

LAKELANDL LIBRARY COOPERATIVE BOARD MONTHLY MEETING

Thursday, November 10, 2022
9:30 a.m.
ADVISORY COUNCIL TO FOLLOW

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

AGENDA

- 1) CALL TO ORDER AND ROLL CALL**
 - a) Introduce New Members
- 2) APPROVAL OF AGENDA** (m)
- 3) QUESTIONS FROM MEMBERS & BOARD PRESIDENT/COOPERATIVE DIRECTOR ANSWERS**
- 4) PUBLIC COMMENTS**
- 5) APPROVAL OF MINUTES**
 - a) September 8, 2022, Unofficial Minutes (m) PAGES 2-3
- 6) FINANCIAL REPORT**
 - a) October financials and monthly check register (m) PAGES 4-13
- 7) PRESIDENT'S REPORT** (i)
- 8) COOPERATIVE DIRECTOR'S REPORT** (i) PAGES-14-23
- 9) COUNCIL/COMMITTEE REPORTS**
 - a) No Advisory meeting in October
- 10) NEW BUSINESS**
 - a) Millage election update (i)
 - b) Strategic planning update (i)
 - c) Intellectual freedom update (i)
- 11) PUBLIC COMMENTS**
- 12) BOARD MEMBER COMMENTS**
- 13) NEXT MEETING: December 8th at the Kent District Library Service Center.**
- 14) ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, October 13, 2022, at 9:30 a.m.
Kent District Library Service Center**

NOTE: The date for the next meeting as stated on the October Agenda is incorrect. The next meeting will be held November 10, 2022.

Present: Dale Parus, Karen McKinnon, John McNaughton, Diane Kooiker, Shirley Bruursema, Lance Werner, Maggie McKeithan, Ron Suszek, Joe Zappacosta
Staff Present: Carol Dawe, Sheryl VanderWagen

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:34 a.m. by Dale Parus. There were 21 additional participants.
- 2) **APPROVAL OF AGENDA:** Lance Werner moved, supported by Ron Suszek, to approve the agenda as presented - *motion carried*.
- 3) **ELECTION OF OFFICERS/PASSING OF THE GAVEL:** Ballots were cast for 2022-2023 Board officers. The following Board members were elected: President, Lance Werner; Vice-President: Dale Parus; Secretary, Shirley Bruursema; Treasurer, Karen McKinnon
Lance Werner took over the President's chair.
- 4) **QUESTIONS FROM MEMBERS:** Carol Dawe reported that she had one question regarding the Director's salary which was answered.
- 5) **PUBLIC COMMENTS:** None
- 6) **APPROVAL OF MINUTES:** Dale Parus moved, supported by John McNaughton, to approve the board minutes from September 8, 2022, as presented – *motion carried*.
- 7) **FINANCIAL REPORT:**
 - a) September Financials and Check Register: Motion by John McNaughton, supported by Karen McKinnon to approve the September financial report and check register as presented – *motion carried*.
- 8) **PRESIDENT'S REPORT:** Lance reported that he is looking forward to serving as Lakeland's Board president.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe pointed out her written report. There were no additional questions. Carol reported that Innovative Interfaces moved our server to another server in the data center overnight and that LLC staff is continuing to work to resolve the slowness issues. She also reported that Mary Johnson from MADL and she did a Diversity, Equity, and Inclusion session with library staff members from the Allegan County libraries on Monday, October 10 for their all-staff day. The presentation was very well received, and she thanked Mary for working with her.
- 10) **COMMITTEE REPORTS**
 - a) Advisory Council Official Minutes – August 11, 2022, included in the packet for information
 - b) Personnel Committee Minutes – Official October 15, 2021, and draft September 19, 2022, included in the packet for information.
 - c) Finance Committee – Official July 23, 2022, and Draft October 6, 2022, minutes included in the packet for information.
- 11) **ONGOING BUSINESS**
 - a) Benton Harbor Update (see Board report) – Carol recommended that we do not proceed with bringing Benton Harbor into Lakeland. She has spoken with the library director and Andrea Estelle from Otsego Public Library. The Southwest Michigan Library Cooperative is currently undergoing their own strategic planning process and it is in the best interest of all concerned.
- 12) **NEW BUSINESS**

- a) Fund Depositories – Motion by John McNaughton, supported by Maggie McKeithan to approve the Designation of Fund Depositories Resolution for fiscal year 2022-2023 – *motion carried*
- b) Healthcare Resolution – Motion by Ron Suszek, supported by John McNaughton to approve the Resolution to Adopt 80%/20% Employer/Employee Health Care Cost Option as set forth in 2011, PA 152, The Publicly Funded Health Insurance Contribution Act for fiscal year 2022-2023 – *motion carried*
- c) Cooperative Director Evaluation (See Personnel and Finance Committee minutes) – Motion by Dale Parus, supported by John McNaughton to approve the recommendation from the Personnel and Finance Committees to approve the Cooperative Director's evaluation and the recommended compensation - *motion carried*

13) PUBLIC COMMENT:

Peggy Hemerling thanked Carol Dawe for the work she put in researching the Benton Harbor membership situation.

