

LAKELAND LIBRARY COOPERATIVE BOARD MONTHLY MEETING

Thursday, March 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) February 9th, 2023, Unofficial Minutes (m) PAGES 2-3
- 6) **FINANCIAL REPORT**
 - a) February 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 January 12th, 2023, Official minutes (i) PAGES 17-18
- 10) **ONGOING and NEW BUSINESS**
 - a) Audit Report (Mr. Holland or Mr. Verlin from Gabridge & Company-Audit report will be sent under separate cover.) (m)
 - b) Patmos Update (Carol Dawe) (i)
 - c) Cedar Springs Update (Kamey Howe) (i)
 - d) Algoma Update (Lance Werner) (i)
 - e) Pullman Library Update (Teresa Kline) (i)
 - f) Committees
 - i) Assignments for Finance and Personnel (i)
 - ii) Standards Committee (i)
- 11) **PUBLIC COMMENTS**
- 12) **BOARD MEMBER COMMENTS**
- 13) **NEXT MEETING: April 13th, at the Kent District Library Service Center.**
- 14) **ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, February 9, 2023, at 9:30 a.m.
Kent District Library Service Center**

Present: Karen McKinnon (AL), Dale Parus (IC), Lance Werner (KDL), Carol Dawe (LL), Diane Kooiker (HO), Joe Zappacosta (SM), Ron Suszek (MADL), Shirley Bruursema (KDL), John McNaughton (GRPL)

Staff Present: Amber and Sheryl

Lakeland Staff Present: Sheryl, Amber

Absent: Maggie McKeithan (OS)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:34 by Lance Werner.
- 2) **APPROVAL OF AGENDA:** Shirley Bruursema moved, supported by John McNaughton to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) **PUBLIC COMMENTS:** There were no public comments.
- 5) **APPROVAL OF MINUTES:** Diane Kooiker moved, supported by Dale Parus to approve the board minutes from **January 12, 2023** with a correction to the adjournment time - *motion carried*.
- 6) **FINANCIAL REPORT:**
 - a) January Financials and Check Register: John McNaughton moved, supported by Ron Suszek, to approve the January Financials as presented - *motion carried*.
- 7) **PRESIDENT'S REPORT –** The president had nothing to report at this time.
- 8) **DIRECTOR'S REPORT**
 - a) Carol discussed the sale of one of the disused Lakeland trucks.
 - b) Carol also discussed the efforts of Lakeland staff to go above and beyond the expectations set for them.
 - c) Carol also shared that the Lakeland staff will be looking at the strategic plan in their staff meeting.
 - d) It was also noted that Carol does Board Development work with libraries.
- 9) **COUNCIL/COMMITEE REPORTS**
 - a) *Advisory minutes included for information.*
- 10) **NEW BUSINESS:**
 - a) *Attorney General Opinion on Intellectual Freedom:* The board will not be seeking an attorney general opinion as the opinion would only be binding on the state level and not binding for private citizens.
 - b) *Cedar Springs and Algoma:* KDL continues to speak with Cedar Springs regarding a service agreement. Algoma is on the ballot in May to leave KDL.
 - c) *Logo:* John McNaughton moved, Karen McKinnon supported to adopt the new logo - *motion carried*.
 - d) *Strategic Plan:* Lance Werner thanked Dale Parus for his work on the plan; Diane Kooiker commented that the plan is simple and clear. Dale Parus moved, John McNaughton moved to approve the Strategic Plan – *motion carried*.
- 11) **PUBLIC COMMENTS:**
 - a) No public comment.
- 12) **BOARD MEMBER COMMENTS:**
 - a) Shirley Bruursema – Starting February 13, 2023, there will be Zoom Trustee trainings provided by MLA. March will have a series of webinars on millage information.
 - b) Joe Zappacosta – Hackley is hosting a soul food contest and a used jewelry sale for their friends of the library.
 - c) Dale Parus – The Ionia Community Library received a \$5,000 grant from Meijer.

- d) Diane Kooiker – Shared that Herrick is sharing Patron Impact Stories at their board meetings.
- e) Ron Suszek – MADL co-sponsored a film screening to great success and is planning a program in May on Black representation in film.

