

LAKELAND LIBRARY COOPERATIVE BOARD MONTHLY MEETING

Thursday, April 13th, 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) March 9th, 2023, Unofficial Minutes

(m)

PAGES 2-3

6) PRESENTATION: ANNUAL AUDIT REPORT: Gabridge & Co.

(m)

Attached document.

7) FINANCIAL REPORT

a) March financials and monthly check register

(m)

PAGES 4-10

8) PRESIDENT'S REPORT

(i)

9) COOPERATIVE DIRECTOR'S REPORT

(i)

PAGES 11-16

10) COUNCIL/COMMITTEE REPORTS

a) Advisory Council February 9th, 2023 Official minutes

(i)

PAGES 17-18

11) ONGOING and NEW BUSINESS

a) Strategic Plan Quarterly Update

(i)

PAGES 19-23

12) PUBLIC COMMENTS

13) BOARD MEMBER COMMENTS

14) NEXT MEETING: MAY MEETING RESCHEDULED to MAY 4th, at the Kent District Library Service Center.

15) ADJOURNMENT

(m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, March 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), Joe Zappacosta (SM), Ron Suszek (MADL), Shirley Bruursema (KDL), John McNaughton (GRPL), Maggie McKeithan (OS)

Lakeland Staff Present: Sheryl VanderWagen, Amber McLain

Absent: Diane Kooiker (HO)

- 1) CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:32 AM by Lance Werner.
- 2) APPROVAL OF AGENDA:** John McNaughton moved, supported by Karen McKinnon 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:** Ron Suszek moved, supported by John McNaughton, to approve the board minutes from the February 9, 2023 meeting - *motion carried*.
- 6) FINANCIAL REPORT:**
 - a) February Financials and Check Register: John McNaughton moved, supported by Maggie McKeithan, to approve the February Financials as presented - *motion carried*.
- 7) PRESIDENT'S REPORT**
 - a) Lance had nothing to report at this time.
- 8) DIRECTOR'S REPORT**
 - a) Carol noted that the audit will be delayed until the April 2023 Board meeting.
 - b) Carol also proposed the idea of getting a bus to get members to the ALA conference in June 2023.
 - c) Carol also discussed the ILS manager replacement plan.
- 9) COUNCIL/COMMITTEE REPORTS**
 - a) Advisory – For information
- 10) ONGOING AND NEW BUSINESS:**
 - a) Audit – to come at the April meeting.
 - b) Patmos Library Update – Carol is attempting to assist the board and guide the new president in how boards function legally.
 - c) Kamey Howe spoke about the current state of the Cedar Springs library – regarding the library contract areas in Solon Township, Algoma Township, Cedar's board, its trustees, board practices, quorums, etc.
 - d) Lance Werner spoke about the situation with Cedar Springs possibly joining KDL. He also spoke about Algoma Township having a question on the ballot to leave KDL without a plan of service.
 - e) Teresa Kline spoke about a volunteer-run library in Fennville claiming to be a branch of FDL without a contract with them or any contract service areas.
 - f) Committees and Assignments
 - i) New roles on committees were assigned to allow for knowledge sharing and succession planning.
 - ii) Standards Committee – it is advised that the board create a committee to create a set of standards to ensure that Lakeland has core standards for membership.
- 11) PUBLIC COMMENTS:**
 - a) Jackilyn Roseberry did a presentation at the Fremont Rotary Club about intellectual freedom and will be doing the presentation for another club as well.
 - b) Jessica Hunt shared that Grant had a surge of reconsideration for a young adult sex education book.

- c) Kamey Howe asked whether anyone had considered getting legal counsel for themselves.
- d) Ingrid Boyer shared that she sat in on an Ottawa County school librarian meeting and expressed that school librarians and media specialists are facing very contentious times.
- e) Cierra Bakovka shared that Henika has a current challenge for the Bible.
- f) Lance Werner shared that KDL had a reconsideration this morning.
- g) Peggy Hemerling shared that Hastings is having an issue with books being taken from their shelves.

12) BOARD MEMBER COMMENTS:

- a) Leighton received a grant to support their after-school programs.
- b) Ron shared news about a program MADL, Hackley, and White Lake are hosting to demonstrate Family Place programming and certification through the 1,2,3 Play with Me program.
- c) Maggie shared that OS is planning a renovation and is currently fundraising.
- d) Shirley shared that Advocacy Day on April 25 still has 20 seats open. Shirley also shared information about Trustee webinar training in March.
- e) Joe Zappacosta shared more about the Family Place programming – it began in 2019 with an LSTA grant and involves a parenting book collection and a 5-week training process with a variety of early childhood professionals.
- f) KDL is currently working to fundraise to expand the Krause Memorial library.