14) BOARD MEMBER COMMENT:

- a) Ron Suszek reported that MADL is partnering with Hope College and the NEA Big Read program.
- b) Maggie McKeithan reported that the Spring Lake District Library welcomed Heather Wood-Gramza from the Library of Michigan for their all-staff day on October 10. Heather did a brainstorming session with staff around their strategic plan.
- c) Shirley Bruursema thanked Dale Parus for his leadership as Board president these last two years. She also reported that KDL's all-staff day was a success. She provided the treats for today's meeting.
- d) Karen McKinnon reported that the Leighton Township Library Board voted to become fines free and that will take effect when Sheryl VanderWagen has it configured in Sierra.
- e) Dale Parus reported that the proposal for financing a new library in Ionia will be on the November 8 ballot.

15) NEXT MEETING: Thursday, **November 10, 2022**, 9:30 a.m. at Kent District Library Service Center.

16) ADJOURNMENT: Shirley Bruursema moved, supported by John McNaughton to adjourn at 9:54 a.m. – *motion carried*.

Respectfully submitted by,
Sheryl VanderWagen

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of September 30, 2022

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ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 162,065

002 · Savings Accounts 571,068

Total Checking/Savings 733,134

Other Current Assets

084 · Due from Other Funds 104,429

123 · Prepaid Expenses 88,574

Total Other Current Assets 193,003

Total Current Assets 926,136

Fixed Assets 267,209

TOTAL ASSETS 1,193,345

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 6,008

Credit Cards 642

Other Current Liabilities

231 · Payroll Liabilities 2,678

237 · Benefit Liabilities 5,250

257 · Accrued Payroll 28,895

258 · Accrued Payroll Taxes 2,026

Total Other Current Liabilities 38,849

Total Current Liabilities 45,499

Total Liabilities 45,499

Equity

370 · Nonspendable Funds 77,801

371 · Property 267,209

380 · Fund Balance - Committed 221

390 · Unassigned Funds 614,073

Net Income 188,542

Total Equity 1,147,846

TOTAL LIABILITIES & EQUITY 1,193,345

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

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	YTD	Budget	%
Income			
566 · State Aid Revenue	690,020	614,900	112.2%
631 · Administrative Services	113,127	113,126	100.0%
632 · Delivery Services	102,102	102,102	100.0%
633 · ILS & IT Services	588,796	588,797	100.0%
665 · Interest Revenue	3,487	1,000	348.7%
672 · Other Revenue	3,525	100	3,525.0%
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	1,551,056	1,470,025	105.5%
Expense			
702 · Salaries & Wages	714,787	756,264	94.5%
710 · Benefits	131,784	147,528	89.3%
719 · Mileage	1,208	3,440	35.1%
720 · Professional Development	2,418	6,500	37.2%
726 · Supplies	1,783	5,715	31.2%
801 · Professional Services	26,461	40,240	65.8%
810 · Insurance	12,464	13,040	95.6%
817 · ILS & IT Expenses	377,085	391,918	96.2%
831 · RIDES	7,578	7,670	98.8%
860 · Delivery Expenses	53,087	55,760	95.2%
880 · Member Development	4,395	5,500	79.9%
920 · Facility Expenses	29,464	36,450	80.8%
Total Expense	1,362,515	1,470,025	92.7%
Net Income	188,542	0	100.0%

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of September 30, 2022

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	<u>Pass Through</u>	<u>Capital</u>
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	66,058	20,425
001.3 · eCommerce - Checking	3,387	
Total 001 · Checking Accounts	<u>69,445</u>	<u>20,425</u>
002 · Savings Accounts		145,594
Total Checking/Savings	<u>69,445</u>	<u>166,020</u>
Accounts Receivable	5,474	
Other Current Assets		
123 · Prepaid Expense		10,350
Total Other Current Assets	<u>0</u>	<u>10,350</u>
Total Current Assets	<u>74,919</u>	<u>176,370</u>
TOTAL ASSETS	<u><u>74,919</u></u>	<u><u>176,370</u></u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	138	
Other Current Liabilities		
214 · Due To Other Funds	70,000	34,429
223 · Due to Members	4,779	
Total Other Current Liabilities	<u>74,779</u>	<u>34,429</u>
Total Current Liabilities	<u>74,917</u>	<u>34,429</u>
Total Liabilities	<u>74,917</u>	<u>34,429</u>
Equity		
370 · Nonspendable Funds		10,000
390 · Unassigned Funds		13,588
Net Income	0	118,352
Total Equity	<u>0</u>	<u>141,941</u>
TOTAL LIABILITIES & EQUITY	<u><u>74,917</u></u>	<u><u>176,370</u></u>

Lakeland Library Cooperative
Pass Through & Capital Budget vs. Actual
October 2021 through September 2022

