

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL**

**Thursday, January 12th, 2023
Following the 9:30 a.m. Board Meeting**

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

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 11-10-22 meeting *(m)* PAGES 2-3
- 5) BOARD REPORT – Lance Werner, Board President** *(i)*
- 6) ILS MANAGER’S REPORT– Sheryl Vander Wagen** *(i)*
- 7) MEMBER SERVICES MANAGER’S REPORT – Amber McLain** *(i)*
- 8) COOPERATIVE DIRECTOR’S REPORT -Carol Dawe** *(i)*
- 9) COMMITTEE REPORTS** *(f)*
 - a) Circulation Committee—Unofficial minutes from 11-30-22 *(i)* PAGES 4-10
- 10) OTHER REPORTS**
 - a) MLA Legislative Committee Report – Shirley Bruursema and Dale Parus *(i)*
- 11) NEW BUSINESS (SEE BOARD REPORT)**
 - a) Approval of Circulation Committee Officer elections *(v)* PAGE 11
 - b) Implementing new 1-day courtesy notice in Sierra (version 5.5) *(v)*
 - c) Director Development Topics Discussion *(i)*
- 12) PUBLIC COMMENTS**
- 13) NEXT MEETING - Thursday, February 9th, 2023, following the Board Meeting at Kent District Service Center**
- 14) ADJOURNMENT** *(m)*

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, November 10th, 2022 at 9:30 a.m.
Kent District Library Service Center**

Council Members Present: Mary Cook (OA), Elyshia Hoekstra (OC), Kelly Tinkham (NN)
Staff Present: Carol Dawe, Amber McLain

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:05 a.m. by Chair, Mary Cook. There were 23 additional attendees.
- 2) **APPROVAL OF AGENDA:** Lance Werner (KDL) moved, supported by Jennifer Salgat (IL), to approve the Advisory Council minutes from September as presented – *motion carried*.
- 3) **PUBLIC COMMENTS:** Jennifer Salgat (IL) shared that Lake Odessa won the excellence award from state librarian Randy Riley.
- 4) **APPROVAL OF MINUTES:** Britney Dillon (IB) moved, supported by Stefanie Reed (MG), to approve the Advisory Council minutes from September 8, 2022 as presented – *motion carried*.
- 5) **BOARD REPORT**
 - a) Lance Werner made a statement in regard to the situation at Patmos library – Lakeland is waiting for direction from their board before releasing a statement. Lance also congratulated/consolated libraries based on their millage results.
 - b) *Intellectual Freedom:* From Lance Werner – The book-banning movement has escalated recently largely because it was used to energize a voting block for the November election. Lance contends that we may see a decrease as it has been proven to be an unfruitful political agenda; Lance also suggests role-playing on all levels of staff and officials; Lance also urges people to remember mental health in all of this.
 - c) Carol Dawe – the closing keynote speaker at MLA demonstrated how many people have dealt with intellectual freedom challenges.
- 6) **ILS MANAGER’S REPORT**
 - a) Beyond the written report provided in the board packet, Carol Dawe urged libraries to send Sheryl VanderWagen their phone number for MessageBee.
 - b) For LL OverDrive, Nicki will work with libraries to ensure that advantage accounts are turned on and being used.
 - c) For Transparent Language, Carol will be negotiating and prices will be coming next week; (Discussion ensued about group purchase process).
 - d) The ePay service on the old catalog has been canceled, so patrons will not be able to pay bills on encore.
- 7) **MEMBER SERVICES:** Patron point issues keep cropping up during the process of testing in the field – Amber is working with the testing libraries to identify issues before full rollout; Lakeland is the first consortium to use Patron point so new functionalities need to be coded and go through a lengthy troubleshooting process; For rollout, various types of training will be provided (live zoom meetings, in-person meetings, webinars, text tutorials, pictorial tutorials).
- 8) **COOPERATIVE DIRECTOR’S REPORT:** Strategic Planning meeting brought up a desire for regional library meetings – once the strategic plan is more stable we will start setting those up.
- 9) **COMMITTEE REPORTS:**
 - a) CE – See minutes
 - b) Digital library – See Minutes
 - c) MLA – New chair is Dale Parus (IC). At their last meeting, the lobbyist gave a report regarding election predictions, though Debbie Mikula was on vacation so that was all. In the future – MI has the first democratically led government since the 80s, so now Library of MI feels it can have discussion about shelved wants and needs. Several bills that have been “on watch” by MLA are going to likely become actionable in the future. Language requiring faxing is limiting – discussion regarding solutions to this ensued. Dale Parus (IC) encouraged the use of MI Right to Read.
- 10) **NEW BUSINESS:**
 - a) Approve committee chair and officers – voted, none opposed.

