

LAKELAND LIBRARY COOPERATIVE BOARD MONTHLY MEETING

Thursday, February 9, 2023
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) January 12, 2023, Unofficial Minutes (m) PAGES 2-3
- 6) FINANCIAL REPORT**
 - a) January financials and monthly check register (m) PAGES 4-9
- 7) PRESIDENT'S REPORT** (i)
- 8) COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 10-16
- 9) COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Council November 10th, 2022, Official minutes (i) PAGES 17-18
- 10) ONGOING and NEW BUSINESS**
 - a) Attorney General Opinion on Intellectual Freedom Update (i)
 - b) Cedar Spring and Algoma Update (i)
 - c) Logo: Final Review and Vote (m) PAGES 19
 - d) Strategic plan: Final Review and Vote (Parus) (m) PAGES 20-29
- 11) PUBLIC COMMENTS**
- 12) BOARD MEMBER COMMENTS**
- 13) NEXT MEETING: March 9th at the Kent District Library Service Center.**
- 14) ADJOURNMENT** (m)

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

Present: Maggie McKeithan (OS), Karen McKinnon (AL), Dale Parus (IC), Lance Werner (KDL), Carol Dawe (LL), Diane Kooiker (HO), Joe Zappacosta (SM), Ron Suszek (MADL), Shirley Bruursema (KDL)
Staff Present: Amber and Sheryl
Absent: John McNaughton (GRPL)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 a.m. by Lance.
- 2) **APPROVAL OF AGENDA:** Ron Suszek moved, supported by Karen McKinnon, to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** There was one question regarding materials that do not meet selection criteria – i.e. the item is not reviewed or available by Ingram or Baker & Taylor. Consensus was generally that members of the public can request items, but authors of local interest can be added. Donations may or may not go directly to the Friends group or the book sale. Policies vary by library.
- 4) **PUBLIC COMMENTS:** There were no public comments.
- 5) **APPROVAL OF MINUTES:** Shirley Bruursema moved, supported by Karen McKinnon, to approve the board minutes from November 10, 2022 as presented – *motion carried*.
- 6) **FINANCIAL REPORT:**
 - a) November and December Financials, November and December Monthly Check Registers, and Annual Snapshot: Maggie McKeithan moved, supported by Ron Suszek – *motion carried*.
- 7) **PRESIDENT'S REPORT:** KDL and Cedar Springs are currently discussing a service agreement.
- 8) **DIRECTOR'S REPORT:** Carol attended the Patmos board meeting. The Patmos board has a new board president – for information. Additional information: Lakeland will not be receiving further grant money.
- 9) **COUNCIL/COMMITTEE REPORTS:** none
- 10) **NEW BUSINESS:**
 - a) The board will be seeking an Attorney General opinion regarding Intellectual Freedom. This is to address what responsibilities the cooperative has to a library that is actively disregarding Intellectual Freedom and to determine what the responsibility the cooperative has to the libraries that are censoring and to the libraries who are upholding Intellectual Freedom. This opinion will focus on Book Banning and Censorship specifically.
 - i) Diane Kooiker moved, supported by Dale Parus, to move forward in seeking this Attorney General opinion.
 - b) Strategic Planning Update – the plan will be presented to the board in February.
- 11) **PUBLIC COMMENTS:**
 - a) Matt Lubbers-Moore passed along appreciation to Carol about comments at Patmos Board.
 - b) Lance Werner noted his appreciation for people speaking their minds at the meetings
- 12) **BOARD MEMBER COMMENTS:**
 - a) Maggie McKeithan – comment about conservative Ottawa County commissioner changes
 - b) Karen McKinnon – Kids winter reading program 90 participants
 - c) Dale Parus – business as usual, adult winter reading
 - d) Shirley Bruursema - Asked if anyone had a fiscal year that ends June 30, two new KDL board members
 - e) Ron Suszek – MADL is working on their Strategic Plan and rebranding
 - f) Diane Kooiker – Working with architects on main library renovation
 - g) Joe Zappacosta – Irene Miller is coming to Muskegon High School Jan 26
 - h) Lance Werner – Looking forward to working with Cedar Springs, working on eSports initiative, Temi Robots, and also noted that First Amendment Auditors are out and about

13) **NEXT MEETING:** Thursday, February 9, 2023, at 9:30 a.m. at Kent District Library Service Center.

