

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL**

**Thursday, February 9th, 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 1-12-23 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)* PAGES 4-5
 - a) Continuing Education Committee—Unofficial minutes from 10-27-22
- 10) OTHER REPORTS**
 - a) MLA Legislative Committee Report –Bruursema and Parus *(i)*
- 11) ONGOING AND NEW BUSINESS (SEE BOARD REPORT)**
 - a) Capria update *(i)*
 - b) Strategic plan: questions and next steps *(i)* PAGES 6-15
- 12) PUBLIC COMMENTS**
- 13) NEXT MEETING - Thursday, March 9th, 2023, following the Board Meeting at Kent District Service Center**
- 14) ADJOURNMENT** *(m)*

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, January 12 , 2023 at 9:30 a.m.
At the KDL Service Center**

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

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:17 a.m. by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Peggy Hemmerling moved, supported by Kerry Fountain to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) Melissa Huisman mentioned a book repair mentioned in Carol's report and questioned whether further discounts could be obtained. Carol directed members to email her to express interest,
- 4) **APPROVAL OF MINUTES:** Matt Lubbers-Moore moved, supported by Teresa Kline, to approve the Advisory Council minutes from November, as presented – *motion carried*.
- 5) **BOARD REPORT:** There was nothing to report from the Board President.
- 6) **ILS MANAGER'S REPORT:** Sheryl VanderWagen reported that some staff have entered in the preferred name field – please use appropriate names for in-house and test patrons and remove these inappropriate patrons. All caps for registration standards is no longer required.
- 7) **MEMBER SERVICE MANAGER'S REPORT:** Amber McLain gave updates about Patron Point and answered various questions regarding its progress and functions.
- 8) **COOPERATIVE DIRECTOR'S REPORT:** Spam filters are in development and Dave will be reaching out, so please respond when he emails.
- 9) **COMMITTEE REPORTS:**
 - a) **Circulation Committee** – See attached Minutes
- 10) **OTHER REPORTS:**
 - a) **MLA:** Advocacy and Legislative committee met, and information was given regarding the House and Senate. Please reach out to new House and Senate members via letter to congratulate them and invite them to the library. January 25th is the State of the State address by the Governor. Legislation is currently starting from square one as well, and the focuses of committees will change as well. GCSI contact Bob DeVries will be focusing on getting library construction money.
- 12) **NEW BUSINESS:**
 - 11) **Circulation Committee** – Approval of officer elections Dale Parus, Second Stefanie Reed.
 - (1) Motion to implement one day courtesy notice in addition to the three in Sierra made by Peggy Hemmerling support by Dale Parus - *motion carried* 17 to 11.
 - (2) Sheryl VanderWagen explained courtesy notices, and that the one-day notice only includes the items that did not automatically renew.
- 13) **DIRECTOR DEVELOPMENT:** The board is looking into creating opportunities for development for directors. This will be different from the Continuing Education committee. In general, these will occur at the end of Advisory. Our first guest will be February 9, 2023 between meetings.
- 14) **PUBLIC COMMENTS:**
 - a) Kamey Howe questioned whether our emails are going to spam. Stefanie Reed noted that there is an issue that our llocoop.org addresses are marked as spam and Lakeland IT is aware of the issue.
 - b) Merri Jo Tuinstra mentioned having Problems receiving MeL items checking in. She wanted to know what to do in this situation. Sheryl explained that this issue is an error on the lending library end. The lending library must check out to INN-Reach Check Out To Remote Site in order to be checked in at the borrowing library. When this happens, send the item back to the library.
 - c) Stefanie Reed mentioned that Flat River has been working with their schools to sign their students up for library cards during the enrollment process, and Patron Point will be utilized in this form.

- d) Mary Johnson from MADL mentioned that Continuing Education is hosting an event on January 24 at 1 PM.
- e) Kevin Meyer mentioned that the Hopkins board has voted to go fines free.
- 15) **NEXT MEETING:** Thursday, February 9, 2023, 9:30 a.m. at Kent District Library Service Center
- 16) **ADJOURNMENT:** Ellen Peters moved, supported by Karen McKinnon, to adjourn at 10:20 a.m. - *motion carried.*

Respectfully submitted by,
Amber McLain

**Lakeland Library Cooperative
Continuing Education Committee
October 27, 2022, at 1:00 pm (via Zoom)**

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

Minutes

Call to order 1:03pm

Members Present: Cierra Bakovka (AW), Rob Bristow (OG), Mary Johnson (UM), Ingrid Boyer (AS), Alison Taylor (OS), Erin Supri (IS)

