



PLEASE JOIN US FOR A
RETIREMENT
CELEBRATION
IN HONOR OF

Sheryl
VanderWagen

THUR

AUG
10
2023

11:30 AM



Following the Board and Advisory
meetings at the KDL Service Center.

Please register by Aug. 1.

REGISTER

> Register now for

Beyond Book Bans

Winning as freedom fighters against new and rapidly evolving threats to the First Amendment and the institution of the public library



Book challenges are only the tip of the iceberg. Public libraries are experiencing pressures on leadership, and sometimes subversive board takeovers, to compromise their mission to provide unfettered access to all and to reflect the diverse communities they serve. In this online session, you'll hear from seven speakers who are, like you, on the front line of fighting for the First Amendment and the institution of the public library. Each has a unique tale to share along with successful strategies and advice. Register at the links below.

Four dates to choose from, all at 2:00 PM - 5:00 PM:

Monday, July 10 - [REGISTER](#)

Tuesday, July 11 - [REGISTER](#)

Tuesday, August 15 - [REGISTER](#)

Tuesday, August 22 - [REGISTER](#)

BANS, BANS, BANS!!

Lance Werner is the Executive Director of Kent District Library and an attorney who regularly advises libraries across the country on their specific challenges. This presentation will furnish a basic tool kit that has been utilized by the speaker when addressing book challenges from municipal boards and elected officials.



Well That Escalated Quickly

Real Life Lessons on Managing an Extreme Book Challenge Crisis

Amy Churchill is Director of the Lapeer District Library and has over 20 years' experience in varying library administration roles. Her presentation focuses on handling a large scale politically motivated book challenge situation with the added element of being threatened with criminal prosecution.



Book Challenges and

All the Challenging Legal Issues That Accompany Them

Anne Seurnyck is a partner attorney at Foster Swift Collins & Smith PC whose practice specialties include Library Law, Open Meetings Act and Municipal Litigation. This presentation will focus on the legal issues involved with book challenges, including First Amendment issues.



“Alone We Can do Little; Together We Can Do So Much”

Carol Dawe has been director of the Lakeland Library Cooperative in Grand Rapids since 2018. She is currently the chair of the Michigan Cooperative Directors Association. This presentation focuses on how the 11 Cooperative Directors support their member library boards, directors and staffs throughout Michigan as they face censorship and other 1st amendment issues.



How to Deal with the Book Banners:

Small Library Perspective

Erin Schmandt is Director of the Caro Area District Library and has worked as a public library director in rural Michigan for almost 2 decades. The fight of the first decade was district library formation and apparently the fight of this decade is intellectual freedom. You may already serve as director, HR, maintenance, collection development, technical services, programmer, and sometimes janitor. How can you wedge intellectual freedom fighter into that list?



Manage the Message Before it Manages

You Randy Goble is the Director of Engagement of Kent District Library, with extensive experience in marketing and public relations, including crisis communications. Managing the message starts long before any incident arises. What can you do now to be ready for what you expect to crop up, and also to be ready for the unexpected?



MI Right to Read and Supporting Resources

Dillon Geshel is Director of the Superiorland Library Cooperative, located in Marquette, Michigan. He also serves as President-Elect on the Michigan Library Association board. During the 2022-2023 year, Dillon served as the Chair of the Michigan Library Association's Intellectual Freedom Task Force. His presentation will focus on the main areas of support that MLA and MI Right to Read offer.



PATRON POINT AUTO-RENEW

What Is Auto-Renew?

- Patron Point's Auto-Renewal service is a tool that uses Patron Point's contracted third party authentication service to verify that patrons still live in your service area.
- For patrons who meet certain criteria (are adults, in good standing, and can be verified as living at the address on file) - their card will automatically be renewed with no staff intervention or action required.
- Patrons who do not meet criteria will receive email notifications that their card has expired, and they must contact their library for information on how to renew (as each library has a nuanced policy and procedure on card renewals).