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

14) ADJOURNMENT: Dale Parus moved, supported by Maggie McKeithan, to adjourn at 10:26 AM - *motion carried.*

Respectfully submitted by,
Amber McLain

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

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ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 94,424

002 · Savings Accounts 171,438

Total Checking/Savings 265,862

Accounts Receivable 50

Other Current Assets

084 · Due from Other Funds 74,429

123 · Prepaid Expenses 55,149

Total Other Current Assets 129,578

Total Current Assets 395,489

Fixed Assets 318,585

TOTAL ASSETS \$ 714,074

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Other Current Liabilities

231 · Payroll Liabilities 3,939

237 · Benefit Liabilities 4,640

Total Other Current Liabilities 8,579

Total Current Liabilities 8,579

Total Liabilities 8,579

Equity

370 · Nonspendable Funds 88,574

371 · Property 318,585

390 · Unassigned Funds 792,063

Net Income (493,726)

Total Equity 705,496

TOTAL LIABILITIES & EQUITY \$ 714,074

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

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	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	5,452	3,000	181.7%
672 · Other Revenue	50	100	50.0%
Total Income	\$ 415,993	\$ 1,516,125	27.4%
Expense			
702 · Salaries & Wages	369,537	785,090	47.1%
710 · Benefits	74,339	144,670	51.4%
719 · Mileage	1,737	3,000	57.9%
720 · Professional Development	2,584	9,000	28.7%
726 · Supplies	764	3,840	19.9%
801 · Professional Services	17,091	34,700	49.3%
810 · Insurance	16,538	15,215	108.7%
817 · ILS & IT Expenses	360,796	400,195	90.2%
831 · RIDES	0	8,005	0.0%
860 · Delivery Expenses	16,345	65,725	24.9%
880 · Member Development	2,778	7,000	39.7%
920 · Facility Expenses	15,210	39,685	38.3%
Total Expense	\$ 877,719	\$ 1,516,125	57.9%
Net Ordinary Income	\$ (461,726)	\$ -	100.0%
Other Income/Expense			
Other Income			
690 · Other Financing Sources	2,500	0	0%
Total Other Income	2,500	0	0%
Other Expense			
995 · FB Transfers Out	34,500	34,500	100.0%
Total Other Expense	\$ 34,500	\$ 34,500	100.0%
Net Other Income	\$ (32,000)	\$ (34,500)	92.8%
Net Income	\$ (493,726)	\$ (34,500)	1,431.1%

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

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Date	Name	Memo	Account	Amount
001.01 - Main - Checking				
03/08/2023	Backstage Library Works		Authority Control	280.80
03/08/2023	Berger Chevrolet		Vehicle Repairs/Maintenance	114.06
03/08/2023	Concentra Medical Centers		Driver Certification	171.00
03/08/2023	Evergreen Lawn Care	Grounds Maint.	Facility Contracts	3,612.85
03/08/2023	Granger	Trash Removal	Facility Contracts	114.63
03/08/2023	The Library Network - TLN	MI Activity Pass	Memberships	800.00
03/10/2023	State of Michigan--Vendor		Payroll Liabilities	2,034.35
03/10/2023	MERS	Defined Benefits	Benefits	4,642.50
03/10/2023	Comcast	Data Lines	IT Operations	575.00
03/10/2023	Mitel		Telephones	471.51
03/10/2023	Overdrive	service plan	Overdrive Platform	1,000.00
03/10/2023	Ricoh USA Inc.	Copier	IT Operations	20.86
03/10/2023	SS Power Wash		Vehicle Repairs/Maintenance	30.00
03/10/2023	Fuel Management System		Vehicle Fuel	801.37
03/14/2023	Payroll		-SPLIT-	18,885.54
03/14/2023	United States Treasury		Payroll Liabilities	6,610.54
03/14/2023	MERS 401/457		Payroll Liabilities	1,467.37
03/14/2023	Cross, Terry - Vendor		Mileage	13.75
03/14/2023	Reyers, Jeff - Vendor	Wiper blades	Vehicle Repairs/Maintenance	49.80
03/22/2023	Allied Universal (Midstate)	Building security	Facility Contracts	110.50
03/22/2023	Delta Dental	Dental/Vision Ins	Benefits	385.89
03/22/2023	Foster Swift Attorneys		Legal	470.00
03/22/2023	Gabridge & Company PLC		Audit	4,400.00
03/22/2023	Schmidt, Lydia	Mar YS meeting supplies	Continuing Education	40.41
03/23/2023	Grand Rapids Income Tax Dept.		Payroll Liabilities	110.16
03/23/2023	Aflac		Payroll Liabilities	670.52
03/23/2023	BCBS	Health Ins	Benefits	1,865.16
03/23/2023	BCN	Health Ins	Benefits	5,674.62
03/23/2023	Cintas	Floor Mats	Facility Contracts	103.64
03/23/2023	Consumers Energy		Utilities	441.25
03/23/2023	DTE Energy		Utilities	357.82
03/23/2023	DTE Energy		Utilities	52.52
03/23/2023	First National Bank	IT, Fees, FAX, Conference/Training	-SPLIT-	1,041.57
03/23/2023	Michigan Insurance Company	FY22 audit adjustment	Worker's Comp	68.00
03/23/2023	Standard Insurance	LTD/Life Ins	Benefits	287.21
03/24/2023	Walker City Treasurer		Payroll Liabilities	247.11
03/24/2023	Amazon		Supplies	140.40
03/24/2023	Fuel Management System		Vehicle Fuel	1,102.44
03/24/2023	NCC Group (Iron Mountain)		III Maintenance	340.00
03/28/2023	Payroll		-SPLIT-	18,934.08
03/28/2023	United States Treasury		Payroll Liabilities	6,626.06
03/28/2023	MERS 401/457		Payroll Liabilities	1,467.37
TOTAL				<u>86,632.66</u>