- b) Data snapshot review – included in packet for informational purposes. Carol Dawe urged members to consider their data needs to Lakeland may pivot as needed.

11) **PUBLIC COMMENTS:**

- c) Jennifer Salgat (IL) asked about insurance needs regard to circulating power tools; Britney Dillon (IB) and Carol Dawe (LL) shared that the OverDrive group preferred to put further ARPA funds into OverDrive rather than Hoopla, as Hoopla accounts are all billed separately.

12) **NEXT MEETING:** Thursday December 8, 2022, 9:30 a.m. at Kent District Library Service Center

13) **ADJOURNMENT:** Mary Johnson (MADL) moved, supported by Ingrid Steen-Boyer (AS), to adjourn at 10:45 a.m. - *motion carried.*

Respectfully submitted by,
Amber McLain

CIRCULATION COMMITTEE MEETING

November 30, 2022

Allendale Township Library

1:30 P.M.

UNOFFICIAL NOTES

Call to Order and Roll Call – 26 in attendance

Introductions

Bylaws Review (Carol Dawe)

1. Now an official committee under the bylaws
2. This comes after the newly approved Plan of Service, which includes the bylaws, available on the website - <https://llcoop.org/documentation/>
3. This means we will have 3 officers, who will run the meetings going forward, 2-year terms, total of 2 terms (4 years)

Election of officers for FY22-23 (Chair, Vice-Chair, Secretary)

1. Rachel Yanai from Spring Lake nominated as Chair
2. Shanni Kerr from Ionia nominated as Vice-Chair
3. Jen Vredeveld from Herrick nominated as Secretary
4. Unanimous approval

Approve the Agenda

1. Motion to approve, Rachel Yanai from Spring Lake, seconded by Mary Cook from Allendale, passed unanimously

Approve the Minutes of the August 31, 2022 meeting (attached)

1. Motion to approve, Leanne Parker from Zeeland, seconded by Matt Lubbers-Moore from Fruitport

Director's report: Carol Dawe

1. Patmos update
 - a. Carol has been attending their board meetings
 - b. Even though they have had some substantial donations, they cannot remain open without a local millage
 - c. In order to be in Lakeland, you must have a millage of at least 3/10ths of a mil in property taxes, so they will not qualify if they are only funded by those donations
 - d. If you already offer non-resident cards, continue with your existing policy

- e. If you do not offer non-resident card, Carol does not recommend starting now just for Patmos residents
2. Strategic plan is in process, will likely be voted on in February
3. Researching ILS options will be part of the Strategic Plan

Member Services report: Amber McLain

1. Patron Point is very close to being ready
2. It will be rolled out by county
3. Training opportunities forthcoming
4. We are the first consortium to contract with Patron Point, so it's been a learning experience for all involved
5. <https://llcoop.org/patron-point/>
 - a. This informational website has training documents and progress updates
6. Libraries will get monthly reports from Amber with Patron Point info
7. This will be an additional sign-up option for patrons, they will still be able to use the Capira app
8. These are the maps that are the result of this Patron Point work
 - a. https://www.google.com/maps/d/u/1/embed?mid=1XyB2i-whxTjPF_Vu6zJJeh_osyaSbyc&ehbc=2E312F&ll=43.093186848537805%2C-85.8740759523537&z=8
 - b. <https://llcoop.org/member-directory/>

