LAKELAND NEWSLETTER

WHAT'S INSIDE

WELCOME TO CHANGE!

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Welcome back from a short hiatus on the newsletter, folks! This month, we're focusing on the changes coming to Lakeland. We'll discuss Patron Point, the Strategic Plan, and then get on to some upcoming events. Oh, and while you're here, take a look at our new logo:

LAKELAND LIBRARY COOPERATIVE

LAKELAND LIBRARY COOPERATIVE
LEADING • LEARNING • LENDING

PATRON POINT

WHAT IS IT?

Amber here! I've been able to talk to many of you about Patron Point over the past month, but for those of you that I haven't had the pleasure of speaking to, I want to take some time to go over things here in the newsletter.

Basically, Patron Point allows for online card applications - patrons enter their information and have it checked against Third-Party verification systems . These systems check information against property, tax, and utility records.

PATRON POINT RECORDS

Patron Point Records are created immediately once a patron's identity is verified and it is determined that they do not already have a card with a Lakeland library. The patron then receives their barcode number via email.

Once the patron has that barcode number, they can access your library's digital resources. Patron Point cards are fully functional - they have the full expiration date, no mblocks, and are active immediately.

PATRON POINT

HOW WILL WE KNOW WHO USES IT?

Each Patron Point patron will have the PMESSAGE q - meaning you can run reports in-house using that to keep track of who has been issued a card using Patron Point.

Alternatively, I will be posting reports for all applications - both approved and rejected - on llcreports.org. I will then email directors when reports are available.

WHAT ELSE CAN IT BE USED FOR?

There are tons of possibilities. As of right now, it is essentially being treated as an additional way to get a card - you could put it on a catalog computer and direct patrons to apply on that, especially on busy desk days. Then they can simply come to the desk if they get an "oops" email.

Other than that, we are also looking at ways to implement student-specific forms for schools. You could also use the forms on a tablet during outreach.

Basically, we can reach new segments of our populations!

STRATEGIC PLAN

GROWING AND MOVING FORWARD TOGEHTER

We would like to thank you all for your input over the recent months as we worked to develop our strategic plan for the coming years.

Working with Amanda E. Standerfer from Fast Forward Libraries LLC, we have identified three points of focus - leading, learning, and lending. For more information about what each of these three tenets entail, feel free to check out the strategic plan **one-page document here**. It starts on page 19!

A FOCUS ON TRAINING

One thing we have heard loud and clear in the process of developing this strategic plan is that you, our member libraries, would like to see more training provided by Lakeland. This is going to be a primary focus as we move forward.

We are working as a team to cultivate, expand, and develop the Continuing Education Committee, as well as exploring Professional Development opportunities.

In addition to these efforts, part of the Member Services Manager role will be to develop foundational training and knowledge base for member libraries.

UPCOMING EVENTS

LOM: IMPROVING ACCESS TO INFORMATION GRANTS - INFORMATIONAL WEBINAR

This LSTA grant program is designed to provide public and academic libraries with the opportunity to expand services for learning and access to information and/or to develop library services that provide all users access to information. Two of the three priorities are to improve access to services & information in areas of literacy or to improve access to information for community users with limited online access, e.g. improving equity through digital inclusion. This webinar will focus on these two priorities. Registration: https://libraryofmichigan.app.neoncrm.com/np/clients/libraryofmichigan/eventRegistration.jsp?event=2984

LOM: MANAGING EMPLOYEE PERFORMANCE: A SIMPLE FORMULA FOR TALKING WITH STAFF

In this program, learn a simple and widely tested approach to interacting with your employees that takes some of the stress out of the process.

This webinar will identify:

- The challenges of employee performance management
- The SBI Feedback model for coaching and counseling employees
- How to work with your HR Department
- FMLA, ADA, and other Fair Employment principles

Registration:

https://attendee.gotowebinar.com/register/8891090153539360270?source=Michigan

UPCOMING EVENTS

MCLS: DUDE, WHERE'S MY DATA?

Do these questions sound familiar? "I know my library owns this title, why did my patron request it through MeLCat?" "Why can't I find my library's copy of the newly released DVD set of that PBS series?" "Why are my library's audiobooks not showing up on MeLCat? Am I doing something wrong?" "Are my MARC records disappearing into a black hole?" Answers to these questions, and how to find your data on DCB, will be addressed in this webinar. The target audience is those libraries that export data to load to the MeLCat DCB servers, but it is open to any MeLCat library. Registration: https://mcls.corsizio.com/c/6373f28b75106aa87780dca9

MCLS: MELCAT PROCESSING, POLICIES, AND PROCEDURES

Do you ever wonder why you have to put a MeLCat identifier on every MeLCat item you send out from your library? Do you ever wonder why you have to include the paging slip? Join the MeLCat team as they describe the MeLCat process from start to finish and explain why certain things are done the way they are.

Registration:
https://mcls.corsizio.com/c/6373fa7275106aa877821723