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	Pass Through			Capital & Growth		
	FY2021-22	Budget	%	FY2021-22	Budget	%
Income						
528 · ARPA Grant Revenue	1,082,077	1,100,000	98.4%			
628 · Group Supply Revenue	10,975	11,100	98.9%			
629 · Group Collections	91,469	91,300	100.2%			
635 · Group Services	82,886	85,500	96.9%			
637 · Ecommerce Fines	25,250	32,000	78.9%			
640 · ILS Add-on Services	0	0	0.0%			
645 · IT Services	278	350	79.4%			
665 · Interest Revenue				822	0	100.0%
672 · Other Revenue	90	250	36.0%	0		
699 · Fund Balance Transfers In	0	0	0.0%	292,000	292,000	100.0%
Total Income	1,293,026	1,320,500	97.9%	292,822	292,000	100.3%
Expense						
728 · Library Supply Expense	10,975	11,100	98.9%			
729 · Collection Expenses	91,469	91,300	100.2%			
805 · Group Subscriptions	82,886	85,500	96.9%			
807 · Fines Paid	25,250	32,000	78.9%			
820 · ILS Add-On Expense	0	0	0.0%			
830 · IT Services Expense	278	350	79.4%			
885 · ARPA Grant Expenses	1,082,077	1,100,000	98.4%			
969 · Other Services	90	250	36.0%	33	100	33.4%
970 · Capital Outlay						
971 · Building/Grounds Improvements				0	7,400	0.0%
975 · Technology				118,750	149,500	79.4%
980 · Vehicle Purchases				55,686	135,000	41.2%
Total 970 · Capital Outlay	0	0	0.0%	174,436	291,900	59.8%
Total Expense	1,293,026	1,320,500	97.9%	174,470	292,000	59.8%
Net Income	0	0	0.0%	118,352	0	100.0%

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

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ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 212,481

002 · Savings Accounts 536,568

Total Checking/Savings 749,049

Accounts Receivable 26,870

Other Current Assets

084 · Due from Other Funds 104,429

123 · Prepaid Expenses 55,149

Total Other Current Assets 159,578

Total Current Assets 935,497

Fixed Assets 267,209

TOTAL ASSETS 1,202,706

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 136,463

Credit Cards 19

Other Current Liabilities

231 · Payroll Liabilities 2,938

237 · Benefit Liabilities 4,630

Total Other Current Liabilities 7,568

Total Current Liabilities 144,051

Total Liabilities 144,051

Equity

370 · Nonspendable Funds 77,801

371 · Property 267,209

380 · Fund Balance - Committed 221

390 · Unassigned Funds 579,573

399 · Net Position - Unrestricted 188,542

Net Income (54,691)

Total Equity 1,058,655

TOTAL LIABILITIES & EQUITY 1,202,706

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

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	Oct	Budget	%
Income			
566 · State Aid Revenue	0	709,000	0.0%
631 · Administrative Services	29,138	116,535	25.0%
632 · Delivery Services	26,562	106,247	25.0%
633 · ILS & IT Services	145,311	581,243	25.0%
665 · Interest Revenue	0	3,000	0.0%
672 · Other Revenue	0	100	0.0%
Total Income	201,011	1,516,125	13.3%
Expense			
702 · Salaries & Wages	38,755	785,090	4.9%
710 · Benefits	18,203	144,670	12.6%
719 · Mileage	306	3,000	10.2%
720 · Professional Development	221	9,000	2.5%
726 · Supplies	68	3,840	1.8%
801 · Professional Services	362	34,700	1.0%
810 · Insurance	11,705	15,215	76.9%
817 · ILS & IT Expenses	182,316	400,195	45.6%
831 · RIDES	0	8,005	0.0%
860 · Delivery Expenses	1,539	65,725	2.3%
880 · Member Development	720	7,000	10.3%
920 · Facility Expenses	1,506	39,685	3.8%
Total Expense	255,702	1,516,125	16.9%
Net Income	(54,691)	0	100.0%