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

14) ADJOURNMENT: John McNaughton moved, supported by Ron Suszek to adjourn at 9:53 - *motion carried.*

Respectfully submitted,
Amber McLain

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of February 28, 2023

ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 102,095

002 · Savings Accounts 220,689

Total Checking/Savings 322,784

Other Current Assets

084 · Due from Other Funds 104,429

123 · Prepaid Expenses 55,149

Total Other Current Assets 159,578

Total Current Assets 482,362

Fixed Assets 267,209

TOTAL ASSETS \$ 749,571

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Other Current Liabilities

214 · Due to Other Funds 2,274

231 · Payroll Liabilities 3,823

237 · Benefit Liabilities 4,642

Total Other Current Liabilities 10,739

Total Current Liabilities 10,739

Total Liabilities 10,739

Equity

370 · Nonspendable Funds 88,574

371 · Property 267,209

380 · Fund Balance - Committed 221

390 · Unassigned Funds 568,800

399 · Net Position - Unrestricted 188,542

Net Income (374,515)

Total Equity 738,831

TOTAL LIABILITIES & EQUITY \$ 749,571

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

	YTD	Budget	%
Ordinary Income/Expense			
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	4,603	3,000	153.4%
672 · Other Revenue	0	100	0.0%
Total Income	415,094	1,516,125	27.4%
Expense			
702 · Salaries & Wages	309,621	785,090	39.4%
710 · Benefits	64,166	144,670	44.4%
719 · Mileage	1,723	3,000	57.4%
720 · Professional Development	2,309	9,000	25.7%
726 · Supplies	737	3,840	19.2%
801 · Professional Services	11,411	34,700	32.9%
810 · Insurance	17,680	15,215	116.2%
817 · ILS & IT Expenses	357,863	400,195	89.4%
831 · RIDES	0	8,005	0.0%
860 · Delivery Expenses	13,936	65,725	21.2%
880 · Member Development	2,737	7,000	39.1%
920 · Facility Expenses	9,925	39,685	25.0%
Total Expense	792,108	1,516,125	52.2%
Net Ordinary Income	(377,015)	0	100.0%
Other Income/Expense			
Other Income			
690 · Other Financing Sources	2,500		
Total Other Income	2,500	0	0.0%
Net Income	(374,515)	0	100.0%

Lakeland Library Cooperative
Operating Checks for the Month
As of February 28, 2023

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Date	Name	Memo	Account	Amount
001.01 - Main - Checking				
02/08/2023	Backstage Library Works		Authority Control	1,067.80
02/08/2023	Grace, Jennifer	Logo	Consulting	1,000.00
02/08/2023	Granger	Trash Removal	Facility Contracts	114.63
02/08/2023	Macatawa Bank	Deposit Box rental	Bank Service Fees	130.00
02/08/2023	Meekhof Tire Sales & Service, Inc.		Vehicle Repairs/Maintenance	1,637.12
02/08/2023	Schmidt, Lydia	SRP 2023 expense reimbursement	Continuing Education	524.43
02/08/2023	Seaman's Air Conditioning/Refrigeration		Facility Contracts	805.01
02/09/2023	BCBS	Health Insurance	Benefits	1,865.16
02/09/2023	BCN	Health Insurance	Benefits	5,674.62
02/09/2023	Comcast	Data Lines	IT Operations	575.00
02/09/2023	Consumers Energy		Utilities	457.26
02/09/2023	Fire Pros Inc.	Annual inspection and supply	Building Repairs/Maintenance	684.25
02/09/2023	Mitel		Telephones	471.51
02/09/2023	Overdrive		Overdrive Platform	1,000.00
02/09/2023	Patron Point	Verify configuration/subscription	Patron Point	2,802.74
02/10/2023	MERS	Pension	Benefits	6,180.31
02/10/2023	State of Michigan--Vendor		Payroll Liabilities	3,097.16
02/10/2023	Fuel Management System		Vehicle Fuel	1,134.90
02/14/2023	Payroll		-SPLIT-	18,903.49
02/14/2023	United States Treasury		Payroll Liabilities	6,622.14
02/14/2023	MERS 401/457		Payroll Liabilities	1,467.37
02/14/2023	McLain, Amber - Vendor	Jan Patron Point training	Mileage	518.11
02/22/2023	Berger Chevrolet		Vehicle Repairs/Maintenance	118.18
02/22/2023	Gabridge & Company PLC		Audit	5,000.00
02/22/2023	Loutit District Library--Vendor	SRP workshop supplies	Continuing Education	60.99
02/22/2023	Saranac Public Library-Vendor	SRP Workshop supplies	Continuing Education	114.45
02/24/2023	Grand Rapids Income Tax Dept.		Payroll Liabilities	166.86
02/24/2023	Walker City Treasurer		Payroll Liabilities	374.66
02/24/2023	Fuel Management System		Vehicle Fuel	1,016.45
02/27/2023	Delta Dental	Dental/Vision Insurance	Benefits	385.89
02/27/2023	Superior Pest Control, Inc.	Pest Control	Facility Contracts	58.00
02/27/2023	Aflac		Payroll Liabilities	670.52
02/27/2023	Cintas	Floor Mats	Facility Contracts	103.64
02/27/2023	DTE Energy		Utilities	396.07
02/27/2023	DTE Energy		Utilities	52.83
02/27/2023	First National Bank		-SPLIT-	1,803.36
02/27/2023	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	287.21
02/27/2023	Standerfer, Amanda (Fast Forward)	Strategic Planning	Consulting	3,600.00
02/28/2023	Payroll		-SPLIT-	18,842.47
02/28/2023	United States Treasury		Payroll Liabilities	6,601.94
02/28/2023	MERS 401/457		Payroll Liabilities	1,467.37
02/28/2023	Dawe, Carol - vendor		Mileage	302.61
			TOTAL	<u>98,156.51</u>