Members Absent: Matt Lubbers-Moore (SF), Jackie Roseberry (NF)

LLC Representatives: Carol Dawe, Amber McLain

Approval of the agenda: Cierra, Rob 2nd

Approval of Minutes: Mary, Cierra 2nd

- I. Update from the Cooperative Director (Carol)
 - a. Budget Update
 - i. Budget was passed in Sept
 - ii. \$6000 – Continuing Ed
 - iii. \$1000 - Member Development
 - b. Strategic planning summit recap
 - i. It was a good time!
 - ii. Draft is still under review
 - iii. Training was biggest issue
 - c. Continuing Ed Committee to include Training - “Sounding Board”
- II. Unfinished Business
 - a. Inclusivity Training
 - i. Alison, Ingrid, Mary, Cierra, Carol
 - ii. Potential presenters
 - iii. Need to continue planning
 - b. Sign Language Training

- i. Erin, Amber, Rob
 - ii. Still need to look into a presenter
 - iii. Look into MLA Breakout
- c. Mango (Spanish)
 - i. Has resources
- d. Allegan County Meeting
 - i. Went really well!
 - ii. Keynote – Mental Health/Dealing with difficult patrons
 - iii. New “techie stuff” presentation
- e. Carol and Mary – DEI Presentation for Lakeland
- f. Misc. Holiday Calendars
 - i. Use Member Development
 - ii. Ingrid makes motion, Rob 2nd
 - iii. Voted: Yes!
- g. “Ask Lakeland”
 - i. In “Research” phase
 - ii. Focusing on Technology
- h. Training topics
 - i. Amber has survey
 - ii. More specific survey to come soon
- i. Adult/youth services committees
 - i. LLC Board Clarified Council Committees
 - ii. On website: Cooperative Bylaws
 - iii. Create Liaisons for the various committees
 - iv. Lakeland Representatives

III. New Business

- a. New Fiscal Year Business
 - i. Co-Chairs: Alison & Erin, Rob Motions, Ingrid 2nds
 - ii. Vote: Yes!
 - iii. Co-Chairs to rotate taking minutes
- b. Program planning 2022/2023

Next Meeting Date: January 26th, 1pm – COME PREPARED OR FACE THE CONSEQUENCES FROM CAROL

Adjournment: Ingrid, Mary 2nd @ 2:07

VISION

Leading, Learning, Lending: Libraries working together to empower, enhance, and enrich our communities.

MISSION

We strengthen libraries through expertise, services, and shared resources for the benefit of communities and individuals.



LEADING

Support member libraries by connecting them to LLC and each other and demonstrating the value of the cooperative to their communities in supporting lifelong learning and expanded worldview.

OBJECTIVES

- 1.1** Ensure barrier-free, two-way communication between members and with LLC.
- 1.2** Model diversity, equity, and inclusion practices for deeper understanding of the library's role in embracing inclusion in all aspects of their operations.
- 1.3** Incorporate intellectual freedom into our Plan of Service, bylaws, policies, and training plans.



LENDING

Work together to create efficiencies and access to resources in cost-effective ways to increase individual member library capacity and reciprocal lending, borrowing, and improved user experience.

OBJECTIVES

- 3.1** Ensure a cohesive vision for the future of the ILS by capturing institutional knowledge and creating a succession plan to fill key roles.
- 3.2** Improve the functionality of the ILS by investigating ways to streamline and maximize the features of the existing ILS and 3rd party add-ons.
- 3.3** Develop a wish list of ILS features and functionality desired by members to inform future ILS decision-making including the possibility of a migration to a new ILS..
- 3.4** Find ways to share resources and services to benefit all members.
- 3.5** Complete a delivery study and implement recommended changes for increased efficiency and access.



LEARNING

Ensure member library staff are confident in their skills to provide exceptional, consistent service to their patrons.

OBJECTIVES

- 2.1** Create comprehensive training to provide a multi-format, standardized curriculum for member library staff.
- 2.2** Work with library-related partners across the state to create a shared method of informing member library staff about training opportunities.
- 2.3** Add value to the operations and culture of members libraries by delivering continuing education, professional development, and networking opportunities that are not available from other sources.