PATRON POINT AUTO-RENEW TIMELINE

TIMEFRAME	AUTOMATED ACTION	STAFF REQUIREMENTS
30 Days Before Card Expiration	Sierra flags accounts that are set to expire in 30 days with a popup that must be cleared before anything can be done in the patron record.	Nothing – But if you see someone come in with this popup, do your normal renewal process
7 Days Before Card Expiration	Patrons receive an automated email from Patron Point notifying them that their card will expire in 7 days.	Nothing – But if someone visits in response to the email, do your normal renewal process
At Expiration	Adult patrons in good standing are sent to Patron Point's verification service. If their identity and info is confirmed, PP will renew them and they will get an email. Otherwise, they will get the next emails.	Nothing – patrons are only notified of successful renewals at this point in the process.
7 Days After Card Expiration	Patrons who can't be verified, are minors, or aren't in good standing are sent an automated email notifying them that their card expired 7 days previously and to contact the library for further instruction.	Nothing – But if someone visits in response to the email, do your normal renewal process
30 Days After Card Expiration	Patrons who can't be verified, are minors, or aren't in good standing are sent an automated email notifying them that their card expired 30 days previously and to contact the library for further instruction.	Nothing – But if someone visits in response to the email, do your normal renewal process

PATRON POINT AUTO-RENEW

Bottom Line

- Note: Once you renew someone, they are taken out of the process - so if you catch someone at the 30 day before renewal, they would not receive emails; if someone comes in 7 days before and renews, they would not get the subsequent emails, etc.
- **Auto-Renew does not actually add any work to your library or your staff!**
- At most, it creates more points of contact with your patrons during the renewal process, which allows for better communication and customer service
- It will increase our cardholder stats and may increase usage stats purely through convenience to patrons
- It will also lessen patron frustration and confusion by increasing communication with the patron

LAKELAND LIBRARY COOPERATIVE BOARD MONTHLY MEETING

Thursday, July 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) June 8th, 2023, Unofficial Minutes

(m)

PAGES 2-3

6) FINANCIAL REPORT

a) June financials and monthly check register

(m)

PAGES 4-9

7) PRESIDENT'S REPORT

(i)

8) COOPERATIVE DIRECTOR'S REPORT

(i)

PAGES 10-15

9) COUNCIL/COMMITTEE REPORTS

a) Advisory Council, April 13th, 2023, Official minutes

(i)

PAGES 16-17

10) ONGOING and NEW BUSINESS

a) Cedar Springs Update (Verbal report)

(i)

b) Patmos Update (Verbal report)

(i)

c) Strategic Plan Quarterly Update

(i)

PAGES 18-23

11) PUBLIC COMMENTS

12) BOARD MEMBER COMMENTS

13) NEXT MEETING: August 10th, at the Kent District Library Service Center.

14) ADJOURNMENT

(m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, June 8, 2023 at 9:30 a.m.
Kent District Library Service Center**