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

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Date	Name	Memo	Split	Amount
001.01 - Main - Checking				
10/05/2022	AT&T Long Distance		Itiva/Message Bee	171.50
10/05/2022	Backstage Library Works		Authority Control	196.30
10/05/2022	Granger	Trash removal	Facility Contracts	114.63
10/05/2022	Heimler, Nick	IT operations	IT Operations	1,799.94
10/05/2022	Michigan Library Association	Annual Conference	Conference/Training	275.00
10/05/2022	Pine Rest Chr Mental Health Service	EAP	Benefits	280.00
10/06/2022	Comcast	Data Lines	IT Operations	575.00
10/06/2022	Consumers Energy		Utilities	431.13
10/06/2022	LocalHop	Webpage	IT Operations	3,000.00
10/06/2022	Overdrive	service plan	Overdrive Platform	1,000.00
10/07/2022	MERS	Defined Benefits	Benefits	4,725.85
10/07/2022	State of Michigan--Vendor		Payroll Liabilities	1,997.89
10/07/2022	MI-Unemployment Insurance Agency		Payroll Liabilities	334.00
10/11/2022	Payroll		-SPLIT-	18,372.00
10/11/2022	MERS 401/457		Payroll Liabilities	1,405.12
10/11/2022	United States Treasury		Payroll Liabilities	6,548.10
10/12/2022	Fuel Management System		Vehicle Fuel	1,235.00
10/12/2022	OCLC		IT Operations	1,111.29
10/18/2022	BCBS	Health Insurance	Benefits	1,865.16
10/18/2022	BCN	Health Insurance	Benefits	8,085.93
10/18/2022	Berger Chevrolet		Vehicle Repairs/Maintenance	225.55
10/18/2022	Delta Dental	Dental/Vision Insurance	Benefits	655.06
10/18/2022	Unique	Message Bee	Itiva/Message Bee	8,779.50
10/19/2022	Aflac		Payroll Liabilities	670.52
10/19/2022	AT&T	Fax/Itiva/Message Bee	-SPLIT-	473.20
10/19/2022	Cintas	Floor Mats	Facility Contracts	100.85
10/19/2022	DTE Energy		Utilities	88.55
10/19/2022	DTE Energy		Utilities	42.37
10/19/2022	Grand Rapids City Treasurer		Utilities	235.52
10/19/2022	Mitel		Telephones	472.93
10/19/2022	SS Power Wash	Truck wash	Vehicle Repairs/Maintenance	60.00
10/19/2022	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	290.52
10/21/2022	Grand Rapids Income Tax Dept.		Payroll Liabilities	104.28
10/21/2022	Walker City Treasurer		Payroll Liabilities	241.91
10/24/2022	Fuel Management System		Vehicle Fuel	1,253.30
10/24/2022	ProQuest LLC		Syndetics	21,206.12
10/25/2022	Payroll	includes director bonus	-SPLIT-	19,153.62
10/25/2022	United States Treasury		Payroll Liabilities	6,832.10
10/25/2022	MERS 401/457		Payroll Liabilities	1,467.37
10/25/2022	United States Treasury	on Bonus	Payroll Liabilities	2,848.22
TOTAL				118,725.33

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of October 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	69,349	1,152
001.3 · eCommerce - Checking	3,387	
Total 001 · Checking Accounts	<u>72,737</u>	<u>1,152</u>
002 · Savings Accounts		135,094
Total Checking/Savings	<u>72,737</u>	<u>136,246</u>
Other Current Assets		
123 · Prepaid Expense		10,350
Total Other Current Assets	<u>0</u>	<u>10,350</u>
Total Current Assets	<u>72,737</u>	<u>146,596</u>
TOTAL ASSETS	<u><u>72,737</u></u>	<u><u>146,596</u></u>
 LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Other Current Liabilities		
214 · Due To Other Funds	70,000	34,429
Total Other Current Liabilities	<u>70,000</u>	<u>34,429</u>
Total Current Liabilities	<u>70,000</u>	<u>34,429</u>
Total Liabilities	<u>70,000</u>	<u>34,429</u>
Equity		
370 · Nonspendable Funds		10,350
390 · Unassigned Funds		1,591
Net Income	2,737	100,227
Total Equity	<u>2,737</u>	<u>112,167</u>
TOTAL LIABILITIES & EQUITY	<u><u>72,737</u></u>	<u><u>146,596</u></u>

Lakeland Library Cooperative
Pass Through & Capital Budget vs. Actual
October 2022

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	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	0	8,700	0.0%			
629 · Group Collections	1,305	92,000	1.4%			
635 · Group Services	0	75,500	0.0%			
637 · Ecommerce Fines	3,475	28,000	12.4%			
640 · ILS Add-on Services	0	5,000	0.0%			
645 · IT Services	0	350	0.0%			
665 · Interest Revenue				0	4,000	0.0%
672 · Other Revenue	0	750	0.0%	0	0	0.0%
699 · Fund Balance Transfers In	0	0	0.0%	164,500	164,500	100.0%
Total Income	4,779	210,300	2.3%	164,500	168,500	97.6%
Expense						
728 · Library Supply Expense	0	8,700	0.0%			
729 · Collection Expenses	2,043	92,000	2.2%			
805 · Group Subscriptions	0	75,500	0.0%			
807 · Fines Paid	0	28,000	0.0%			
820 · ILS Add-On Expense	0	5,000	0.0%			
830 · IT Services Expense	0	350	0.0%			
969 · Other Services	0	750	0.0%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				0	7,500	0.0%
975 · Technology				64,274	95,000	67.7%
980 · Vehicle Purchases				0	66,000	0.0%
Total 970 · Capital Outlay				64,274	168,500	38.1%
Total Expense	2,043	210,300	1.0%	64,274	168,500	38.1%
Net Income	2,737	0	100.0%	100,227	0	100.0%

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

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Date	Name	Memo	Account	Amount
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
10/12/2022	Innovative Interfaces, Inc.	eMARC	-SPLIT-	137.51
10/24/2022	OverDrive	Audiobooks	Audiobooks-Overdrive	2,042.72
Total 001.11 · Checking - Pass Through				<u>2,180.23</u>
001.12 · Checking - Capital				
10/24/2022	Innovative Interfaces, Inc.	Cloud Hosting	Technology-Software & Upgrades	64,273.50
Total 001.12 · Checking - Capital				<u>64,273.50</u>
TOTAL				<u><u>66,453.73</u></u>

**LAKELAND LIBRARY COOPERATIVE
DIRECTOR'S REPORT
NOVEMBER 10TH 2022**

It is November 2nd and I'm still testing positive for Covid after 13 days of this nonsense. The good news is that I have been bowled over by your thoughtfulness, kindness and very good Covid tips. Thank you all. I'll be back to my "negative" self shortly.