14) **ADJOURNMENT:** Dale Parus moved, supported by Diane Kooiker, to adjourn at 10:1 a.m. - *motion carried.*

Respectfully submitted by,
Amber McLain

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of January 31, 2023

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ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 182,700

002 · Savings Accounts 219,893

Total Checking/Savings 402,593

Accounts Receivable 12,396

Other Current Assets

084 · Due from Other Funds 104,429

123 · Prepaid Expenses 55,149

Total Other Current Assets 159,578

Total Current Assets 574,567

Fixed Assets 267,209

TOTAL ASSETS \$ 841,776

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Other Current Liabilities

231 · Payroll Liabilities 4,697

237 · Benefit Liabilities 6,180

Total Other Current Liabilities 10,878

Total Current Liabilities 10,878

Total Liabilities 10,878

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 (282,448)

Total Equity 830,898

TOTAL LIABILITIES & EQUITY \$ 841,776

Lakeland Library Cooperative
Operating Budget vs. Actual
October 2022 through January 2023

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	YTD	Budget	%
Income			
566 · State Aid Revenue	0	709,000	0.0%
631 · Administrative Services	59,663	116,535	51.2%
632 · Delivery Services	54,338	106,247	51.1%
633 · ILS & IT Services	296,491	581,243	51.0%
665 · Interest Revenue	3,701	3,000	123.4%
672 · Other Revenue	0	100	0.0%
Total Income	414,192	1,516,125	27.3%
Expense			
702 · Salaries & Wages	249,531	785,090	31.8%
710 · Benefits	54,060	144,670	37.4%
719 · Mileage	902	3,000	30.1%
720 · Professional Development	2,309	9,000	25.7%
726 · Supplies	537	3,840	14.0%
801 · Professional Services	1,672	34,700	4.8%
810 · Insurance	17,680	15,215	116.2%
817 · ILS & IT Expenses	350,875	400,195	87.7%
831 · RIDES	0	8,005	0.0%
860 · Delivery Expenses	10,029	65,725	15.3%
880 · Member Development	2,293	7,000	32.8%
920 · Facility Expenses	6,751	39,685	17.0%
Total Expense	696,640	1,516,125	45.9%
Net Income	\$ (282,448)	0	100.0%

Lakeland Library Cooperative
Operating Checks for the Month
As of January 31, 2023