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

Lakeland Staff Present: Amber McLain, Sheryl VanderWagen

Absent: None

- 1) CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:31 by Lance Werner
- 2) APPROVAL OF AGENDA** John McNaughton moved, supported by Maggie McKeithan, 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 Dale Parus, to approve the board minutes from April– *motion carried*.
- 6) FINANCIAL REPORT:**
 - a) April and May Financials and Check Register: Shirley Bruursema moved, supported by Maggie McKeithan to approve the April and May Financials as presented - *motion carried*.
- 7) PRESIDENT'S REPORT**
 - a) Nothing to Report.
- 8) DIRECTOR'S REPORT**
 - a) See written report.
- 9) COUNCIL/COMMITTEE REPORTS**
 - a) See Advisory Council minutes.
 - b) See Standards Committee Report.
- 10) ONGOING AND NEW BUSINESS:**
 - a) *Cedar Springs Update* – Kamey Howe has resigned from her position as director at Cedar Springs. Solon Township's contract has been given notice that their contract is set to expire. Cedar Springs has expressed interest in perhaps joining KDL's contracted service area.
 - b) *Update to Plan of Service:* A document outlining the requirements for libraries to withdraw from Lakeland. Language and verbiage regarding article IV were discussed – Dale Parus made a motion to support the document as amended, Maggie McKeithan supported – *Motion Carried*.
 - c) *Lakeland Funding Spreadsheet* – Included for informational purposes.
 - d) *Anatomy of a Collection Development Policy* – A document created by the MCDA as a standard. John McNaughton moved, supported by Karen McKinnon, to post the MCDA Anatomy of a Collection Development Policy on the LLC Website - *motion carried*.
- 11) Public Comments:**
 - a) None
- 12) Board Member Comments**
 - a) John McNaughton – None
 - b) Diane Kooiker – Herrick North created an outdoor
 - c) Ron Suszek – MADL is currently undertaking a summer reading outreach program for one of their municipalities that does not have a branch.
 - d) Maggie McKeithan – Spring Lake received a grant to aid in their fundraising.
 - e) Dale Parus – IC is also fundraising.
 - f) Joe Zappacosta – Hackley is hosting a Drag literary program that consists of the Drag Queens dressing like a character in a book, open to all ages.
 - g) Karen McKinnon – Leighton's summer reading starts Saturday and is finishing an LED light conversion.:
 - h) Shirley Bruursema - Advocated for the new Library of MI trustee manual.

- i) Lance Werner – KDL Summer Reading kicked off to grand success.
- 13) NEXT MEETING:** Thursday, **July 13** at 9:30 a.m. at Kent District Library Service Center.
- 14) ADJOURNMENT:** Ron Suszek moved, supported by John McNaughton to adjourn at 9:59 - *motion carried.*

Respectfully submitted by,
Amber McLain

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of June 30, 2023

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ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 88,235

002 · Savings Accounts 472,925

Total Checking/Savings 561,159

Accounts Receivable 3,214

Other Current Assets

084 · Due from Other Funds 74,429

123 · Prepaid Expenses 55,149

Total Other Current Assets 129,578

Total Current Assets 693,951

Fixed Assets 318,585

TOTAL ASSETS \$ 1,012,536

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 111

Other Current Liabilities

231 · Payroll Liabilities 2,510

237 · Benefit Liabilities 4,640

Total Other Current Liabilities 7,150

Total Current Liabilities 7,260

Total Liabilities 7,260

Equity

370 · Nonspendable Funds 88,574

371 · Property 318,585

390 · Unassigned Funds 792,063

Net Income (193,946)

Total Equity 1,005,276

TOTAL LIABILITIES & EQUITY \$ 1,012,536

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

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	YTD	Budget	%
Income			
566 · State Aid Revenue	353,483	709,000	49.9%
631 · Administrative Services	88,800	116,535	76.2%
632 · Delivery Services	80,890	106,247	76.1%
633 · ILS & IT Services	440,791	581,243	75.8%
665 · Interest Revenue	9,850	3,000	328.3%
672 · Other Revenue	50	100	50.0%
Total Income	973,863	1,516,125	64.2%
Expense			
702 · Salaries & Wages	547,700	785,090	69.8%
710 · Benefits	105,274	144,670	72.8%
719 · Mileage	2,853	3,000	95.1%
720 · Professional Development	2,773	9,000	30.8%
726 · Supplies	2,974	3,840	77.4%
801 · Professional Services	18,960	34,700	54.6%
810 · Insurance	16,538	15,215	108.7%
817 · ILS & IT Expenses	376,589	400,195	94.1%
831 · RIDES	8,311	8,005	103.8%
860 · Delivery Expenses	27,173	65,725	41.3%
880 · Member Development	4,239	7,000	60.6%
920 · Facility Expenses	22,426	39,685	56.5%
Total Expense	1,135,809	1,516,125	74.9%
Net Ordinary Income	(161,946)	0	100.0%
Other Income/Expense			
690 · Other Financing Sources	2,500		
Total Other Income	2,500		
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	\$ (193,946)	\$ (34,500)	562.2%