ILS Manager report: Sheryl VanderWagen

1. Sheryl's last day is Friday, September 1, 2023
2. New I-Type list, available online - <https://llcoop.org/ils-information/>
 - a. Make sure to update your local copies of the list
 - b. All new I-Types in red
3. OverDrive Libby authentication/verification issue
 - a. Seems to be clearing up
 - b. See email from Nicki on 11/28/22 if you still have issues
 - i. Hey All! It has come to my attention that some of your patrons are having trouble with their Libby app. Recently, Lakeland did an update, and I found out Overdrive did an update to Libby. Between the two, some patrons are having trouble signing into their accounts. The best advice for them is to close the window all the way down (so it isn't still running in the background), then re-open the Libby app. This has helped most patrons get back into their accounts. There have been some other changes to Libby recently that are amazing! Keep your eyes open for the link to my video explaining all of the cool new features! I will also do a walk thru of adding partner libraries to your account to help clear up any confusion there. Please feel free to contact me if you have any questions.

Ongoing Business:

1. Unsuppression of short bib records for the public catalog update
 - a. Still in progress
 - b. They have been unsuppressed in Sierra, but there are still some issues with BiblioCommons
 - c. So far, there have been no reports of patrons questioning the unknown format shown
2. Patron record/fines purge 2022 complete
 - a. Cards that are over 3 years expired and a Circ Active date of over 3 years ago have been purged
 - b. Cards that have fines that are 7 years old have those fines purged and then if they meet the 3-year rule, the card is also purged
3. Manual removal of Collection agency block
 - a. DO NOT manually remove a C-Block, the collections block
 - i. This block will automatically come off overnight after the patron's account has reached a **\$0 balance**
 - ii. If you manually remove the block, Unique is never made aware that the patron paid and will still go after them
 - iii. Manually adding the C-Block does not reconnect the patron's account to Unique
 - b. If you need to merge two accounts and one has a C-Block, make sure to merge the new account into the one that is in Collections, which is backwards of normal.
 - i. Otherwise, updates to Unique will cease for that account.
4. MessageBee notification project update (library caller ID's)
 - a. Outgoing calls for holds and overdues have all been switched over from iTiva
 - b. Initially showing that the call was coming from Lakeland, now has been switched over to show the home library phone number
 - c. All notices are run once in the morning, so patrons will not receive a call or an email until the next morning for their holds
 - i. This is why we extended the hold time to 8 days (10 days for MeL items, per MeLCat policy)
 - ii. Because the emails are all sent at the same time, sometimes the patron's email will tag them as junk mail, so if a patron reports not getting their emails, tell them to check their junk mail
 - iii. Since the notices are sent between 8 and 9 in the morning, patrons who have returned things overnight may still get an overdue call
5. Printed notices for patrons with no phone/email or ##'s
 - a. Since notices are sent centrally, all failures go to Sheryl

- b. Sheryl will no longer be looking at these in the new year
- c. 288,746 patron accounts in the system as of this morning!
 - i. Only a couple hundred of accounts have the ##, most of which are institutional cards for things like book clubs
 - ii. Please update your accounts with an email so these no longer print
 - iii. Please work with your patrons who have no phone or have #'s so that they can continue to receive notifications after December 31.
- 6. Sierra 5.5 enhancements:
 - a. Mark Damaged Items (we'll do a demo of the updated functionality)
 - i. See Sheryl's attached handout
 - ii. There is now a button on the checkout screen to mark damaged items with options
 - 1. Mark Damaged will change the status, but not add a charge or check the item in
 - 2. Mark Damaged And Add Charge will add a charge that it allows you to set that charge to the patron account but not check the item in
 - 3. Mark Damaged And Add Bill will bill for the item and remove the item from the patron's checkouts and instead mark it as a replacement charge and will not indicate that the item was damaged
 - a. When the patron pays for the item, the system will change the item status to Damage/Repair
 - iii. Only do this for your library's items, never for interloaned items
 - b. New optional Courtesy notice (1 day before due date)
 - i. Right now, patrons get a 3-day courtesy notice
 - ii. This would be a second notice by email for patrons
 - iii. Libraries will need to vote on this at the next advisory council meeting
 - 1. No, because it may overwhelm patrons with too much email
 - 2. Yes, some patrons find the 3-day notice confusing with auto-renew and this would make it clear when an item is due and has not been renewed.
 - c. Whose Holdshelf feature
 - i. Item records should now retain the data of which holdshelf an item is on after the holdshelf has been cleared
 - 1. Let Sheryl know if it does not
 - d. Windows Snap functionality will work for Sierra
 - i. This is part of the screen portion function of Windows 11