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Date	Name	Memo	Account	Amount
001.01 - Main - Checking				
01/03/2023	Payroll		-SPLIT-	18,909.39
01/03/2023	United States Treasury		Payroll Liabilities	6,620.12
01/03/2023	MERS 401/457		Payroll Liabilities	1,119.80
01/03/2023	MERS 401/457		Payroll Liabilities	347.57
01/06/2023	First National Bank	Supplies, IT, Conferences	-SPLIT-	265.07
01/11/2023	Berger Chevrolet		Vehicle Repairs/Maintenance	96.96
01/11/2023	CDW-G	email filtering	IT Operations	4,999.00
01/11/2023	Granger	Trash Removal	Facility Contracts	114.63
01/11/2023	Saranac Public Library-Vendor	Damaged Book	Delivery Supplies	28.99
01/11/2023	Shoutbomb LLC		Shoutbomb	4,032.00
01/11/2023	White Pine Library Cooperative	MCDA membership	Memberships	500.00
01/13/2023	MERS	Defined Benefits	Benefits	4,644.30
01/13/2023	State of Michigan--Vendor		Payroll Liabilities	2,246.82
01/13/2023	MI-Unemployment Insurance Agency		Payroll Liabilities	145.00
01/13/2023	Fuel Management System		Vehicle Fuel	809.25
01/13/2023	Wolverine Power Systems, Inc.		Facility Contracts	225.00
01/13/2023	Comcast	Data Lines	IT Operations	575.00
01/13/2023	Consumers Energy		Utilities	490.36
01/13/2023	Mitel		Telephones	471.51
01/13/2023	Overdrive		Overdrive Platform	1,000.00
01/13/2023	SS Power Wash	Truck wash	Vehicle Repairs/Maintenance	60.00
01/17/2023	Payroll		-SPLIT-	18,912.40
01/17/2023	MERS 401/457		Payroll Liabilities	1,467.37
01/17/2023	United States Treasury		Payroll Liabilities	6,628.84
01/17/2023	Cross, Terry - Vendor		Mileage	70.00
01/17/2023	Dawe, Carol - vendor		Mileage	232.50
01/25/2023	Alvarez, Daniel	Webinar	Continuing Education	1,000.00
01/25/2023	Delta Dental	Dental/Vision Insurance	Benefits	692.67
01/26/2023	Aflac		Payroll Liabilities	670.52
01/26/2023	BCN	Health Insurance	Benefits	5,674.62
01/26/2023	Cintas	Floor mats	Facility Contracts	103.64
01/26/2023	DTE Energy		Utilities	52.96
01/26/2023	DTE Energy		Utilities	393.89
01/26/2023	First National Bank	Supplies, IT, Conferences	-SPLIT-	1,398.10
01/26/2023	Grand Rapids City Treasurer	Water/Sewer	Utilities	271.68
01/26/2023	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	287.21
01/27/2023	Grand Rapids Income Tax Dept.		Payroll Liabilities	110.16
01/27/2023	Walker City Treasurer		Payroll Liabilities	271.18
01/27/2023	Fuel Management System		Vehicle Fuel	827.23
01/31/2023	Payroll		-SPLIT-	19,388.80
01/31/2023	United States Treasury		Payroll Liabilities	6,900.38
01/31/2023	MERS 401/457		Payroll Liabilities	1,767.37
01/31/2023	VanderWagen, Sheryl -Vendor		Mileage	58.95
TOTAL				<u>\$ 114,881.24</u>

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of January 31, 2023

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	<u>Pass Through</u>	<u>Capital & Growth</u>
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	68,825	1,775
001.3 · eCommerce - Checking	4,310	
Total 001 · Checking Accounts	<u>73,134</u>	<u>1,775</u>
002 · Savings Accounts		80,927
Total Checking/Savings	<u>73,134</u>	<u>82,702</u>
Accounts Receivable	13,609	
Other Current Assets		
123 · Prepaid Expense		10,350
Total Other Current Assets	<u>0</u>	<u>10,350</u>
Total Current Assets	<u>86,743</u>	<u>93,052</u>
TOTAL ASSETS	<u><u>\$ 86,743</u></u>	<u><u>\$ 93,052</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	16,743	46,682
Total Equity	<u>16,743</u>	<u>58,623</u>
TOTAL LIABILITIES & EQUITY	<u><u>\$ 86,743</u></u>	<u><u>\$ 93,052</u></u>

Lakeland Library Cooperative
Pass Through & Capital Budget vs. Actual
October 2022 through January 2023