Lakeland Library Cooperative
Operating Checks for the Month
As of June 30, 2023

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Date	Name	Memo	Account	Amount
001.01 - Main - Checking				
06/01/2023	First National Bank	IT Operations, Bank fees, FAX	-SPLIT-	4,189.39
06/02/2023	MERS	Defined Benefits	Benefits	4,640.75
06/02/2023	State of Michigan--Vendor		Payroll Liabilities	2,042.36
06/05/2023	Fuel Management System		Vehicle Fuel	1,073.11
06/05/2023	Wolverine Power Systems, Inc.	Generator maintenance	Facility Contracts	1,780.54
06/06/2023	Payroll		-SPLIT-	18,747.85
06/06/2023	United States Treasury		Payroll Liabilities	6,581.80
06/06/2023	MERS 401/457		Payroll Liabilities	1,467.37
06/06/2023	Dawe, Carol - vendor	Mileage and Supplies	-SPLIT-	627.43
06/14/2023	Berger Chevrolet		Vehicle Repairs/Maintenance	107.21
06/14/2023	BiblioCommons Corp.	BiblioCloud	Bibliocore	1,750.00
06/14/2023	Granger	Trash removal	Facility Contracts	114.63
06/14/2023	Home Depot		Building Repairs/Maintenance	201.02
06/14/2023	MCLS		RIDES	8,116.55
06/14/2023	Meekhof Tire Sales & Service, Inc.		Vehicle Repairs/Maintenance	28.00
06/14/2023	Michigan Library Association		Memberships	85.00
06/14/2023	West Michigan Door		Building Repairs/Maintenance	95.72
06/15/2023	Aflac		Payroll Liabilities	670.52
06/15/2023	BCBS	Health Insurance	Benefits	1,865.16
06/15/2023	BCN	Health Insurance	Benefits	5,674.62
06/15/2023	Cintas	Floor mats	Facility Contracts	103.64
06/15/2023	Comcast	Data Lines	IT Operations	575.00
06/15/2023	Consumers Energy		Utilities	434.55
06/15/2023	Mitel		Telephones	475.00
06/15/2023	Ricoh USA Inc.	Copier	IT Operations	32.54
06/16/2023	Grand Rapids Income Tax Dept.		Payroll Liabilities	110.16
06/16/2023	Walker City Treasurer		Payroll Liabilities	248.05
06/16/2023	Healthiest You	Telehealth services	Benefits	114.75
06/16/2023	Backstage Library Works		Authority Control	268.20
06/16/2023	White Cloud Community Library	Lost book	Delivery Supplies	26.00
06/20/2023	Payroll		-SPLIT-	18,487.21
06/20/2023	United States Treasury		Payroll Liabilities	6,522.26
06/20/2023	MERS 401/457		Payroll Liabilities	1,467.37
06/28/2023	Coverall - New Dreams, Inc.	Janitorial service	Facility Contracts	170.00
06/28/2023	Delta Dental		Benefits	385.89
06/28/2023	MCLS		Memberships	125.00
06/29/2023	DTE Energy		Utilities	82.34
06/29/2023	DTE Energy		Utilities	73.33
06/29/2023	First National Bank	Supplies, IT Operations, ALA Trip	-SPLIT-	2,360.96
06/29/2023	SS Power Wash		Vehicle Repairs/Maintenance	90.00
06/29/2023	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	283.91
06/30/2023	Fuel Management System		Vehicle Fuel	1,067.21
06/30/2023	Superior Pest Control, Inc.	Pest Control	Facility Contracts	58.00
TOTAL				93,420.40