7. KDL Patrons filling out registration forms at member LLC libraries?
 - a. If you are adding a KDL card to your system, do you require them to fill out one of your forms?
 - i. All yes, though some only use the digital signature from LLC and verify from ID.
8. How many libraries will issue cards to local businesses? Share your policies?
 - a. Ionia does for schools, nursing homes, prisons
 - b. Zeeland's lawyer says that according to their policies, any corporation that pays taxes within the library's district, they would qualify for a full card
 - c. Herrick also does for schools, daycare centers, retirement homes and has a specific policy for it, can ask Alicia for details (adeluna@herrickdl.org)
9. Waiving fines on items that are not from fines free libraries
 - a. Lakeland policy is that libraries are not to bill each other for fines, only fees like replacements
 - b. Fines free library chart: <https://llcoop.org/ils-information/>
 - i. Overdue Fines Chart
 - c. This may be discussed at the Advisory Council after some more study on this issue, if you have thoughts, share them with Carol
10. LLC_all replies to shelf check emails
 - a. **Please** do not do this, please only reply to the library asking
 - b. Best policy is to **only** reply if you find the item in question
11. MeLCat returns without RIDES shipping labels
 - a. All MeL items must have a shipping label, including those going to GRPL and KDL
 - b. If it came through MeL, it has to go back through MeL
 - c. If a Lakeland hold comes through MeL, remember that Sierra automatically converts those to ILL holds when you check it out
 - i. Please do not treat these as MeL, they do not need stickers or papers on them
 - ii. If you would like more information, please see the appendix
 - iii. MeLCat Wiki:
https://members.mcls.org/melcat_wiki/index.php/Main_Page
 1. Username: melhelp
 2. Password: mlum2s
12. Reminder about ecommerce/fines payment in classic catalog (not Bibliocommons)
 - a. Patrons can no longer pay through the classic catalog, only through BiblioCommons if they want to pay online
13. Weather related closures protocol vs long term/planned closures

- a. If you are going to be closed for days/weeks, fill out the online form: <https://ilcwebforms.org/forms-admin-library-closure/>
 - b. If you are closed for a day or two due to weather, do not fill out the form
 - i. You can send an email to let other libraries know
 - ii. Libraries can add themselves to WZZM closures list to share
14. Set Meeting Dates and Locations:
- a. February 22, 2023, 1:30 p.m. Zeeland Howard Miller
 - b. May 24, 2023, 1:30 p.m. Grant Area District Library
 - c. August 23, 2023, 1:30 p.m. Herrick District Library
 - d. November 29, 2023, 1:30 p.m. Allendale Township Library

