

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL**

**Thursday, November 10, 2022
Following the 9:30 a.m. Board Meeting**

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

Outgoing Chair: Britney Dillon

Officers: Mary Cook (Chair), Kelly Tinkham (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 from the 9-8-22 meeting *(m)* PAGES 2-4
- 5) BOARD REPORT – Lance Werner, Board President** *(i)*
- 6) ILS MANAGER’S REPORT– Carol Dawe (Sheryl is on vacation)** *(i)*
- 7) MEMBER SERVICES MANAGER’S REPORT – Amber McLain** *(i)*
- 8) COOPERATIVE DIRECTOR’S REPORT -Carol Dawe** *(i)*
- 9) COMMITTEE REPORTS** *(f)*
 - a) Continuing Education Committee- Official minutes from 09-23-22 *(i)* PAGES 5-6
 - b) Digital Library (Overdrive) Committee – Official minutes from 6-1-22 *(i)* PAGES 7-8
- 10) OTHER REPORTS**
 - a) MLA Legislative Committee Report – Shirley Bruursema and Dale Parus *(i)*
- 11) NEW BUSINESS (SEE BOARD REPORT)**
 - a) Approval of Committee Officer elections *(v)* PAGES 9
 - b) Annual Snapshot/Delivery Review *(i)*
- 12) PUBLIC COMMENTS**
- 13) NEXT MEETING - Thursday, December 8th, 2022, following the Board Meeting at Kent District Service Center**
- 14) ADJOURNMENT** *(m)*

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, September 8, 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, Jeff Lezman

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:38 a.m. by Chair, Britney Dillon. There were 25 additional participants.
- 2) **APPROVAL OF AGENDA:** Jessica Hunt (NG) moved, supported by Mary Johnson (MADL), to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:** None
- 4) **APPROVAL OF MINUTES:**
 - a) Cierra Bakovka (AW) moved, supported by Jessica Hunt (NG), to approve the Advisory Council minutes from August 11, 2022, as presented – *motion carried*.
- 5) **PRESENTATION:** Heather Wood-Gramza, Library of Michigan MeL Coordinator, gave a presentation on MeL resources, training and support offered by the Library of Michigan.
- 6) **BOARD REPORT:** Dale Parus gave a summary of the board activities at the previous meeting, pointing out specifically that the updated Plan of Service with the Bylaws were approved by the Board.
- 7) **ILS MANAGERS REPORT:**

Sheryl VanderWagen pointed out her written report. She also discussed the progress of the conversion of phone notices to MessageBee. She is working on getting an updated list of contacts from each library for the failed notifications and that she expects the new service to launch in the next couple of weeks. She also noted that with MessageBee there will no longer be an inbound service FROM patrons to get a list of items checked out or on hold. She is working with Dave VanderGraaf to schedule the cessation of that service. MessageBee will only be doing outbound calls on holds and overdues to patrons.
- 8) **MEMBER SERVICES MANAGER’S REPORT:**

Amber McLain reported that patron registration with PatronPoint is undergoing live testing with Georgetown Township Public Library, Muskegon Area District Library and Gary Byker Memorial Library. She reported that there will be a variety of training options for staff when this is ready to go live.
- 9) **COOPERATIVE DIRECTOR’S REPORT:**

Carol Dawe had nothing to add to her written report.
- 10) **COMMITTEE REPORTS:**
 - a) Continuing Education Committee – The unofficial minutes of the August 25, 2022 meeting were included in the packet. Rob Bristow (OG) reported that there were 40 people in attendance at the recent Youth Services Fair held at the Georgetown Township Public Library.
 - b) Circulation Forum – The notes from the August 31, 2022 meeting were included in the packet.
- 11) **OTHER REPORTS:**

- a) MLA Legislative Committee Report – Shirley Bruursema (KDL) and Dale Parus (IC) reported that the Legislative Committee met on September 6. Shirley reported that there is very little legislative activity occurring between now and the November election but the committee expects to see more activity during the Lame Duck session after the election. Advocacy Day 2023 has been set for April 23, 2023. Dale Parus reported that they are not expecting activity on any major bills that will affect libraries. Activity in the Lame Duck session after the election will depend on the election outcome and which parties are in control following the election. He mentioned that on the Federal level, the Build Back Better plan in the Senate includes library construction projects so the committee is working on setting that up at the State level to receive those funds should that proposal be approved. He also reminded everyone that the MLA Annual Conference is a month away.

12) **ONGOING BUSINESS:**

- a) Intellectual Freedom – Carol asked for feedback on behalf of the Patmos Library on whether to proceed with filling their director position. There was also a question about whether hiding a book in the stacks is censorship. The group's opinion was that it was censorship but not a formal request for reconsideration of that book. One library reported that over \$300 worth of LGBTQ materials had gone missing from their collection, but the staff determined that the materials were removed by a teen who wanted those items personally, not by someone objecting to their presence in the library. Several libraries noted that they have received requests to reconsider the placement of a title or titles in the library but not for total removal. This is common.