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

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	<u>Pass Through</u>	<u>Capital</u>
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	32,684	1,865
001.3 · eCommerce - Checking	3,048	
Total 001 · Checking Accounts	<u>35,732</u>	<u>1,865</u>
002 · Savings Accounts		81,367
Total Checking/Savings	<u>35,732</u>	<u>83,232</u>
Accounts Receivable	8,633	
Other Current Assets		
123 · Prepaid Expense		10,350
Total Other Current Assets	<u>0</u>	<u>10,350</u>
Total Current Assets	<u>44,364</u>	<u>93,582</u>
TOTAL ASSETS	<u>\$ 44,364</u>	<u>\$ 93,582</u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	324	
Other Current Liabilities		
214 · Due To Other Funds	40,000	34,429
Total Other Current Liabilities	<u>40,000</u>	<u>34,429</u>
Total Current Liabilities	<u>40,324</u>	<u>34,429</u>
Total Liabilities	<u>40,324</u>	<u>34,429</u>
Equity		
370 · Nonspendable Funds		10,350
390 · Unassigned Funds		1,591
Net Income	4,040	47,212
Total Equity	<u>4,040</u>	<u>59,153</u>
TOTAL LIABILITIES & EQUITY	<u>\$ 44,364</u>	<u>\$ 93,582</u>

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

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	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Ordinary Income/Expense						
Income						
628 · Group Supply Revenue	14,377	8,700	165.2%			
629 · Group Collections	59,266	92,000	64.4%			
635 · Group Services	55,332	75,500	73.3%			
637 · Ecommerce Fines	13,016	28,000	46.5%			
640 · ILS Add-on Services	0	5,000	0.0%			
645 · IT Services	86	350	24.6%			
665 · Interest Revenue				1,515	4,000	37.9%
672 · Other Revenue	0	750	0.0%			
Total Income	\$ 142,077	\$ 210,300	67.6%	\$ 1,515	\$ 4,000	37.9%
Expense						
728 · Library Supply Expense	15,600	8,700	179.3%			
729 · Collection Expenses	57,138	92,000	62.1%			
805 · Group Subscriptions	55,332	75,500	73.3%			
807 · Fines Paid	9,880	28,000	35.3%			
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	67.7%
980 · Vehicle Purchases				54,529	66,000	82.6%
Total 970 · Capital Outlay	\$ -	\$ -	0.0%	\$ 118,803	\$ 168,500	70.5%
Total Expense	\$ 138,037	\$ 210,300	65.6%	\$ 118,803	\$ 168,500	70.5%
Net Ordinary Income	\$ 4,040	\$ -	100.0%	\$ (117,288)	\$ (164,500)	71.3%
Other Income/Expense						
Other Income						
699 · Fund Balance Transfers In						
699.1 · FB Transfers In-from Operating				34,500	34,500	100.0%
699.2 · FB from Capital Reserves				130,000	130,000	100.0%
Total 699 · Fund Balance Transfers In	\$ -	\$ -	0.0%	\$ 164,500	\$ 164,500	100.0%
Total Other Income	\$ -	\$ -	0.0%	\$ 164,500	\$ 164,500	100.0%
Net Income	\$ 4,040	\$ -	100.0%	\$ 47,212	\$ -	100.0%