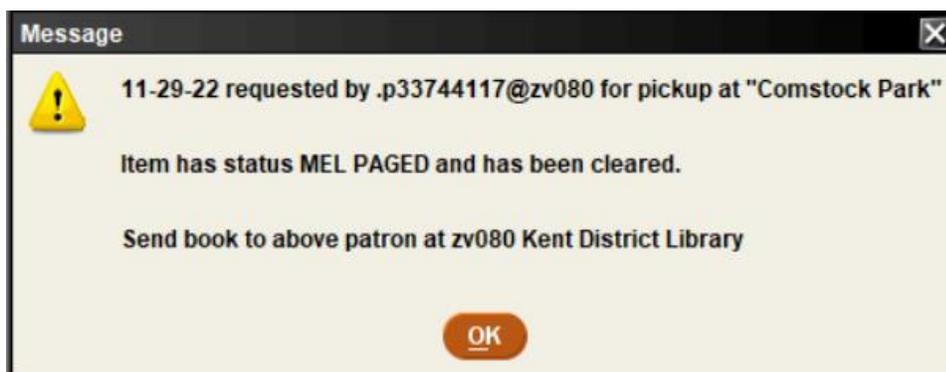
Adjournment at 3:52

1. Motion Rogina Brinks from Howard City, Second Shanni Kerr from Ionia

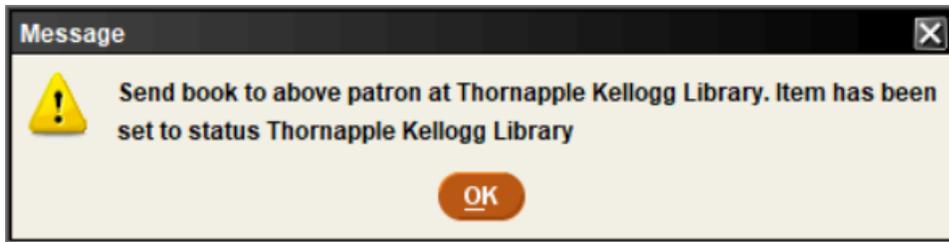
Next meeting: February 22, 2023, Howard Miller Library in Zeeland at 1:30 p.m.

Appendix – Converting MeL Holds to Lakeland Holds

Check out the hold in the INN-Reach Check-Out to Remote Site. Normally, you will see the information about where to send the hold.

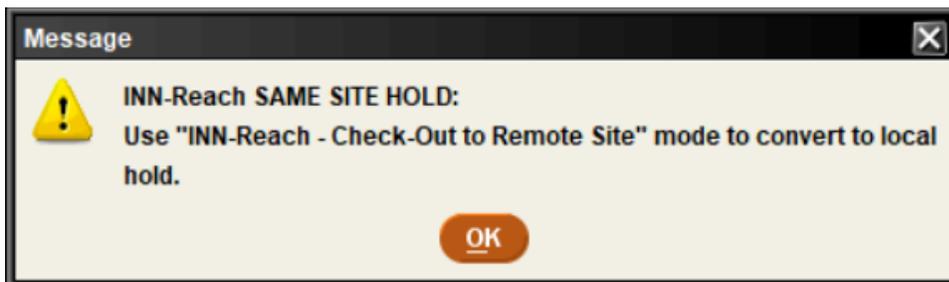
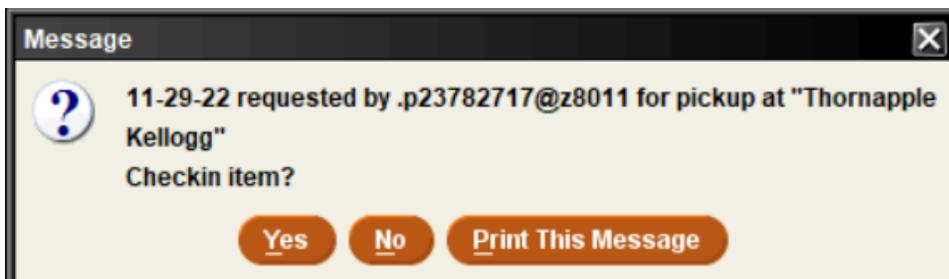


If it is a Lakeland hold, you will see this instead:

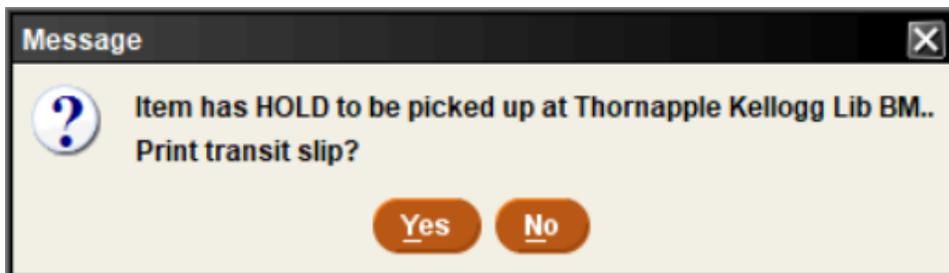


When you see this message, you can just send your item as is through the regular delivery. You do not need to add your stickers or paper bands to the book.

If you try to check it in regularly before converting the hold, you will get a message:



After converting the hold, if you check it in regularly, you will see the usual hold message for your library. For Herrick it is:



Circulation Committee Elected Officers to be approved by Advisory Council:

1. Rachel Yanai from Spring Lake -- Chair
2. Shanni Kerr from Ionia --Vice-Chair
3. Jen Vredeveld from Herrick --Secretary