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of February 28, 2023

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	Pass Through	Capital & Growth
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts	69,071	1,831
002 · Savings Accounts		81,154
Total Checking/Savings	69,071	82,985
Accounts Receivable	10,979	
Other Current Assets		
111 · *Undeposited Funds	4,082	
123 · Prepaid Expense		10,350
Total Other Current Assets	4,082	10,350
Total Current Assets	84,133	93,335
TOTAL ASSETS	\$ 84,133	\$ 93,335
 LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Other Current Liabilities		
214 · Due To Other Funds	70,000	34,429
Total Other Current Liabilities	70,000	34,429
Total Current Liabilities	70,000	34,429
Total Liabilities	70,000	34,429
Equity		
370 · Nonspendable Funds		10,350
390 · Unassigned Funds		1,241
399 · Net Position - Unrestricted		350
Net Income	14,133	46,965
Total Equity	14,133	58,906
TOTAL LIABILITIES & EQUITY	\$ 84,133	\$ 93,335

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

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Ordinary Income/Expense						
Income						
628 · Group Supply Revenue	3,905	8,700	44.9%			
629 · Group Collections	59,266	92,000	64.4%			
635 · Group Services	53,903	75,500	71.4%			
637 · Ecommerce Fines	10,711	28,000	38.3%			
640 · ILS Add-on Services	0	5,000	0.0%			
645 · IT Services	86	350	24.6%			
665 · Interest Revenue				1,268	4,000	31.69%
672 · Other Revenue	0	750	0.0%			
Total Income	127,870	210,300	60.8%	1,268	4,000	31.69%
Expense						
728 · Library Supply Expense	3,905	8,700	44.9%			
729 · Collection Expenses	51,925	92,000	56.4%			
805 · Group Subscriptions	53,903	75,500	71.4%			
807 · Fines Paid	3,919	28,000	14.0%			
820 · ILS Add-On Expense	0	5,000	0.0%			
830 · IT Services Expense	86	350	24.6%			
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	67.66%
980 · Vehicle Purchases				54,529	66,000	82.62%
Total 970 · Capital Outlay	0	0	0.0%	118,803	168,500	70.51%
Total Expense	113,737	210,300	54.1%	118,803	168,500	70.51%
Net Ordinary Income	14,133	0	100.0%	(117,535)	(164,500)	71.45%
Other Income						
699 · Fund Balance Transfers In				164,500	164,500	100.0%
Total Other Income	0	0	0.0%	164,500	164,500	100.0%
Net Income	14,133	0	100.0%	46,965	0	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
 As of February 28, 2023