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of June 30, 2023

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	<u>Pass Through</u>	<u>Capital</u>
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	28,255	1,713
001.3 · eCommerce - Checking	3,287	
Total 001 · Checking Accounts	<u>31,542</u>	<u>1,713</u>
002 · Savings Accounts		77,120
Total Checking/Savings	<u>31,542</u>	<u>78,833</u>
Accounts Receivable	12,620	
Other Current Assets		
123 · Prepaid Expense		10,350
Total Other Current Assets	<u>0</u>	<u>10,350</u>
Total Current Assets	<u>44,162</u>	<u>89,183</u>
TOTAL ASSETS	<u><u>\$ 44,162</u></u>	<u><u>\$ 89,183</u></u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	1,386	
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>41,386</u>	<u>34,429</u>
Total Liabilities	41,386	34,429
Equity		
370 · Nonspendable Funds		10,350
390 · Unassigned Funds		1,591
Net Income	2,777	42,813
Total Equity	<u>2,777</u>	<u>54,754</u>
TOTAL LIABILITIES & EQUITY	<u><u>\$ 44,162</u></u>	<u><u>\$ 89,183</u></u>

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

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	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	16,898	8,700	194.2%			
629 · Group Collections	80,993	92,000	88.0%			
635 · Group Services	70,360	75,500	93.2%			
637 · Ecommerce Fines	18,031	28,000	64.4%			
640 · ILS Add-on Services	0	5,000	0.0%			
645 · IT Services	213	350	60.8%			
665 · Interest Revenue				2,401	4,000	60.02%
672 · Other Revenue	250	750	33.3%			
677 · Group Training	1,600					
Total Income	188,345	210,300	89.6%	2,401	4,000	60.02%
Expense						
728 · Library Supply Expense	16,898	8,700	194.2%			
729 · Collection Expenses	81,709	92,000	88.8%			
805 · Group Subscriptions	70,450	75,500	93.3%			
807 · Fines Paid	14,699	28,000	52.5%			
820 · ILS Add-On Expense	0	5,000	0.0%			
830 · IT Services Expense	213	350	60.8%			
880 · Member Development	1,600					
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 · Vehicles				59,814	66,000	90.63%
Total 970 · Capital Outlay	0	0	0.0%	124,088	168,500	73.64%
Total Expense	185,568	210,300	88.2%	124,088	168,500	73.64%
Net Ordinary Income	2,777	0	100.0%	(121,687)	(164,500)	73.97%
Other Income/Expense						
Other Income						
699 · Fund Balance Transfers In	0	0	0.0%	164,500	164,500	100.0%
Total Other Income	0	0	0.0%	164,500	164,500	100.0%
Net Other Income	0	0	0.0%	164,500	164,500	100.0%
Net Income	\$ 2,777	\$ -	100.0%	\$ 42,813	\$ -	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
As of June 30, 2023