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	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	2,047	8,700	23.5%			
629 · Group Collections	59,098	92,000	64.2%			
635 · Group Services	9,863	75,500	13.1%			
637 · Ecommerce Fines	8,312	28,000	29.7%			
640 · ILS Add-on Services	0	5,000	0.0%			
645 · IT Services	43	350	12.3%			
665 · Interest Revenue				985	4,000	24.6%
672 · Other Revenue	0	750	0.0%			
699 · Fund Balance Transfers In				164,500	164,500	100.0%
Total Income	79,363	210,300	37.7%	165,485	168,500	98.2%
Expense						
728 · Library Supply Expense	2,047	8,700	23.5%			
729 · Collection Expenses	46,749	92,000	50.8%			
805 · Group Subscriptions	9,863	75,500	13.1%			
807 · Fines Paid	3,919	28,000	14.0%			
820 · ILS Add-On Expense	0	5,000	0.0%			
830 · IT Services Expense	43	350	12.3%			
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				54,529	66,000	82.6%
Total 970 · Capital Outlay				118,803	168,500	70.5%
Total Expense	62,620	210,300	29.8%	118,803	168,500	70.5%
Net Income	\$ 16,743	0	100.0%	\$ 46,682	0	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
As of January 31, 2023

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Date	Name	Memo	Account	Amount
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
01/11/2023	Better Containers Mfg	Love My Library bags	Group Library Supplies	2,046.96
01/13/2023	OverDrive	eMagazines	Group Subscriptions	22,500.00
01/25/2023	Transparent Language Inc.		Group Subscriptions	9,862.50
01/26/2023	First National Bank	Domain Name renewal	IT Services	42.99
01/26/2023	OverDrive	Audio and ebooks	-SPLIT-	5,019.54
Total 001.11 · Checking - Pass Through				<u>39,471.99</u>
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				<u>0.00</u>
TOTAL				<u>\$ 39,471.99</u>

**LAKELAND LIBRARY COOPERATIVE
COOPERATIVE DIRECTOR'S REPORT
February 9, 2023**

February 1st is the start of my 6th year at Lakeland. Wow. I'm so grateful. Thank you all. I'm feeling very good about all we have accomplished as of late: Committees and Cooperatives, PowerPoint, Proofpoint, PatronPoint and Patron Phonecalls, Overdrive and Overdues, Audits and Audio Visual Materials, Strategic Plans and Back-up Plans, Edits and Updates, Group Purchases and Group Collaboration! (Read below for more information, please.)

Agenda items:

Board:

- **Attorney General Opinion on Intellectual Freedom Update:** Lance will provide an update from our conversation with Anne Seurnyck (Foster Swift) and Bob Devries (GCSI)
- **Cedar Spring and Algoma Update:** Carol and Lance can summarize 2 recent meetings.
- **Logo Final Review and Vote:** I'm bias but I love it.
- **Strategic Plan:** Final Plan Review and Vote. Dale, chair of this committee will lead the discussion before a vote is taken.

Advisory:

- **Postponed Labor Law Discussion:** Due to the delay in the implementation of the new minimum wage and sick leave act, Karl Butterer from Foster Swift suggested it was best to postpone.
- **Capira update:** Sheryl will share information on new functionality, a timetable and scheduling a demonstration by Capira. Our contract is up end of next year so this is good timing. You will all be invoiced soon for the 3rd year. Those of you that are interest in becoming Capira customers can join in on the discussions, webinar later this spring/summer and then we can get pricing etc.
- **Strategic Plan: Questions and Next Steps:** The Board will be voting on this prior to the Advisory meeting. Once it is official, we can talk about next steps.

Committees:

- The **Circulation Committee officers**, and I have created an online form for agenda items and a new distribution list for members. The minutes will still go out to LLC_ALL but this membership distribution list, although open to everyone, will provide more focus to a specific group of members and make the discussions and agendas more manageable.
- On Tuesday, January 24th, the **Continuing Education Committee** hosted the webinar, "Understanding Gender Diversity with Danny Alvarez." There were 22 attendees, great discussion, and the survey responses were very positive.
- The **Youth Services Committee** hosted the "All together now: Summer Reading 2023 Workshop" on Friday, January 27th at Howard Miller. Clare Membiela spoke on Intellectual

Freedom and then they discussed all sorts of activities, ideas, and future programs. There were 36 attendees. Thank you to all the participants and organizers.