Date	Name	Memo	Account	Amount
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
02/08/2023	Barcode Service, Inc.	Delivery Dots	Library Supplies	502.61
02/08/2023	ID Label, Inc.	Barcodes	Library Supplies	1,355.20
02/10/2023	Library Ideas, LLC	VOX Books	Other Group Collections	167.75
02/10/2023	OCLC (Capira)	Capira-Yr3	Group Subscriptions	44,040.00
02/27/2023	First National Bank	domain renewal	IT Services Expense	42.99
02/27/2023	OverDrive	Audio and Ebooks	-SPLIT-	5,008.22
Total 001.11 · Checking - Pass Through				<u>51,116.77</u>
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				<u>0.00</u>
TOTAL				<u><u>51,116.77</u></u>



COOPERATIVE DIRECTOR'S REPORT
March 9, 2023

A few weeks ago I babysat a 1 year old and a 3 ½ year old while their parents attended to a pet emergency. It was late at night and although I've met these boys multiple times, I was not, shall we say, embraced during my 2 ½ hour stay. I'm glad I had my babysitting training from years ago. Being a parent helped too but I remember being told as a novice babysitter, "You stay calm, they will be calmer." I think that's good advice as we deal with the adult-toddlers of the world who want to disrupt library service. Listen and learn. Stay calm and carry on.

Agenda items:

Board:

- 1) Audit Report (Either Matt Holland or Joe Verlin from Gabridge & Company will present the annual audit. We will send the report under separate cover. There were some last-minute revisions.)
- 2) Library Issues: Various members will share what is going on at various libraries that may impact Lakeland in the short and long term.
 - a) Patmos Update (Carol Dawe)
 - b) Cedar Springs Update (Kamey Howe)
 - c) Algoma Update (Lance Werner)
 - d) Pullman Library Update (Teresa Kline)
- 3) Committees
 - a) Assignments for Finance and Personnel
 - b) Standards Committee

Advisory:

- 1) Group Purchase Update: Renewals are coming for multiple services and products.
- 2) Collection Development Update: Learn what LLC staff is doing to help provide you with better data and ways to measure.
- 3) Intellectual Freedom Update: Please share your experiences.

Committees:

Youth Services will meet at Hackley on March 6th. Amber will be attending.

The Circulation Committee was postponed due to weather, and we will meet on March 22nd 11 instead.

The Continuing Education also postponed due to weather, but we are planning multiple programs. Stay tuned.

You can register for all meetings and events, on our website calendar at <https://llcoop.org/calendar/#/events/>

Partners:

The Library Network (TLN) will be rolling out the new MAP (Museum Activity Pass) website/app this summer. Lots of cool features and much, much easier to use. Kudos to the always amazing and calm Jim Flury and TLN's director, Steve Bowers, who has invested time and capital into this project. Each cooperative contributes as well. We use these passes quite a bit at our libraries. If you have ideas for other organizations, please let me know and we can work with Jim to get them connected. We will be posting these stats on our report website or LLC website soon. This past January was the first time that all 11 cooperatives had libraries that made use of these passes and it's January! Most of the organizations are on the east side of the state but let's help add others!

I attended the farewell reception for Shannon White on March 2nd in Lansing. To say that she will be missed is an understatement. I gave her a card expressing the gratitude of the LLC member libraries and the Cooperative Directors presented her with some travel related goodies. We wish her well. I am so grateful that I could work with her these past 5 years.

I also had the opportunity to write a letter of recommendation for a Michigan Humanities award for MLA's work on Intellectual Freedom.

The MCDA's DEI committee is looking at collection development policies and their role in DEI.

Those of us who have worked on intellectual freedom issues over the last 18 months provide a lot of information and support to the cooperative directors that are just now facing their first book challenges in their member libraries. I can only think of 2 cooperatives that haven't been faced with significant challenge.

