote in September.

Please send your nominations to Britney Dillon [belbd@lcoop.org](mailto:belbd@lcoop.org) by Tuesday, **September 6th** at noon. Thank you. The outgoing Chair will review the nominations and provide the names for each seat. If there are multiple candidates per seat, runoffs will be conducted until a winner is decided by a majority of the votes cast.

Thank you all for participating in the Advisory Council! We are stronger together and thank you Britney for your many years of service!

Carol

Carol Dawe  
Cooperative Director  
616-559-5253 x2001  
630-207-1205 (cell)

[www.lcoop.org](http://www.lcoop.org)