Partners:

- **The Michigan Cooperative Directors Association and MCLS** sponsored “When Misinformation Shows Up at Your Door: Pink Slime Journalism, Manipulative Algorithms, and Your Library (Kristin Fontichiaro, University of Michigan) on Monday, January 30th. There were over 200 people on Zoom and another 200 registered who will watch the recording. The link to the [the video](#) is here. Ms. Fontichiaro really explained the fake media landscape without fear or favor. I found it very informative and helpful.
- **ARPA Grant and the Library of Michigan:** Steven Bowers (TLN) Stephanie Davis (MCLS) and I met via Zoom with Karren Reish from the LM for our final “site visit.” We had a great discussion of our successes and changes we would make if we were ever given this opportunity again. It was a very productive conversation and again I am so pleased that LLC could partner on these capacity grants.
- **Library of Michigan:** I hope you have all been made aware that Shannon White is retiring as of the end of February. There is going to be a farewell gathering on the 1st of March at the Ellison Brewing Company and Event Space from 5-7 in Lansing. If you want me to join me or have me convey your best wishes, or deliver a card, just send it to the office by February 24th.

Other items of note:

- **Board Development:** I spoke to the Grand Rapids Library Board of Commissioners on Tuesday, January 31st and will speak to the Hastings Public Library Board on Monday, February 6th. I provide guidance regarding library establishment law, OMA, Director and Board Member roles, Intellectual Freedom, FOIA etc. I was able to modify a terrific, updated presentation created by Kate Van Auken of White Pine Cooperative (and other cooperative directors over the years). I am happy present to your boards on any or all these topics or others.
- **ILS Manager Position:** I am working on a job description and have met with other Sierra ILS managers, our support team at Innovative and have had conversations with Sheryl and will have many more.
- **Staff:** We had a holiday lunch in January. We have our team meetings on the afternoons of the board/advisory meetings. We had great attendance, great conversation and great food and no one got sick. We specifically waited until after the holidays to limit the risk to each other and our families. It was so good to be in person with everyone. I hope we can do this quarterly!
- **Patrons:** I have had the pleasure of speaking or e-mailing with concerned Patmos, Algoma, Cedar Springs and Ottawa County residents. People care. People want to help. People want

to be informed. It's amazing and it makes me feel positive about all of this when sometimes it is so difficult to do so.

I feel like I'm forgetting something or lots of somethings. There is so much going on that it is impossible to share it all, but the entire LLC staff is working so hard to support all of you and our statistic show it too!

Manager Reports:

Cataloging Services Manager - Jeff Lezman

January 2023 activities

E-mail & telephone consulting contacts: 48

We added 65,737 Hoopla records and 798 Overdrive records to the database.

Sierra records manually edited: 99

December 2022 Statistics

The statistics for December 2022 show a decrease in the number of cataloging requests we received, and an increase in the number of records cataloged compared to December of last year.

The number of cataloging requests received in December was down by 9% compared to December 2021. The number of requests received that were already in the database increased by 100%.

The number of records copy-cataloged in December was up by 77% compared to December 2021, while the number of original records cataloged was up by 311%. The total number of records cataloged was up by 92% compared to December 2021.

Cataloging	Dec. 2022	YTD	Dec. 2021	YTD	Monthly %	YTD PCT
Requests Received	1494	5319	2118	5867	-29%	-9%
Requests already in database	52	182	26	171	100%	6%
Requests to be cataloged	1442	5137	2092	5696	-31%	-10%
Copy Cataloging	1432	5131	809	3351	77%	53%

Original Cataloging	230	592	56	333	311%	78%
Total Cataloged	1662	5723	865	3684	92%	55%

Delivery & Facility Manager - Terry Cross

January 2023 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland

	January – 2023	January – 2022	Difference	% Change
Total Book Bags & Bins	3,100	2,677	423	15%

In January 2023, there were 3,100 book bags and bins sorted, loaded, and delivered to member libraries. The 3,100 bags and bins that were delivered in January 2021 were 15% greater than the 2,677 bags and bins that were sorted and delivered in January of the prior year.