Other items of note:

- **Strategic Planning:** The LLC staff will be providing the Board quarterly updates on our newly minted strategic plan. The first update will be in April, then July, October and January and in between if needed. I am assisting Saugatuck-Douglas District Library and Hastings with strategic planning. These are not big full-blown plans that the larger consultant groups do. Each library will be responsible for administering the surveys, setting up focus groups and creating graphics for the final report. It's a way to move forward without any costs. I had a lot of success with a few plans in my prior position. I was hoping to offer this service earlier in my tenure here but focused on recruitment first, since that is where the need was. I'm happy to help others but would like to do them on a staggered schedule. Please let me know if you are interested.
- **Logo:** LLC staff have launched the new logo in our e-mails and it's on our FB page. Amber and Terry are working on rebranding LLC as well. See below.
- **ILS Manager Position:** We are moving forward. I have sample job descriptions, a draft timetable and information from Innovative on training options for the new employee and all

of you! Sheryl is working on procedures and the LLC management team is providing input on the procedures and the search. **Please be mindful that we would like to end all major member library projects for Sheryl by the end of May.**

- **I worked with the Newygo Libraries on how best to address an issue with penal fines disbursement.** A letter was written by the group and it was such a privilege to be a part of this collaboration. Stay tuned.
- **As the snapshot will illustrate,** we do a lot of consulting with all of you each month and numbers keep increasing. We are here to help you **lead, learn, and lend.**

Manager Reports:

Cataloging Services Manager - Jeff Lezman

February 2023 activities

E-mail & telephone consulting contacts: 33

We added 32,383 Hoopla records and 721 Overdrive records to the database.

Sierra records manually edited: 47

January 2023 Statistics

The statistics for January 2023 show a decrease in the number of cataloging requests we received, and a decrease in the number of records cataloged compared to January of last year.

The number of cataloging requests received in January was down by 8% compared to January 2022. The number of requests received that were already in the database decreased by 60%.

The number of records copy-cataloged in January was down by 25% compared to January 2022, while the number of original records cataloged was up by 39%. The total number of records cataloged was down by 20% compared to January 2022.

Cataloging	Jan. 2023	YTD	Jan. 2022	YTD	Monthly %	YTD PCT
Requests Received	1685	7004	1832	7699	-8%	-9%
Requests already in database	56	238	139	310	-60%	-23%
Requests to be cataloged	1629	6766	1693	7389	-4%	-8%
Copy Cataloging	1510	6641	2020	5371	-25%	24%
Original Cataloging	240	832	173	506	39%	64%
Total Cataloged	1750	7473	2193	5877	-20%	27%

Delivery & Facility Manager - Terry Cross**February 2023 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland**

	February – 2023	February – 2022	Difference	% Change
Total Book Bags & Bins	2,883	2,592	291	11%

In February 2023, there were 2,883 book bags and bins sorted, loaded, and delivered to member libraries. The 2,883 bags and bins that were delivered in February 2023 were 11% greater than the 2,592 bags and bins that were sorted and delivered in February of the prior year.

All of the drivers are required to have a current chauffer's license, maintain a clean driving record, and remain in compliance with the DOT regulation of being able to receive a Medical Examiner's Certificate. In February, one of the drivers passed the re-certification physical and received an updated Medical Certificate. All of the drivers have valid Medical Examiner's Certificates until June of 2024. Per DOT regulations, a Medical Examiner's Certificate is required for individuals who drive a commercial vehicle that has a gross vehicle weight rating of 10,000 lbs. or more, and both of our trucks have a gross vehicle weight rating of 12,300 pounds.

To verify the status of a driving record, a yearly record lookup request for the driving record of each driver is made to the Michigan Department of State. The record lookup process has changed to an online one that requires a new online account. This system replaces the past process of mailing or faxing the record requests to the Lookup Department. In order to be able to continue to make record lookup requests, an application for an updated online account was recently submitted to the Michigan Department of State.

The 2016 Chevy Express was sold in February. A truck for sale ad was posted on Craigslist, and after a slew of spam responses, and prior experience in buying and selling used cars for 4 children, I was reminded of the Craigslist experience. There wasn't much of a demand for a 6-year-old truck with 261,804 miles, with the original engine and 6 worn out tires. After receiving only 2 serious offers, the first of which was an offer from a salvage company for \$2,200, the truck was sold for \$2,500 after it was determined there was oil leakage. The interior of the cab and box of the truck were cleaned and the Lakeland logo on each side of the box was removed before the truck was sold.

Both of the trucks received oil/lube/filter service last month, and all of the trucks are current with their regularly scheduled maintenance.

The lawn and snow removal service contract was renewed for one year with our current vendor. Due to the substantial increase in the vendor's labor and equipment costs, the cost of the service increased by approximately 15%. The current vendor has provided excellent service for the past 12 years, and after a proposal with similar pricing was received from another company, the contract with the current vendor was renewed.