I'd like to thank Britney Dillon for being the Advisory Council Chair and Vice-chair these past 4 years!!! Your leadership has been so greatly appreciated and we appreciate your leadership of the Overdrive (Now, Digital Library Committee) group too. Thank you, thank you, Britney!

We welcome Joe Zappacosta to the Lakeland Board and Mary Cook and Kelly Tinkham as chair and vice-chair, respectively of the Advisory Council. Elyshia Hoekstra remains as Secretary.

Agenda items:

Board:

- **Election millage update:** With the election coming up, I thought a brief discussion of the results would be useful. I wish all of you great success on election day!
- **Strategic planning:** an update to keep everyone apprised of our progress.
- **Intellectual Freedom:** I participated on a panel at MLA and learned so much from the other panelists that I'd like to share a few ideas and others may have info to share too.

Advisory:

- **Committee Officers:**
 - I would first like to acknowledge Allison Boyer (Loutit) who was the Chair for the Youth Services Group for at least 4 if not 5 years. We thank her for her dedication, organizational and communication skills and professionalism. She stepped up again during Covid and clearly kept this group together, strong and effective in very difficult times. Many, many thanks, Allison!
 - As instructed in the bylaws, the committee members have elected chairs and vice chairs for Continuing Education, Digital Library Group (formerly Overdrive), and Youth Services. The Circulation Committee will do the same on November 30th. The Advisory Council needs to approve these elected positions for two-year terms that began 10-1-22. This way all the committees are on the same rotation, and it will be easier to manage.
- **Annual Snapshot/Deliver Review:**
 - We'd like to share some pretty awesome numbers with you. Some delivery statistics are attached to this report and we will share the final snapshot at the meeting.

Other Items:

LLC Staff:

- With Sheryl's retirement coming up on September 1st, we will be looking at all aspects of her role at LLC. If you have ideas, concerns, questions, please contact me directly. I am very pleased with the progress that Allison, Amber, Dave and Nicki have made in their short tenures with LLC. Janet, Jeff, Julie, Sheryl and Terry have provided support and guidance. I see progress on all fronts and a collaboration and cohesiveness that makes it fun to work each day!

ARPA:

- I submitted the final ARPA report for our Digital Content Grant on Monday, October 31st. Whoopie!!!
- **LLC Staff members, Terry, Janet, Nicki, Ron, Jeff, Emily and Jill contributed so much and without them, this would NOT have been a success. PERIOD. The rest of the LLC team were so patience and supportive and helped in your own special ways by being reliable, self-starting, fabulous employees!! Thank you all! I would also like to acknowledge Kate Andrade, Kate Van Auken, Sheryl Mase, Steve Bowers and Debbie Mikula from various cooperative and MLA and Daiva Madjar from Overdrive and her team for their dedication and hard work. IT TAKES A VILLAGE.**
- The full report is pretty clunky since it is captured from a Web page but I will share the numbers below. (Please let me know if you have insomnia and would like to read it. :))
- **Michigan public libraries and the Cooperative Shared Content Groups purchased 27,825 ebooks and audiobooks and these items had 166,338 circulations between January (really February) and September. This is almost 6 circs per item which is incredible!**
- **We spent a total of \$1,082,077.38 with .62 cents left over!! SIXTY-TWO CENTS. Terry, Janet and Nicki made this happen!!!**
- We spent \$893,152.38 cents on e-book and audiobook content. \$175,000 on advertising (and additional \$175,000 was paid for by The Library Network for this shared campaign.) We received \$2,500 for supplies and \$11,425 for salaries. (If we truly add up what we spent in terms of hours, this number should be at least tripled if not quadrupled with everyone who participated.
- **In terms of the media, we had almost 8 MILLION Impressions!!! It's amazing.**
 - The realized outputs for the online awareness campaign included:

- **7,878,601 total online marketing impressions made**
- 5,004,416 total online display ads served, generating an additional 3,557 ad clicks
- 1,847,325 social media impressions made, reaching over 1.6 million unique users

- 1,026,860 online video impressions served
- 781,907 completed videos watched, for a completion rate of 76.8%, with 435 additional clicks
- 86,400 website event counts, 29,209 views, 14,620 unique sessions, and 12,116 unique users
- Realized outputs for television media portion of the awareness campaign included:
 - 1,124,567 impressions from Facebook posts of online television with 3,906 engagements
 - 1,228 aired broadcasts for 10 recorded and live televised interview segments
- **Realized outputs for awareness campaign printed materials included:**
 - **32,700 printed bookmarks distributed**
 - **1,308 printed posters delivered (11"x17")**
 - **650 lawn signs were distributed (24"x18" sign plus metal stake) Terry, Ron, Jeff, Brian, Emily and Jill made THIS happen.**
- **Survey Responses:**
 - **We received responses from 773 patrons (that's a big number for a survey) with 584 providing detailed comments with over 85% being positive.** My favorite comment was "I can read in bed with lights off" but there were also so many comments about the content helping during these difficult times!!!
 - We received **responses from 185 staff members** from libraries across the state and **183 were satisfied** with the grant outcome!