As of February 1, 2023, we are using the 2022 Chevrolet Express Cutaway with 7,768 miles that was purchased in December 2022, and the 2019 Chevrolet Express Cutaway with 62,706 miles that was purchased in July 2022 for daily deliveries. The truck fleet also includes the 6-year-old 2016 Chevy Express truck with 244,387 miles. This truck is going to be used as a back-up, as inevitably, there are times during the year when one of the main trucks needs to be in the repair shop for a time that requires us to get a rental truck. Having a backup truck during these times will be very helpful. New tires were recently installed on the older truck, and it should be a reliable and safe back-up for a considerable amount of time.

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 January I helped sort 4 days and drove 1 day.

Fire Pros did the Fire Safety Inspection in January. After replacing two fire extinguishers, everything was found to be ok.

Digital Services Specialist – Nicki Johnson

In January we had a new consortium join our group at Overdrive. We are now partnered with Up North Michigan Consortium, so we will be able to use their Overdrive resources, and they ours. I am working on Overdrive stats and charting usage across the Co-op.

We received the last of our Vox book order this week. We are on to a couple of other possible group purchases. I have gotten pricing from Cover One for their book repair machines. I've gotten 5 orders and 2 maybes already in the first week. Those orders will be due February 15th. I just received pricing from Bibliotheca for Comics Plus, a comic and manga site for libraries. We have gotten tiered pricing for member libraries depending on how many want to join. I will be putting that out after the Cover One order is done.

I have been working with Overdrive to come up with a solution for expired titles in our digital library. Their tech department was working on an answer and came up with one this week. Overdrive will be automatically removing expired titles owned by Advantage libraries that don't have their own weeding plans. This will help immensely on our site! As of now, those expired titles show 0 of 0 copies available, but patrons are still able to place holds. Now those items will be removed from the public-facing site.

Finance & HR Assistant – Janet Cornell

Most of the field work for the audit has been completed, and we are waiting for any adjusting entries and a draft to be completed. This includes the single item audit for the grant.

Year-end payroll tax reports for 2022 calendar year have been prepared and processed in January, and I have been re-writing procedures and checklists to provide continuity and transparency in recording and reporting financial activities. Now that the funds have been separated in different accounting files and scrutinized in an audit, drafts of procedures written to facilitate the transactions between funds will be finalized.

IT Manager – Dave VanderGraaf

We have started using a new email filtering solution for email accounts on Zimbra using ProofPoint. A few domains are in a testing phase, and most of the changes are being done behind the scenes and may not be noticeable...yet. Work on this project will continue this month with adding the remaining domains soon (thank you to those who we reached out to and worked with Nick Heimler on this). After implementation is completed, there will likely be some adjustments and fine-tuning needed to help reduce the amount of incoming spam, but then we will dive into the features of ProofPoint further and improve email security.

January help desk tickets created: 156

January help desk tickets resolved: 152

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

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 126 totes in December 2022, down 14 totes from 2021. We sent out 125 totes in December 2022, up 6 totes from December 2021.

Shoutbomb CXH Command and MeLCat items: Patrons who ask to cancel MeLCat items using the CXH command in Shoutbomb are now blocked from cancelling those requests and directed to contact their local libraries. This is **not** a system bug; it is a software fix to a bug that was allowing patrons to use the command to cancel MeLCat requests which was then also removing the virtual records in Sierra causing a broken request at the lending library and reverting the items' statuses back to on shelf at the lending library.

2023 Holidays: The Days Closed table has been updated with 2023 library holidays and closures as submitted by the ILS member libraries. If your library's schedule changes throughout the year, please open a ticket with tech-help@ilcoop.org at least 22 days in advance of the scheduled closure to ensure due dates and hold shelf pickup dates calculate correctly.