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

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Date	Name	Memo	Account	Amount
001 - Checking Accounts				
001.1 - Fund - Checking				
001.11 - Checking - Pass Through				
03/08/2023	Barcode Service, Inc.	Delivery Dots	Library Supplies	29.41
03/10/2023	ProQuest LLC	Ancestry Library	Other Subscriptions	1,429.57
03/23/2023	OverDrive	Audio and Ebooks	-SPLIT-	5,037.99
03/24/2023	Innovative Interfaces, Inc.	eMARC - Audio/Ebooks	-SPLIT-	175.27
03/24/2023	Cover One, Inc	Book Binding Machines	Library Supplies	11,369.00
Total 001.11 - Checking - Pass Through				18,041.24
001.12 - Checking - Capital				
Total 001.12 - Checking - Capital				0.00
Total 001.1 - Fund - Checking				18,041.24
001.3 - eCommerce - Checking				
03/20/2023	Allendale Township Library-Vendor		Ecommerce fines	139.26
03/20/2023	Alvah N. Belding Library--Vendor		Ecommerce fines	52.09
03/20/2023	Cedar Springs Public Library-Vendor		Ecommerce fines	161.87
03/20/2023	Coopersville Area District Library-Vendor		Ecommerce fines	289.97
03/20/2023	Dorr Township Library-Vendor		Ecommerce fines	33.30
03/20/2023	Fennville District Library-Vendor		Ecommerce fines	47.67
03/20/2023	Flat River Community Library-Vendor		Ecommerce fines	34.63
03/20/2023	Freeport District Library - Vendor		Ecommerce fines	55.71
03/20/2023	Fremont Area District Library-Vendor		Ecommerce fines	242.73
03/20/2023	Fruitport District Library - Vendor		Ecommerce fines	71.25
03/20/2023	Georgetown Twp Public Library-Vendor		Ecommerce fines	1,294.99
03/20/2023	Grant Area District Library-Vendor		Ecommerce fines	82.80
03/20/2023	Hackley Public Library-Vendor		Ecommerce fines	59.48
03/20/2023	Hastings Public Library-Vendor		Ecommerce fines	67.13
03/20/2023	Henika District Library-Vendor		Ecommerce fines	64.19
03/20/2023	Herrick District Library-Vendor		Ecommerce fines	559.34
03/20/2023	Hesperia Community Library-Vendor		Ecommerce fines	45.87
03/20/2023	Howard Miller Library-Vendor		Ecommerce fines	390.43
03/20/2023	Ionia Community Library-Vendor		Ecommerce fines	107.85
03/20/2023	Lake Odessa Community Library-Vendor		Ecommerce fines	52.14
03/20/2023	Loutit District Library--Vendor		Ecommerce fines	276.01
03/20/2023	Muskegon Area District Library-Vendor		Ecommerce fines	592.46
03/20/2023	Newaygo Area District Library-Vendor		Ecommerce fines	78.22
03/20/2023	Patmos Library-Vendor		Ecommerce fines	250.88
03/20/2023	Reynolds Township Library-Vendor		Ecommerce fines	86.91
03/20/2023	Salem Township Library-Vendor		Ecommerce fines	148.51
03/20/2023	Saranac Public Library-Vendor		Ecommerce fines	307.09
03/20/2023	Saugatuck--Douglas District Library-Vendor		Ecommerce fines	59.47
03/20/2023	Sparta Township Library--Vendor		Ecommerce fines	136.91
03/20/2023	Spring Lake District Library-Vendor		Ecommerce fines	40.77

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

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Date	Name	Memo	Account	Amount
03/20/2023	Tamarack District Library-Vendor		Ecommerce fines	28.15
03/20/2023	White Cloud Community Library-Vendor		Ecommerce fines	40.11
03/20/2023	White Lake Community Library-Vendor		Ecommerce fines	55.36
		Total 001.3 · eCommerce - Checking		5,953.55
		TOTAL		23,994.79



COOPERATIVE DIRECTOR'S REPORT
April 13, 2023

Happy Spring! I will be on vacation right after the end of the Advisory Council Meeting and returning to work on Wednesday, April 19th. I'll be in NYC visiting my almost 29-year-old daughter! 4 shows (2 musicals and 2 plays) in 3 days. I can't wait and for added delight, Georgia O'Keeffe and Ellsworth Kelly exhibits and a day with a dear friend on the Jersey Shore! Thank you for the vacation time!

Agenda items:

Board:

1. **Audit Report:** Either Matt Holland or Joe Verlin from Gabridge & Company will present the annual audit which is included with the packet. Karen McKinnon, Treasurer, Janet and I went over the report and our questions will be addressed during the presentation. Please bring yours as well.
2. **Strategic Planning Update:** My first quarterly report. We will add more dates and details after the ILS manager is hired.
3. **Rescheduling May meeting** due to Think Space. I will announce the date at the meeting.

Advisory:

1. **Intellectual Freedom Update:** Please share your experiences.
2. **Circulation and Holds Data Update:** See attached data in AC Packet. Great news!!!
3. **ALA June 25th Bus Trip to ALA:** Questions?