Per the state's worker compensation regulations, MIOSHA Form 300-A Summary of Work-Related Injuries and Illnesses was posted on February 1 and will remain posted through April 1. There were no reportable injuries at Lakeland during 2022.

Shredding bins were recently delivered and I am working with Janet on the annual record retention weeding process.

I am working with Carol on contacting vendors and receiving and reviewing proposals for the installation of a new sign that displays Lakeland's new logo and for putting the new logo on the boxes of the 2 delivery trucks. ¹⁴

I assisted a Director with a Request for Proposal for the development of a new logo. If anyone needs assistance in developing an RFP, please feel free to contact me. A variety of RFP templates are available, ranging from lawn and snow removal to audit services.

Digital Services Specialist – Nicki Johnson

I am currently wrapping up the Cover One machine order. We ended up with a total of 10 machines ordered! Ancestry renewals have been taken care of for another year. I am also working on usage stats for Overdrive (where the items are coming from and how the patrons are getting there). RLA stats have been updated to include our newest partner, Up North Michigan Consortium. They are a co-op combining Mid-Michigan Library League and Northland Library Co-op. We are also doing a re-vamp of the MLA State Aid stats to make them more user-friendly for our Co-op. I am filtering out other libraries to make a spreadsheet including only Lakeland members so we can provide comparative data.

Finance & HR Assistant – Janet Cornell

All that is left to finalize the audit on our end is to complete a few adjusting entries. Switching over the accounting system in QuickBooks to 2 separate files was a complicated task and after reviewing the audit, we realized that there were a few things that needed to be tweaked to make sure that transactions are being posted and reported correctly. One change that was evident was in how transfers from one fund to another should be reported on the financial statements. You will notice a change on the statements this month that will show a section where transfers in/out will indicate changes in funds. Although this was reported as a revenue line item in the previous reports, it will now be moved to the bottom to indicate it as a different revenue source. Due to the shortness of time in making these adjustments before this agenda packet was sent, all the changes are not reflected as of yet. The format is correct for this month's report and the rest of the adjusting entries for it will be done for the report next month.

We are still waiting for the state aid check to come which is why expenses exceed revenue to such a large degree. Most of our contracts for ILS are due in the beginning of the fiscal year, so until state aid is received, we use quarterly service fee revenue and cash reserves to cover expenses. The cash reserves are low starting this month but will be replenished once the state aid check comes which should be in March or worse case, April.

IT Manager – Dave VanderGraaf

The new spam-filtering email relay solution (ProofPoint) has been fully implemented across all email addresses and accounts that are associated with our email client (Zimbra), and you may have noticed the result of a large reduction of spam messages. This change will be continuously monitored as potential issues may occur (please check your Junk folder for any missing legitimate messages) and thank you for your continued patience and support during this project.

February help desk tickets created: 148

February help desk tickets resolved: 141

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

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 166 totes in January 2023, down 6 totes from 2022. We sent out 159 totes in January 2023, up 26 totes from January 2022. 15

Videogame sharing: There were 10 libraries who already circulate videogames that were willing to share their collections with other libraries in the shared ILS. I created the necessary location codes and itypes and set them up in the system Loan Rule Determiner table. I also notified each of them that the codes were ready and that I would assist them with updating the location codes and itypes if necessary, on those items they were willing to share with patrons from other libraries. The system works with these as it does with DVD's and music. The xxk location codes are for newer/non-shareable items that are holdable only to your local patrons. If you have an xxus location code, then items assigned to that location code are shareable/holdable to everyone on the shared ILS just like xxos and xxms. If you indicated that you do not plan to share your videogames, I did NOT create an xxus location code so at some point, if you decide to share them with patrons beyond your local patrons, you'll need to contact me to set up the proper shareable location code. The new videogame itypes are set up for everyone and based on the feedback I got from the videogame survey and those are set up so they can be used at any time you decide to add videogames to your collection using your xxk location codes.