I'll keep you posted about the grant being extended. We will know more in January.

MCDA: The Michigan Cooperative Director Association had a booth at MLA and we displayed the map of the service areas of each coop. It got a lot of us talking! Now that we have shared our list of services, I am hopeful the group will drill deeper and identify core and enhanced services and define how each of us uses state aid and other revenue and define our services in terms of our budgets. We are planning multiple CE programs for next year and the DEI group is still going strong.

Policies: Besides staffing, a review of the LLC policies is top of mind. I will be reaching out for input on specific issues and questions.

Please read below to see what we have been doing this month to serve you, our members!

Other Reports:**Cataloging Services Manager - Jeff Lezman****October 2022 activities**

During October, we conducted a test on the brief bib records with a pending status. Currently, all pending records are not visible to patrons in the public catalog. We changed a subset of these records to make them visible to the public in Bibliocommons. We also created a web form where staff could record any issues our patrons may have had with placing holds or locating these records in the database.

At this time, we are concluding the test. We have found no indications that patrons are having difficulties with these records, and so we will move forward with making all of the pending records visible in Bibliocommons. All of the currently pending records will become visible on Bibliocommons on November 15.

E-mail & telephone consulting contacts: 43

We added 45,067 Hoopla records and 543 Overdrive records to the database.

Sierra records manually edited: 125

Herrick District Library asked us to help catalog 240 of their on-order records. These are records where other Lakeland libraries have attached item records.

September 2022 Statistics

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

The number of cataloging requests received in September was down by 2% compared to September 2021. The number of requests received that were already in the database decreased by 73%.

The number of records copy-cataloged in September was down by 20% compared to September 2021 due to staff vacations, while the number of original records cataloged was up by 49%. The total number of records cataloged was down by 15% compared to September 2021.

Cataloging	Sept. 2022	YTD	Sept. 2021	YTD	Monthly %	YTD PCT
Requests Received	2196	22542	1902	22998	15%	-2%
Requests already in database	33	985	120	865	-73%	14%

Requests to be cataloged	2163	21557	1782	22133	21%	-3%
Copy Cataloging	1413	18737	1775	18992	-20%	-1%
Original Cataloging	225	2330	151	2002	49%	16%
Total Cataloged	1638	21067	1926	20994	-15%	0%

Delivery & Facility Manager - Terry Cross

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

	October – 2022	October – 2021	Difference	% Change
Total Book Bags & Bins	2,774	2,577	197	8%

In October 2022, there were 2,774 book bags and bins sorted, loaded, and delivered to member libraries. The 2,774 bags and bins that were delivered in October 2022 were 8% more than the 2,577 bags and bins that were sorted and delivered in October of the prior year.

In addition to the monthly bag count where the “Number of Bags and Bins Loaded Daily on the Trucks at Lakeland” is reported each month, a weekly count was performed in October 2022, counting the “Weekly Number of Book Bags and Bins Picked Up and Delivered at Each Library”. These bi-annual counts are traditionally done in April and October, providing the total number of book bags and bins delivered and picked up at each library during the week, as well as the average number of bags and bins picked up and delivered per stop. The bi-annual counts are useful in identifying delivery patterns and in determining the impact that changes in delivery policies may have on delivery volume.

An October 2022 Count by Library report and a report Comparing the October 2022 Count with the 5 Previous October Counts are included in this month’s packet. Below is a summary of the October 2022 Count with the 5 previous October counts. A weekly bag count was not done in October 2021.

	Oct. 2022	Oct. 2020	Oct. 2019	Oct. 2018	Oct. 2017	Oct. 2016
Total Book Bags & Bins	1,389	1,251	1,322	1,160	1,093	1,007

During the week of October 24 thru October 28, 2022, a total of 1,389 book bags and bins were picked-up and delivered to member libraries. The 1,389 book bags and bins that picked up and delivered were 138 or 11% more than the 1,251 bags and bins that were delivered in October 2020. After considering that AV materials were added into delivery in October 2017 and Convenient Return started in February 2019, the total weekly counts remain relatively consistent.

Both of the trucks received scheduled oil change maintenance. There has not been any other maintenance or repairs on any of the trucks since the new used truck was acquired in June 2022.

When a sorter and or driver is off, I fill in and help sort and or drive the routes. This prevents sorting backlogs and ensures that the routes are not missed. In September, I helped sort 4 days and drove 5 days.

The Walker Fire Department performed a fire safety inspection on October 20, 2022. The inspection was passed, and no variances were noted.

Finance & HR Assistant - Janet Cornell

Closing of the last fiscal year is almost complete and the financials will be ready for the state aid report this month. We have received our list of documentation needed for our audit in early December and should finish preparations before Thanksgiving. I have already completed and submitted documentation for our Worker's Comp audit of the last fiscal year.