Committees:

1. The **Standards Committee** had their first meeting on April 3rd and will meet again in April so that we might have draft documents ready for the Board in May. We focused on a consistent timeframe for leaving the cooperative and/or the ILS and making those revisions in the Plan of Service along with some other minor edits and changes involving disputes. We are now focusing on standards for libraries that want to join and then standards overall for existing members.
2. Minutes are attached for the **Youth Services Committee**. The leadership and enthusiasm of this group is inspiring. Amber attends these meetings and we are both pleased to help as needed but Zach, Lydia and Mike are going full speed ahead. We will provide them with a more formal minutes template for consistency between committees.
3. We had our first **Circulation Committee** meeting with a new format in place and it was well received and just over an hour in length. Thank you to Rachel for her leadership and Jen for her minutes! The minutes are included in the packet.
4. The **Continuing Education** met for discussion since there wasn't a quorum, but we made great progress on programs. Stay tuned. You can register for all meetings and

Partners:

1. **State Aid:** We are waiting for our first payment. It gets later every year.
2. **MLA** is doing some **statewide polling on Intellectual Freedom** and there will be a meeting on 4/17 to discuss next steps. I'm out of town but my colleagues will be participating and will keep me in the loop. No action items just shared information. The results should be very interesting.
3. **I'll be attending Advocacy Day on April 25th in Lansing.**
4. **MCDA** is working on legal resources for our members, a strategic planning session in August and other issues.

Other items of note:

- We are working on a number of **e-mail issues** and we thank you for your patience. Dave will provide details in his report. Dave, Nick Heimler and I are working on a strategy to get Lakeland out of the e-mail business. This will be done with ample support, fair costs, and a reasonable timetable for those of you that still use us as your e-mail provider, but we can't meet the needs of the communities we serve if we are tackling SPAM, Phishing etc. More news at a later date. Please direct all questions to me but again, we are just beginning this process. There is no need to be alarmed. Thank you.
- **LLC Strategic Planning:** My first update is attached for review and discussion.
- **Logo:** The Overdrive Lakeland Digital Library and the LLC Web page have been rebranded. Terry is working on the trucks and the sign out front, business cards etc.!
- **Pullman/Lee Township:** Teresa Kline and I attended a township meeting and afterwards Teresa was assured that they understood the value of the Fennville library and Lakeland. We think the private Pullman Library has defined its role more on social media.
- **Patmos.** I will attend the 4/9 meeting. I won't speak about their budget until May.
- **Allendale School Board:** I attended a working meeting since they was a discussion item to remove the Lakeland Digital Library link off it's high school media center page due to disturbing titles. This link has been available for over 10 years. Board members spoke on both sides of the issue. No one had contacted LLC or Allendale. I did speak during public comment and asked why we weren't contacted and offered my assistance although I did say that we don't ban books. No one has contacted me since. Lance was in the loop on this.
- **Algoma patrons have requested information and I have done my best to provide it.** The vote is 5/2. The LLC standards committee is working on a document that will help any library requesting membership in LLC.
- **Membership Strategic Planning:** I am working with Saugatuck and have Hastings, Flat River, Coopersville, and Hopkins in the queue. I am so enjoying these partnerships. It reminds me why we do what we do. Please ask if you are interested in having me do a full strategic plan or a mini plan or just focus groups, etc. No extra fees, of course.
- **ILS Manager:** The job advertisement will be posted by mid-May. The LLC Team is working together on this and will continue to do so! Sheryl has created a slew of procedures and other helpful documents.

Cataloging Services Manager - Jeff Lezman**March 2023 activities**

E-mail & telephone consulting contacts: 42

We added 19,384 Hoopla records and 934 Overdrive records to the database.

Sierra records manually edited: 70

February 2023 Statistics

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

The number of cataloging requests received in February was down by 1% compared to February 2022. The number of requests received that were already in the database decreased by 62%.

The number of records copy-cataloged in February was down by 45% compared to February 2022, while the number of original records cataloged was up by 77%. The total number of records cataloged was down by 38% compared to February 2022.

Cataloging	Feb. 2023	YTD	Feb. 2022	YTD	Monthly %	YTD PCT
Requests Received	1611	8615	1631	9330	-1%	-8%
Requests already in database	52	290	138	448	-62%	-35%
Requests to be cataloged	1559	8325	1493	8882	4%	-6%
Copy Cataloging	1308	7949	2376	7747	-45%	3%
Original Cataloging	268	1100	151	657	77%	67%
Total Cataloged	1576	9049	2527	8404	-38%	8%

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

	March – 2023	March – 2022	Difference	% Change
Total Book Bags & Bins	3,556	3,272	284	8%

In March 2023, there were 3,556 book bags and bins sorted, loaded, and delivered to member libraries. The 3,556 bags and bins that were delivered in March 2023 were 8% greater than the 3,272 bags and bins that were sorted and delivered in March of the prior year.