MeLCat Loaned items due dates: In February, we found that sometimes institutional due dates were not calculating correctly for items shared ILS libraries were lending to other MeLCat libraries, despite the system using the correct loan rule. Due dates were set as the same day an item was checked out in INN-Reach Remote Site Checkout. Tickets with both MCLS and III were opened. After a good deal of testing and daily checking of our system, the III technician found an irregularity in the loanrule Sierra uses for institutional checkouts. In addition to the days to checkout an item, there is also a "minimum use" setting in every loanrule. Normally, we have those settings set to one day short of the number of days something can be checked out which controls how soon a patron can renew an item, in other words, an item can't be renewed until it has been out for at least one day. However, when we first set up MeLCat in 2008, our instructions from MCLS didn't include anything for that minimum use setting which defaults to "0", the rule being an institutional loanrule rather than one that would be used if a patron had checked out the items. As it turns out, we do need to have that setting set to the same number of days as the institutional checkout and that has now been updated. On very rare occasions, Sierra will look at the minimum use setting instead of the number of days to check out setting. This occurs only when an item has been paged through MeLCat and then another patron places a bib level hold on the same title. THEN, the bib level hold must still be there when a library pulls their items for MeLCat and checks them out in remote site checkout **and also** with the qualification that that item could have filled the bib level hold. In this case, Sierra looks at the minimum use setting rather than the number of days to check out setting. Thus, we had a few items (1 or 2 a day) that were getting an institutional due date of the same day as the remote site checkout. This has likely been the situation since we started with MeLCat in 2008 but it was never noticed and reported to our LLC helpdesk until recently, likely because MeLCat items are largely returned by the borrowing libraries and not many items come up on a library's institutional overdues report where you would see this phenomenon. We have also advised MCLS to update their instructions for Sierra libraries to include the minimum use setting in their institutional loanrule settings.

Sierra Incident: On Tuesday, February 7 Sierra users reported that they could not add bibliographic records to the system. We opened a ticket with the III helpdesk and the situation was quickly resolved. However, the resolution required a re-scope of our entire database which has millions of records and took the next 4 days, running in the background. The process completed during the night, Friday, February 10. We had a few instances of reported slowness in Sierra during that time. Since the process finished, we have had no further reports.

Follow-up to Hopkins Fines Free project: We will also be doing a cleanup on overdue fines owed by Hopkins (AH) patrons on Hopkins items following their new policy of not charging fines which began February 1. The cleanup will leave only bills, manual charges, and charges for member library items on those patron records.

Capira: We will be hosting a demo for Capira on Thursday, March 16, 2023, during which OCLC will demonstrate the new Dashboard interface. Don't forget to register so that you can receive the link to join us that day. Here is the link:

<https://llcoop.org/calendar/#/events/GKzjub2jDV/instances/PXJqYQjWvM/>

Member Services Manager - Amber McLain

We're wrapping up the bulk of Patron Point and things should be functioning as normal there. Just a couple of things I would like to call attention to regarding Patron Point:

1. If you have not advertised Patron Point or embedded it on your site and need assistance in doing so, or have questions regarding it, please reach out to me via email. We would like to have everyone up and running by June 1 at the absolute latest.
2. We have received confirmation that Patron Point does not check the validity of Drivers Licenses - rather, they check the National Address Database. This database is what national financial institutions such as banks and credit card companies use to verify identities on applications. Our Patron Point contact has also assured us that the risk of fraud is very, very low between our GIS and the identity validation service, and it is not a situation he has ever seen. In the unlikely event that someone were to submit a fake ID number and go into collections, Unique Management is equipped with the tools to handle that situation.
3. Email customizations should be up and going with all emails now. If you would like further customization, please reach out to discuss this.
4. I have figured out a way to send individual form submissions directly to an email address - this could help circulation staff immensely when dealing with rejected patrons. If you would like to have your library's form submissions sent to an email address, please contact me.
5. I am working with Dave to iron out how the Reports will be distributed. If you have any questions regarding your reports or where they are, please reach out.

Aside from Patron Point, I will be working on the rebranding of the Lakeland site, as well as working to get your new card application forms linked to Capira and then focus on training, training, training.

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

Respectfully submitted,

Carol Dawe

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Official
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 Hemerling 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:**
 - (1) Circulation Committee – Approval of officer elections Dale Parus, Second Stefanie Reed.
 - (2) Motion to implement one day courtesy notice in addition to the three in Sierra made by Peggy Hemerling support by Dale Parus - *motion carried* 17 to 11.
 - (3) 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