The Library Budget Sheets sent with the quarterly billing have been well received. The format of these will change a little bit so that they will show the current quarter that just ended, and the last four quarters completed. I have been working to set up the reconciling workbooks that will feed to the individual library sheets so I can keep these updated throughout the fiscal year.

Keep an eye out for the quarterly Overdrive billing that was delayed until the Overdrive committee could meet. The invoices have either been sent as of this writing or will be sent soon.

IT Manager – Dave VanderGraaf

Our office fax phone number (616-559-4329) has successfully ported from AT&T over to HelloFax, which was recently acquired by Dropbox and is now called Dropbox Fax.

Stat group code investigations are continuing, and a plan of action has been formed. We have started contacting the libraries involved from a handful of self-checkout stations, and hope to see the stat code "0" transactions resolved very soon.

Sierra upgrade: please contact us for any "jar error" related issues on Tuesday 11/15, as some locations may require a manual installation (blue icon) for a handful of workstations.

October help desk tickets created: 181

October help desk tickets closed: 176

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

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 149 totes in September 2022, up 8 totes from 2021. We sent out 144 totes in September 2022, up 21 totes from September 2021.

Sierra: We will upgrade to Sierra 5.5 on Monday evening, November 14 between 9:00 p.m. and midnight. All services that use Sierra will be down during that time including patron authentication for Bibliocore, Overdrive, Hoopla, MelCat and any other local service that

requires patrons to log in using their library cards. There will be new “jar” files for all Sierra logins on Tuesday morning, November 15.

Sierra issues: The weekend following the network incident of October 1, we had a few libraries report slowness again on Saturday morning, October 8. This incident was not systemwide and impacted a few locations. We re-opened the previous ticket with III and worked the following week with the III helpdesk to track these reports which suddenly disappeared after October 10. I sent out a final email requesting information on Friday, October 14. Most libraries reported no issues and the few that did report an issue, we could track the issues to another cause. On Tuesday, October 18, we agreed with the III helpdesk to close the ticket.

Un-Suppression of Short Bib Records Test: See Jeff’s report. I will be updating the suppression rules for Sierra and Bibliocore on Monday, November 14. That will make these records visible to the public on November 15.

Updated Branch Information: The Ravenna branch of the Muskegon Area District Library reopened on Monday, October 31. The pickup location was reinstated, and the branch was un-hidden from the Bibliocore catalog. The MADL Outreach Van (UT) made its first trip on October 27, 2022. I worked to do the final setup to get that branch online.

Fines Free Setups: Leighton Township fines free configuration was completed in October. An updated list of fines free libraries has been posted to the Lakeland website on the ILS information page.

Retirement: As previously announced, I have set my retirement date for September 1, 2023. Over the next several months, I’ll be working with the Lakeland team to ensure that this is a smooth transition for everyone.

Meetings: MADL In-Service October 10, 2022

Member Services Manager -Amber McLain

Another month, more news on Patron Point stretching beyond our original timeline. I know it may be a bit frustrating, but I would like to point out that Lakeland is the first consortium to utilize Patron Point’s services, which is why this is taking so long to work out – we are working to figure out how each library communicates with the others, how the service areas function, etc. Essentially, we are working with Patron Point to create completely new functionality, and unfortunately that takes a lot of time to work out. Our team over there is working tirelessly to find and fix issues. Our test libraries (MADL, OG, and OH) have been extremely helpful in identifying holes and issues in the process as well. We have identified and issued several large fixes at the time of writing this report and are in the process of working to identify a fix for the (hopefully last) issue at the moment.

Besides PP, there are several things in the pipeline that I’m working on. First, I am working on a website audit regarding Information Architecture, Usability/Accessibility, and Content. The desired outcome of such an audit is to ensure that our website is consistent across the board regarding links, content, etc, and to ensure that the site structure makes sense and is easily navigable. The recent updates to the site only focused on updating the design and functionality, so our next step is improving what is contained within the website.

Another project currently in development is developing training for Lakeland members. We are creating a knowledge base that covers everything from management to programming, as

well as walkthroughs of what training is offered by other institutions such as MCLS, the Library of MI, and MLA. This knowledge base will cover as much as possible and will be publicly available to all members. In addition to this, we are in the beginning stages of creating in-person, webinar, and on-demand training of all sorts for our member libraries covering an array of topics – think MLA coffee hours on a smaller scale. These trainings will allow us to 1) connect with members and answer their questions more completely; 2) create networking opportunities for member libraries; and 3) identify knowledge gaps that LLC can work to fill. I will be coordinating with the Continuing Education Committee in this endeavor to ensure that their efforts and LLC training are not covering the same ground.

That's all I have for now, but keep your eyes peeled for Patron Point implementation updates sometime this month – I anticipate the final large kink to be worked out in the next few weeks (fingers crossed)!