Both of the trucks received oil/lube/filter service last month, and all of the trucks are current with their regularly scheduled maintenance. In addition to the oil/lube/filter service, the front brake pads and rotors and rear brake pads, drums/rotors were replaced on truck #36. At 69,114 miles, the following suggested manufactures maintenance was also performed on truck #36: brake system flush, automatic transmission service fluid exchange and fluid flush, fuel system service, power steering flush package, and the rear differential fluid was changed. During the 5 days that the truck was unavailable, the third back-up truck was used to make deliveries and we were able to save around \$750 by not having to lease a rental truck. ¹⁴

Design Edge Sign Company was chosen to replace the sign in the front of the building with a new sign that will display Lakeland's new logo. The company will also put the new logo on the boxes of the 2 delivery trucks. The new sign and truck logo installation should be completed by the end of April.

I worked with Carol on reserving charter bus reservations for the trip to attend the ALA annual conference at the McCormick Place Convention Center in Chicago. Reservations for two 56-seat buses have been made with Great Lakes Motorcoach.

Digital Services Specialist – Nicki Johnson

This month we renewed our subscription to BookPage. We had one library join the print list, and one library join for digital access for their patrons. The Cover One book repair machines were delivered to Lakeland and distributed to the purchasing libraries. April Overdrive purchases were done early to earn a Content Credit of 5% of our order. I expect to see at least \$250 in free content available soon. I will be working with several libraries to best use Content Credit that they have been carrying in their Advantage accounts. I've also worked with Carol on standards data and other statistics for our members and statewide.

Finance & HR Assistant – Janet Cornell

The audit for FY23 is completed with one of the auditors to present details at this board meeting. The single line-item portion as required by law for federal grants was also submitted and confirmed to the federal reporting site. I have made the audit adjustments as mentioned in the last board report, so the financials do reflect them. Some of the adjustments were made to clarify what fund balances resources are being used during the fiscal year in each fund and are located at the bottom of the Budget vs Actual Report. This was an adjustment I made in the old QuickBooks file but didn't make the change in the new files for each fund last year.

I have started pulling resources for budgeting the next fiscal year. Carol and I haven't started looking at numbers but plan to do so in the coming months. Some of you have asked about fees for next year in your own budgeting process which is why the reformatted Library Budget sheets emailed with the quarterly billing includes information on what you paid for in the last 4 quarters. This should help you plan for next year but please feel free to contact me if you need more information than what the report gives. This report was just sent out with the quarterly billing at the beginning of April.

Email security measures have been taken to prevent the re-occurrence of spam being sent to external accounts. This issue occurs when a spam message arrives at an email inbox and is used to then “phish” for credentials. While implementing our inbound spam filter, there was a short period of time after turning off the old filter and tweaking the new one that these messages may have come through. Sadly, messages were likely opened and credentials were entered which led to compromised email accounts (which then are used maliciously to send out more spam-phishing messages). The complicating matter is that many email systems we communicate with may have whitelist filters to allow all messages from llcoop.org in, which made the recent vulgar spam message issue a cooperative-wide problem.

We are also exploring the training modules within ProofPoint that can be utilized to encourage users to participate in email communication safely, and the following changes that have been made avoid this issue in the future:

- outbound email filter was implemented to scan all outgoing messages from llcoop.org
- compromised accounts have been disabled and passwords have been changed
- unused accounts have been either removed/deleted (recently shared and discussed with library directors)

As Carol previously mentioned, due to the many complications involved with providing cooperative-wide email, we are currently exploring all options with help from Nick Heimler that will potentially lead to the suggestions and encouragement of our member libraries to consider migrating to an email solution of their own. More information will be shared soon as this is discussed further in detail over the next few weeks.

March help desk tickets created: 195

March help desk tickets resolved: 181

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

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 142 totes in February 2023, up 20 totes from 2022. We sent out 138 totes in February 2023, up 15 totes from February 2022.

Sierra: We are scheduled to upgrade to Sierra v5.6 on Wednesday evening, April 26, 2023, after 9:00 p.m. There will be new “jar” files when users log in on Thursday morning, April 27. This release has the fix for the current software bug that allows more than one renewal of MeLCat items through the API (used by Bibliocommons).

Capira: We had the demo of the new dashboard for Capira on March 16. The demo was recorded and sent out to those who were registered. If you want to see the recording and didn't get the link, please contact Amber McLain.

Bibliocommons: We were notified that Bibliocommons put in a fix for our reported issue from December 2022: *In some cases, users were able to place item or volume level holds from the Search page, but not the Bib page. Users can now place item or volume holds from both pages.* We have tested and found the fix has resolved the issue.

Fines Free projects: I am working with the staff at Patmos Library to make some of their collection fines free. If any libraries are considering going fines free before September 1, 2023, please contact me NOW.

Hoopla: We are working with White Cloud on Hoopla set up. If anyone else is considering Hoopla, please let us know. This will ensure that patron access/verification with Sierra is set up correctly for your library and that your Hoopla holdings are added to the catalog. 16

Vacation: I will be on vacation the week of April 10-14. I will be monitoring my email and Lakeland staff will be able to reach me in an emergency if necessary.