Barcode and Delivery Dot orders: Orders for barcodes and delivery dots were placed on Monday, January 9. The barcode orders were sent out in delivery beginning February 1, 2023. We are still waiting for our delivery dot order.

Patron registration forms: Amber updated our patron registration forms so that the forms have space for both the Preferred and Legal names. We are getting close to the end of the current supply of forms for both adults and minors. I am working with Terry Cross to get a new order in before the demand for them increases for summer reading programs.

YTDCIRC to LYRCIRC: The annual move of the values in YTDCIRC to LYRCIRC in system item records was completed Sunday, January 15, 2023, after all libraries closed for the day. This is an annual ILS maintenance activity that occurs in mid-January each year. The “updated date” on affected records is changed when this routine is run. Therefore, this update occurs after the annual, semi-annual, quarterly, and monthly reports that depend on the “updated date” in item records have been compiled.

Videogame sharing: I am working on system setup for videogame sharing. Thank you to everyone who responded to the survey. Your responses were very helpful. I have created 24 new location codes for the 11 libraries willing to share their collections (this doesn't include a few libraries who are considering starting/sharing their collections during 2023) and 7 new videogame itypes based on your responses. Once that work is complete, I will work with each of you to move those items you are willing to share to the new location codes and new itypes as needed as well as adjusting any no fine rules that need to be updated. The target is to have those libraries who are going to share their videogames, sharing by the end of February.

DVD/Music Sharing reminder: Speaking of sharing, this is a reminder that if you are sharing your DVD and/or Music collections remember to update your **k item location codes as they age to **os (DVD's) or **ms (Music) to make them shareable with patrons from other libraries. Items with location codes that are **k are holdable/requestable only for your local patrons. If you need some assistance with batch updates, please contact me.

Library Visit: I visited Croton Township Library on Monday, January 23, 2023, to review circulation and other questions from their staff. Erin Moull and her staff are all new in the last several months.

New Fines Free Library: Hopkins District Library went fines free on February 1, 2023. I will also be conducting a purge of old Hopkins fines on Hopkins patron records soon. The list of libraries who are all or partly fines free has been updated and posted to the Lakeland website. Please contact me if your library is interested in making your collection fines free.

Member Services Manager -Amber McLain

Over the past three weeks I have visited 18 libraries to conduct in-person training for Patron Point, I also conducted the seven Zoom sessions I mentioned in my board report last month. I spoke to 167 staff of Lakeland member libraries, and there will be more to come as we get settled and comfortable with new software.

Overall, Patron Point rollout is going smoothly, and we're tackling issues as they pop up. If you or your staff encounter an issue – whether that be a typo on a form or in an email, a record being created incorrectly, a patron being granted your card when they should not have been, or anything else – please contact me through Tech Help or at amber@llcoop.org. I will continue to troubleshoot issues as they arise.

Beyond implementation, I am adding further customization for libraries in the automated emails, and on forms. If you have any questions regarding what *can* be customized, please reach out to me. Customization does take a good chunk of time, but it will better serve the libraries and the patrons, so please bear with me as I chip away at it.

I am also working on developing student forms, and figuring out how those expiration dates will work, and how they can be coded – it's a bit tricky.

On top of Patron Point, Lakeland is working to develop training opportunities for its members at all levels – please respond to the survey sent out by the Continuing Education Committee so we can better plan our dates, times, and training formats in the coming months.

Thank you,
Amber McLain

Have a great rest of the week and see you on Thursday, February 9th at 9:30 at KDL Service Center.

Respectfully submitted,

Carol Dawe

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL OFFICIAL MINUTES
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



LAKELAND LIBRARY

COOPERATIVE

LEADING ♦ LEARNING ♦ LENDING

Strategic Plan 2023 – 2025

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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- 09 — Next Steps



LAKELAND LIBRARY
COOPERATIVE
LEADING • LEARNING • LENDING

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.