13) **NEW BUSINESS:**

- a) Board Elections – Members of the Class IV and V/Georgetown libraries caucused to choose Board members for FY2022-2023. Maggie McKeithan (OS) will continue as the Class IV representative. Joe Zappacosta (SM) will become the new Class V/Georgetown representative. Peggy Hemerling will step down.
- b) Advisory Council Officer Elections: Nominees for Advisory Council officers for Fiscal Year 2022-2023 were: Chair – Mary Cook (OA), Vice-Chair – Kelly Tinkham (NN) and Secretary – Elyshia Hoekstra (OC). Motion by Kerry Fountain (IS), supported by Matt Lubbers-Moore (SF) to approve the slate of officers as presented – *motion carried*
- c) Unsuppression of Short Bibliographic Records – Sheryl VanderWagen and Jeff Lezman gave a summary of the Circulation Forum discussion regarding unsuppressing a test group of short bibliographic records used by LLC catalogers as work forms. Motion by Matt Lubber-Moore (SF), supported by Virginia DeMumbrum (SW) to have Lakeland set up a test of a group of short records for unsuppression in Bibliocommons and report back to the Advisory Council in November with a recommendation for unsuppressing the rest of the short records – *motion carried*

14) **PUBLIC COMMENTS:**

- a) Cierra Bakovka reported that Henika District Library had earlier changed their fax policy to a donation determined by the patron. They have made that policy permanent. She invited everyone to attend their Open House, showcasing their recent renovations on Saturday, September 17, 10:00 – 2:00

- b) Kevin Wisniewski (MADL) reported that the Muskegon Area District Library has received funding through an LSTA grant to purchase a Tovertafel like the one located at the Howard Miller Library in Zeeland.
 - c) Stefanie Reed (MG) reported that the Flat River Community Library is doing a “show your library card” during Library Card Sign Up Month for a discount at selected businesses in Greenville modeled on the Spring Lake/Loutit programs.
 - d) Carol Dawe reported that the Loutit District Library has hired a search firm to conduct a search for their next director.
- 15) **NEXT MEETING:** Thursday, November 10, 2022, following the Board meeting at the Kent District Library Service Center. NOTE: No October Advisory Council meeting due to the Strategic Planning Summit to be held in October instead.
- 11) **ADJOURNMENT:** Cierra Bakovka (AW), supported by Mary Johnson (MADL) moved to adjourn at 12:02 a.m. - *motion carried.*

Respectfully submitted by,
Sheryl VanderWagen

**Lakeland Library Cooperative
Continuing Education Committee
September 22, 2022, at 1:00 pm
(via Zoom)**

<https://us02web.zoom.us/j/7407387755>

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

Call to order: 1:04pm

Members Present: Alison Taylor (OS), Erin Supri (IS), Mary Johnson (UM), Rob Bristow (OG), Cierra Bakovka (AW), Ingrid Boyer (AS), Jackie Roseberry (NF), Matt Lubbers-Moore (SF)

LLC Representative: Amber McLain

Approval of Agenda: Cierra, Rob 2nd

Approval of Minutes: Rob, Cierra 2nd

- I. Update from the Cooperative Director (Carol)
 - a. Budget Update: Postponed until Carol is back.
 - b. Strategic planning summit Oct 13th 10am @ KDL Service Center
 - i. More information coming within the next week when Carol gets back
- II. Unfinished Business
 - a. New member: Ingrid Boyer from Saugatuck-Douglas District Library
 - b. Youth Services Picnic (Erin)
 - i. Went well, got some feedback, was under budget. Thank you to Georgetown for hosting!
 - ii. Amber will develop a feedback form for Continuing Ed events
 - iii. Summer Reading meeting coming up in November
 - c. Newsletter webpage discussion (Amber)
 - i. Starting in October, the newsletter will be monthly. Continuing Ed will have a section each month.
 - d. Misc. Holiday Calendars

- i. Still thinking about purchasing for Lakeland libraries. Helpful for programming and social media.
 - e. "Ask Lakeland"
 - i. On the back burner at the moment. Amber will get to it after Patron Point.
 - ii. Would be similar to MLA Coffee Hour. Q&A, Amber presenting topics, guest speakers presenting topics, etc.
 - iii. Purpose: Staff development and training for staff.
 - f. Training topics
 - i. Tabled for now
 - g. Adult/youth services committees
 - i. Tabled until Carol comes back
 - ii. Next YS meeting: Oct 3rd
- III. New Business
 - a. Program planning 2022/2023
 - i. From Cierra: What about an adult services committee? Adult programs are growing in attendance.
 - 1. There has been talk about this committee but we need to wait for Carol to weigh-in.
 - 2. Ingrid said Lakeland used to have Adult Services roundtables that were successful.
 - ii. From Erin: Sign language training for library staff?
 - 1. Resource? YouTube series? Zoom meeting?
 - a. Sub-committee formed: Erin Supri, Amber McLain, Rob Bristow
 - b. Discussion on getting a speaker on gender sensitivity training. Perhaps find a speaker from the education sector?
 - i. Sub-committee formed: Mary Johnson, Ingrid Boyer, Cierra Bakovka

Next Meeting Date: October 27th, 1pm

Adjournment: 1:52pm (Ingrid, Cierra 2nd)

Overdrive Group

June 1, 2022

1:00 p.m.