Member Services Manager - Amber McLain

Hi All,

Patron Point is moving along nicely. We're working out some security kinks so please hang tight if you have yet to receive access to view submissions and reports. You will be hearing from me soon about that individually.

Aside from Patron Point, I have been chipping away at **rebranding our website** with our new logo and colors. Things look a lot brighter! With this rebrand, things like the organizational chart, cooperative brochure, and other supporting documents have also been updated. If you find anything on Ilcoop.org that is still out of date, please notify tech-help and the ticket will make its way to me so I can fix it.

I am also beginning to work on getting acquainted with **Capira** and creating ready-to-use assets for when the new dashboard rolls out for everyone. For those of you who were unable to attend the webinar, the next Capira update will allow individual libraries to create and edit their own library dashboards, rather than having to submit tickets to Capira for any changes.

In the coming months, you will also be hearing more from me in regards to **training in line with the second goal of the strategic plan** - Learning. The Continuing Education Committee has a ton of great ideas and programs in the works, and I am working on building a foundational training resource, as well as an on-demand knowledge bank for Lakeland.

Lots happening, lots to look forward to - but as always, please let me know if you have any questions or need assistance with anything.

Have a great rest of the week and see you on Thursday, April 13th at 9:30 at KDL Service Center.

Respectfully submitted,

Carol Dawe

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

Council Members Present: Mary Cook (OA) and Elyshia Hoekstra (OC)

Lakeland Staff Present: Carol Dawe, Amber McLain, Sheryl VanderWagen

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:02 by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Melissa Huisman moved, supported by Peggy Hemerling to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) None
- 4) **APPROVAL OF MINUTES:** Peggy Hemerling moved, supported by Jessica Hunt, to approve the Advisory Council minutes from January 12, 2023 with the correction of Peggy Hemerling's name – *motion carried*.
- 5) **BOARD REPORT:** There was nothing to report from the Board President.
- 6) **ILS MANAGER'S REPORT:** See written report. Beyond that, there is an additional barcode order out, and it must be submitted by February 17. Video Game sharing is in progress.
- 7) **MEMBER SERVICE MANAGER'S REPORT:** See written report. Amber shared that she did extensive training for Patron Point and is still willing to go out to do more training. She also reported that there are issues that are being worked on. MADL has reported issues with ID verification – Amber confirmed that we are aware and waiting to hear back from Patron Point about that.
- 8) **COOPERATIVE DIRECTOR'S REPORT:** Nothing to report.
- 9) **COMMITTEE REPORTS:**
 - a) Continuing Education – Minutes included for information.
- 10) **OTHER REPORTS:**
 - a) **MLA:** Shirley Bruursema shared the current state of legislature and expected trajectory of the year and expects that we will have more information in the next month or so. The expectation of the Governor's focus is on education and tutoring budgets. Bob Devries is also seeking to designate money for libraries for capital processes. Advocacy Day is April 25, 2023.
- 11) **NEW BUSINESS:**
 - a) *Capira Update:* There will be a new dashboard in June with more usability. For Volume level holds – there will need to be a software rewrite on the Capira side of things after the Sierra update to fix things, but it is coming.
 - b) *Patron Point:* Amber will add "please enter last name with no spaces" on the last name field, decided against adding instructions for all caps as it is no longer necessary.
 - c) *Strategic Plan:* Leading (providing examples and foundations for examples of policies etc); Learning (foundational and standardized learning as well as participation in statewide learning initiatives); Lending (putting systems in place for lending both physical and institutional knowledge).
- 12) **PUBLIC COMMENTS:**
 - a) Stefanie Reed commented on the effectiveness of Janet's chart of accounts.
 - b) Shirley Bruursema advocacy and legislative meeting will be in March – seeking comments regarding charging a fee for challenges.
 - c) Virginia DeMumbrum asked whether libraries should be keeping registration cards. A discussion regarding digital signatures and legal efficacy followed.
 - d) Dale Parus mentioned receiving a donation in return for use of their donated building as a filming location.
- 13) **NEXT MEETING:** Thursday, March 9, 2024, following the 9:30 a.m. Board Meeting at Kent District Library Service Center

- 14) **ADJOURNMENT:** Matt Lubbers-Moore moved, supported by Mary Johnson to adjourn at 10:47 -
motion carried.

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

LEADING ♦ LEARNING ♦ LENDING

Activity Plan 2023 – 2025

Staff Key:

CD=Cooperative Director

CS=Cataloging Services

DS=Digital Services

FD=Facilities & Delivery

FHR=Finance & Human Resources

IT=Information Technology

ILS=Integrated Library System

MS=Member Services

* All staff members report to Cooperative Director

** Only current activity has dates

LEADING

Goal 1.1 Ensure barrier-free, two-way communication between members and with LLC.