LAKELAND LIBRARY
COOPERATIVE
LEADING • LEARNING • LENDING

Strategic Plan

2023-2025



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WHY

Lakeland Library Cooperative is an invaluable resource for its members and the patrons they serve. The cooperative's committed staff and essential services provide supports and resources that improve overall library offerings. To align its resources with the emerging priorities of the cooperative, LLC has undergone a comprehensive strategic planning process with feedback from members. By implementing a new strategic plan, LLC will be able to focus efforts on providing members with: improvements to communication, training, professional development, and ILS features and functionality; increased shared collections and group purchases; a deeper understanding of diversity, equity, and inclusion practices; and a model for intellectual freedom concepts and best practices.

HOW

Lakeland Library Cooperative initiated a strategic planning process starting in the Summer of 2022. Amanda E. Standerfer from [Fast Forward Libraries LLC](#) was engaged in May 2022 to facilitate the planning process in three phases: Learn, Dream, Do. The Learn phase entailed forming a Planning Team to guide the process, holding staff and member feedback sessions and conducting a member survey. In the Dream phase, the Planning Team discussed possible future pathways for the organization. This strategic plan will guide LLC through the Do phase, as the cooperative executes its vision for the future.



Process Timeline

The Planning Team spent time learning about member and organizational needs and developing strategies to advance the LLC mission over the next three years.

July 2022	Planning Team Kick-off
August 2022	Member Survey, Staff and Member sessions
September 2022	Learning Report
October 2022	LLC Summit, Planning Team meeting
Nov. - Dec. 2022	Plan development
February 2023	Plan review and presentation to Board, transition to implementation



Vision

Leading, Learning, Lending: Libraries working together to empower, enhance, and enrich our communities.

Mission

We strengthen libraries through expertise, services, and shared resources for the benefit of communities and individuals.

Strategic Goal 1

LEADING

Support member libraries by connecting them to LLC and each other and demonstrating the value of the cooperative to their communities in supporting lifelong learning and expanded worldview.

Objectives

- 1.1 Ensure barrier-free, two-way communication between members and with LLC.
- 1.2 Model diversity, equity, and inclusion practices for deeper understanding of the library's role in embracing inclusion in all aspects of their operations.
- 1.3 Incorporate intellectual freedom into our Plan of Service, bylaws, policies, and training plans.

Anticipated Results

- Member communication increases.
- Members report satisfaction with increased communication.
- Members model LLC's diversity, equity, and inclusion practices.
- Members are better trained in intellectual freedom concepts and best practices and turn to LLC for guidance in creating their own intellectual freedom policies and practices.

Strategic Goal 2

LEARNING

Ensure member library staff are confident in their skills to provide exceptional, consistent service to their patrons.

Objectives

- 2.1 Create comprehensive training to provide a multi-format, standardized curriculum for member library staff.
- 2.2 Work with library-related partners across the state to create a shared method of informing member library staff about training opportunities.
- 2.3 Add value to the operations and culture of member libraries by delivering continuing education, professional development, and networking opportunities that are not available from other sources.

Anticipated Results

- Increases in overall trainings and training attendance.
- Members report satisfaction with trainings and report having made changes in their libraries as a result of trainings.
- Members report improved operations and culture at their libraries as a result of continuing education and professional development.

Strategic Goal 3

LENDING

Work together to create efficiencies and access to resources in cost-effective ways to increase individual member library capacity and reciprocal lending, borrowing, and improved user experience.

Objectives

- 3.1 Ensure a cohesive vision for the future of the ILS by capturing institutional knowledge and creating a succession plan to fill key roles.
- 3.2 Improve the functionality of the ILS by investigating ways to streamline and maximize the features of the existing ILS and 3rd party add-ons.
- 3.3 Develop a wish list of ILS features and functionality desired by members to inform future decision-making including the possibility of a migration to a new ILS.
- 3.4 Find ways to share resources and services to benefit all members.
- 3.5 Complete a delivery study and implement recommended changes for increased efficiency and access.

Anticipated Results

- Succession plan completed and approved by the board.
- Member input is used to generate ideas that lead to decisions for new ILS features and functionality.
- Members and end-users report greater satisfaction with the ILS features and functionality.
- Increases in shared collections, joint software, and group purchases.
- Delivery study produces actionable changes/updates to increase efficiency and access.

Next Steps

Implementation and Evaluation

Now that this plan has been adopted by the Lakeland Library Cooperative Board of Trustees, staff will develop activity plans to guide implementation. Implementation is a continual process. The timing of certain activities will be determined by priority and influenced by various factors, such as funding and other resource allocation. Review and adjustment of the activity plan will happen on a regular basis.

Evaluation of the plan will be ongoing once the plan implementation is underway. The status of the plan and its implementation will be reported regularly to Board members and member libraries.