Zoom

Agenda:

17 participants at the beginning of the meeting

- I. Call to order – at 1:03pm
- II. Addition and Approval of the agenda – the agenda was approved with no changes or additions
- III. Approval of the minutes of the previous meeting – M/S Kerry F/Leann P; were approved
- IV. New Business

A. ARPA Grant

Carol thanks everyone for their flexibility during this project, and she appreciates everyone meeting the deadlines. Finished spending the money. Nicki curated the Lakeland collection and she was recognized by other OverDrive collections how she did it. Good job!

MI Library is NOW website is up and running. You should have received yard signs and posters. The next part is gathering data usage. May be reaching out to some of you to get some information. If you hear patron feedback (positive or negative) please pass it on to Carol.

The technology kits – if you have any questions on these kits please reach out to Steve Bowers at TLN.

B. Overview of the state of Overdrive

Nicki shared the following data: 9,000 users and 42,000 checkouts in the last 30 days. We have 25,000 ebooks, 8,000 audiobooks, and 4,000 magazines. Note: videos are going away in September. ARPA titles that were purchased for the Lakeland Digital Collection have about 20-25% checked out at a time; nearly 2,000 titles were purchased with the ARPA funds

C. Budgeting

Carol explained we would be receiving more state aid due to increased population. We will get almost \$1.4 million which is about a 9% increase. Suggested Lakeland pay for the platform fee for each library. Each library is currently paying \$1800 a year. With the increase state aid money and the lower platform fee from OverDrive (moving from \$12,000 to \$8,000) Lakeland can support the platform fee so libraries have more to spend on content. This will be brought up at the next meeting.

Discussed how many of our Lakeland patrons were checkout items versus other digital groups (MCLS, Suburban, etc). Also wondered how many holds were being placed by our patrons versus outside digital groups. Nicki shared OverDrive data to inform us our Lakeland patrons are most of the checkouts and about 1/3 of holds. A reminder was mentioned that our digital items fill our patron's holds first just like they do for physical materials.

Nicki also shared how the committee has been doing with purchasing. It has been hard to keep up with holds, and the committee is simply only able to keep up with purchasing items for holds.

Carol also asked the committee: do we want to stay at the \$1800 per year (even though Lakeland would be supporting the platform fee for each library) or increase it?

Some mentioned their libraries need more funding to support Hoopla and its use. The news that Hoopla is finally going to offer some pricing for cooperatives was shared. More information to come as Lakeland finds out.

D. Kanopy

Kanopy is going to be the movie site instead of OverDrive. Lakeland will look at the content and compare it to Hoopla to find out if it is different. Kanopy will just be movies, TV series, Great Courses and Kids Kanopy. It will be very similar to Hoopla, your library pays for each use/checkout. You can decide on how many credits your patrons get. Lakeland to dive into the pros and cons along side Hoopla to figure out which direction to go.

E. Selection Policy

Carol shared the "Digital Materials Selection Policy" document on the screen. With all the intellectual challenges going on, digital content could be challenged as well. This document is very standard and needs to be run by the lawyer. This document will most likely go to the July Lakeland Board meeting. Keep in mind this is a Lakeland policy not a policy for individual libraries, however once it is ready to go, Lakeland will share it on their website.

F. Reminders

Nicki reminds us to continue pushing the Libby app and reminding to ask which app patrons are using. The OverDrive app is being phased out.

Jen reminds us all to use the Libby app every month or so because the interface changes, and we can help serve our patrons.

V. Next Meeting Date

In about a month we will have another meeting.

VI: Adjournment – at 1:38pm

Recorder,

Mary Cook

Allendale Township Library Director

Lakeland Library Cooperative

Advisory Council—Acceptance of the election of the following Committee Officers for 2022-2024.

Continuing Education:

Erin Supri (Saranac) Chair/Vice-chair (Co-chair)

Alison Taylor (Spring Lake) Chair/Vice-chair (Co-chair)

Committee members have opted for a rotating secretary for each meeting

Digital Library Committee (formerly Overdrive Committee):

Stefanie Reed (Flat River) Chair

Matthew Lubbers-Moore (Fruitport) Vice-chair

Committee members have opted for a rotating secretary for each meeting

Youth Services Committee:

Zach Ludge (Coopersville) Chair

Paige Brandli (Hastings) Vice-chair

Justine Wieggers (Leighton) Secretary

Approved by the Lakeland Library Cooperative Advisory Council:

November 10, 2022 _____

Council Chair