Activity	Staff Responsible	Timeline	Update
Develop a Communication Plan that includes email and other upgrades to improve access to information, troubleshooting, and networking	LLC Team	Begin 4/1/2023	Starting to look at samples, get team input etc.
Consider a platform like Slack, Jira or Teams	IT, MS	Begin 4/1/2023	
Update LLC marketing/promotional materials	CD, FD, MS, DS, IT	Completed by 12/31/2023	Web pages, signage, and trucks are in process, software and apps will be addressed too.

Goal 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.			
Activity	Staff Responsible	Timeline	Update
Review LLC policies for DEI practices and integration	CD, MS, FHR	TBD	
Review marketing language	CD, DS, FHR, MS	TBD	
Support members in learning about and integrating DEI practices	CD, FHR	TBD	

Goal 1.3 Incorporate intellectual freedom into our Plan of Service, bylaws, policies, and training plans.			
Activity	Staff Responsible	Timeline	Update
Consult ALA Office for Intellectual Freedom and other partners for resources and guidance	CD, DS, FHR	TBD	
Conduct an audit/review of all bylaws, policies, and training plans	CD, DS, FHR	TBD	
Edit and update bylaws, policies, and training plans to incorporate intellectual freedom concepts and practices	CD, DS, FHR	TBD	

LEARNING

Goal 2.1 Create comprehensive training to provide a multi-format, standardized curriculum for member library staff.			
Activity	Staff Responsible	Timeline	Update
Create a training plan - consider different levels of staff, web portal and corresponding curriculum that incorporates on-demand, remote, regional, and in-person training for the current ILS, reports and statistics and other requests from recent and future surveys with built in measurements from evaluations/surveys for every session	MS, LLC TEAM	Begin in 10/2023	
Seek out volunteers (at all levels of library staff) to give input/Beta test, badging	MS, LLC TEAM	Begin in 10/2023	

Goal 2.2 Work with library-related partners across the state to create a shared method of informing member library staff about training opportunities.			
Activity	Staff Responsible	Timeline	Update
Partner with MCLS, MLA, LOM, school association to determine best communication methods	CD	TBD	
Work with partners to create a statewide CE calendar, newsletter, or other communication vehicle	CD, MS, DS	TBD	

Goal 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.

Activity	Staff Responsible	Timeline	Update
Determine CE/PD needs that are currently not met by other sources	CD, MS & CE COMMITTEE	ONGOING	New programs/webinars etc.
Develop additional networking opportunities for members	CD, MS and CE COMMITTEE	June 25 th 2023 Begin in October, 2023	ALA Bus Trip Schedule, Post Advisory Council Brown Bag Lunches

LENDING

Goal 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.

Activity	Staff Responsible	Timeline	Update
Document current key roles/positions/procedures	LCC TEAM	Complete no later than 7/1/2023	Job description, job posted, procedures and documentation and current ILS recommendations
Determine hiring needs and potential timelines for future openings	CD	Complete no later than 6/1/2023	Interviews
Hire new ILS Manager		Complete no later than 10/1/2023	Make an offer and set start date, develop onboarding plan
Onboarding of new ILS Manager	CD, LLC TEAM	Prior to 10/1/23	Follow the plan

Goal 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.

Activity	Staff Responsible	Timeline	Update
LLC staff learn more about ILS functionality and integrations	LLC TEAM with lead by ILS and MS	2024—exact TBD	

Goal 3.3 Develop a wish list of ILS features and functionality desired by members to inform future ILS decision-making.			
Activity	Staff Responsible	Timeline	Update
Create a Task Force to inform process and develop feedback mechanisms	ILS, MS, CS, IT, CD, DS	TBD	
Investigate additional potential ILS features and functionalities	ILS, MS, CS, IT, CD, DS	TBD	
Survey members	MS	TBD	

Goal 3.4 Find ways to share resources and services to benefit all members.			
Activity	Staff Responsible	Timeline	Update
Investigate additional shared collections, i.e., library of things, STEM kits, other rotating collections	CS, DFS, ILS, MS	2024, TBD	
Investigate additional group purchases and subscriptions, i.e., HR Source, Board Source	DS, CD	ONGOING	Renewals, new products etc.
Feedback mechanism, decision-tree creation, work on formalizing process for group purchases.	DS, CD, MS	1/1/2024--	

Goal 3.5 Complete a delivery study and implement recommended changes for increased efficiency and access.			
Activity	Staff Responsible	Timeline	Update
Conduct a study to identify potential problem points in delivery service procedures and consider possible procedures to streamline	FDS, CD, ILS	TBD	
Update delivery policies based on study findings	FDS, CD, ILS	TBD	
Communicate and implement new delivery procedures based on study findings	FDS, DS, MS, ILS	TBD	