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Respectfully submitted,

Carol Dawe

LAKELAND LIBRARY COOPERATIVE
WEEKLY COUNT OF BOOK BAGS AND BINS PICKED UP AND DELIVERED AT EACH LIIBRARY
WEEK OF OCTOBER 24 THRU OCTOBER 28, 2022

LIBRARY	BAGS & BINS PER WEEK	# OF STOPS PER WEEK	BAGS & BINS PER STOP
Allendale Township Library	35	3	12
Alvah N. Belding Memorial Library	25	3	8
Carson City Public Library	15	3	5
Cedar Springs Public Library	21	3	7
Clarksville Area Library	16	3	5
Coopersville Area District Library	27	3	9
Croton Township Library	12	3	4
Crystal Community Library	15	3	5
Dorr Township Library	20	3	7
Fennville District Library	27	3	9
Flat River Community Library	35	3	12
Freeport District Library	14	3	5
Fremont Area District Library	39	3	13
Fruitport District Library	31	3	10
Gary Byker Memorial Library	42	3	14
Georgetown Township Public Library	100	4	25
Grant Area District Library	16	3	5
Hackley Public Library	34	3	11
Hastings Public Library	30	3	10
Henika District Library	17	3	6
Herrick District Library	149	5	30
Hesperia Community Library	13	3	4
Home Township Library	12	3	4
Hopkins District Library	15	3	5
Howard Miller Public Library	64	3	21
Ionia Community Library	25	3	8
Kent District Library Service Center	7	5	1
Lake Odessa Community Library	16	3	5
Leighton Township Library	18	3	6
Loutit District Library	77	3	26
Muskegon Area District Library	121	5	24
Newaygo Area District Library	21	3	7
Patmos Library	29	3	10
Salem Township Library	23	3	8
Saranac Public Library	22	3	7
Saugatuck-Douglas District Library	28	3	9
Sparta Carnegie Township Library	22	3	7
Spring Lake District Library	54	3	18
Tamarack District Library	32	3	11
Thornapple Kellogg School & Library	22	3	7
Timothy C. Hauenstein Reynolds	24	3	8
White Cloud Community Library	24	3	8
Total	1,389		

LAKELAND LIBRARY COOPERATIVE
COMPARISION OF OCTOBER 2022 WEEKLY BAG AND BIN COUNT TO PRIOR 5 OCTOBER COUNTS
WEEK OF OCTOBER 24 THRU OCTOBER 28, 2022

23

	October 2022	October 2020	October 2019	October 2018	October 2017	October 2016
	BAGS & BINS	BAGS & BINS	BAGS & BINS	BAGS & BINS	BAGS & BINS	BAGS & BINS
LIBRARY	PER WEEK	PER WEEK	PER WEEK	PER WEEK	PER WEEK	PER WEEK
Allendale Township Library	35	40	39	32	32	23
Alvah N. Belding Memorial Library	25	20	19	19	18	19
Carson City Public Library	15	16	17	15	17	13
Cedar Springs Public Library	21	16	26	20	19	15
Clarksville Area Library	16	-	-	-	-	-
Coopersville Area District Library	27	31	28	21	23	23
Croton Township Library	12	13	13	9	9	7
Crystal Community Library	15	12	12	14	12	8
Dorr Township Library	20	20	20	17	15	15
Fennville District Library	27	25	30	19	18	19
Flat River Community Library	35	41	41	35	32	30
Freeport District Library	14	14	12	11	10	10
Fremont Area District Library	39	35	39	31	35	29
Fruitport District Library	31	21	33	20	17	-
Gary Byker Memorial Library	42	37	42	34	34	28
Georgetown Township Public Library	100	95	106	71	60	58
Grant Area District Library	16	17	18	17	17	15
Hackley Public Library	34	30	35	32	29	22
Hastings Public Library	30	23	24	24	22	20
Henika District Library	17	16	18	13	14	13
Herrick District Library	149	143	126	134	127	115
Hesperia Community Library	13	16	14	12	15	13
Home Township Library	12	13	13	11	14	12
Hopkins District Library	15	16	15	11	10	10
Howard Miller Public Library	64	-	53	49	42	40
Ionia Community Library	25	22	21	23	24	21
Kent District Library Service Center	7	4	9	6	7	9
Lake Odessa Community Library	16	16	18	14	13	11
Leighton Township Library	18	21	17	17	16	14
Loutit District Library	77	73	71	68	58	59
Muskegon Area District Library	121	135	125	119	116	116
Newaygo Area District Library	21	19	20	18	15	14
Patmos Library	29	28	24	18	17	17
Salem Township Library	23	22	17	18	16	14
Saranac/Clarksville	22	25	23	26	20	17
Saugatuck-Douglas District Library	28	20	23	22	19	16
Sparta Carnegie Township Library	22	14	18	17	16	14
Spring Lake District Library	54	47	51	44	44	44
Tamarack District Library	32	31	29	21	19	20
Thornapple Kellogg School & Library	22	18	19	20	17	17
Timothy C. Hauenstein Reynolds	24	26	24	17	18	23
White Cloud Community Library	24	20	20	21	17	24
Totals	1,389	1,251	1,322	1,160	1,093	1,007