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Date	Name	Memo	Account	Amount
001.11 · Checking - Pass Through				
06/01/2023	First National Bank	ALA Trip	Member Development	400.00
06/01/2023	OverDrive	Audio and ebooks	Group Collections	3,508.85
06/14/2023	Interactive Sciences-Wowbrary	Wowbrary	Group Subscriptions	7,054.31
06/15/2023	OverDrive	Audio and ebooks	Group Collections	2,131.27
06/16/2023	Innovative Interfaces, Inc.	e-MARC	Group Collections	208.05
06/29/2023	First National Bank	Domain renewals	IT Operations	283.96
06/29/2023	OverDrive	Audio and ebooks	Group Collections	3,500.50
06/29/2023	Lakeland Library Cooperative	ALA trip - bus rental portion	Member Development	1,000.00
06/30/2023	Library Ideas, LLC	VOX books	Other Collections	4,863.60
Total 001.11 · Checking - Pass Through				<u>22,950.54</u>
001.12 · Checking - Capital				
06/01/2023	First National Bank	Logo/Rebranding	Vehicles	2,142.50
Total 001.12 · Checking - Capital				<u>2,142.50</u>
001.3 · eCommerce - Checking				
06/14/2023	Allendale Township Library-Vendor	eFines	Fines Paid	75.90
06/14/2023	Carson City Public Library-Vendor	eFines	Fines Paid	52.06
06/14/2023	Cedar Springs Public Library-Vendor	eFines	Fines Paid	125.56
06/14/2023	Coopersville Area District Library-Vendor	eFines	Fines Paid	100.81
06/16/2023	Fennville District Library-Vendor	eFines	Fines Paid	124.04
06/14/2023	Flat River Community Library-Vendor	eFines	Fines Paid	52.24
06/14/2023	Fremont Area District Library-Vendor	eFines	Fines Paid	60.91
06/14/2023	Fruitport District Library - Vendor	eFines	Fines Paid	32.05
06/14/2023	Gary Byker Memorial Library-Vendor	eFines	Fines Paid	47.74
06/14/2023	Georgetown Twp Public Library-Vendor	eFines	Fines Paid	1,110.25
06/14/2023	Grant Area District Library-Vendor	eFines	Fines Paid	99.35
06/14/2023	Hackley Public Library-Vendor	eFines	Fines Paid	28.51
06/14/2023	Hastings Public Library-Vendor	eFines	Fines Paid	75.45
06/14/2023	Henika District Library-Vendor	eFines	Fines Paid	30.91
06/14/2023	Herrick District Library-Vendor	eFines	Fines Paid	704.51
06/14/2023	Howard Miller Library-Vendor	eFines	Fines Paid	181.61
06/16/2023	Ionia Community Library-Vendor	eFines	Fines Paid	44.36
06/16/2023	Leighton Township Library-Vendor	eFines	Fines Paid	34.22
06/14/2023	Loutit District Library--Vendor	eFines	Fines Paid	104.93
06/14/2023	Muskegon Area District Library-Vendor	eFines	Fines Paid	557.34
06/14/2023	Newaygo Area District Library-Vendor	eFines	Fines Paid	32.20
06/16/2023	Patmos Library-Vendor	eFines	Fines Paid	134.63
06/16/2023	Reynolds Township Library-Vendor	eFines	Fines Paid	34.04
06/14/2023	Salem Township Library-Vendor	eFines	Fines Paid	227.63
06/16/2023	Saranac Public Library-Vendor	eFines	Fines Paid	301.23
06/16/2023	Sparta Township Library--Vendor	eFines	Fines Paid	26.76
06/14/2023	Spring Lake District Library-Vendor	eFines	Fines Paid	163.30
06/14/2023	Tamarack District Library-Vendor	eFines	Fines Paid	125.33
06/16/2023	White Cloud Community Library-Vendor	eFines	Fines Paid	33.40
06/16/2023	White Lake Community Library-Vendor	eFines	Fines Paid	54.35
Total 001.3 · eCommerce - Checking				<u>4,775.62</u>
TOTAL				<u><u>29,868.66</u></u>

**LAKELAND LIBRARY COOPERATIVE
DIRECTOR'S REPORT
July 13, 2023**

You will notice three flyers at the beginning of both packets. The first is the invitation to the reception for Sheryl Vander Wagen on August 10th at 11:30 a.m. Please join us by registering so we can plan accordingly as we celebrate her contribution to Lakeland these past 21 years and this next exciting chapter in her life: RETIREMENT.

The second flyer is a staff development opportunity on book banning. Lance and I will both be speaking along with many others. We hope you can join one of the 4 dates in July or August for this very thorough discussion on censorship, the first amendment and all that we need to do to support those involved in this crisis.

The 3rd flyer is more information on the Auto-Renew feature of Patron Point. Please read Amber's report below and there will be two Zoom meetings with additional information.

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Agenda items:

Board:

- An update on Cedar Springs and Patmos will be provided.
- The Strategic Plan Update for 2Q 2023 is included and I'll be happy to answer any questions.

Advisory:

- ILS and Member Services Reports. Bring your questions or submit them in advance using Tech-help.
- Intellectual Freedom Updates
- ALA update: Please come ready to share if you attended or if you have questions for an attendee.

Board Elections:

- Elections will take place at the September Advisory Council Meeting. Please let me know if you are interested in running.
- The seat for the Class I-III libraries is open. Karen McKinnon will not be running again. She has served us admirably but has a lot of on her plate and has decided to step down.
- There are 2 seats for the Class IV libraries. One seat is filled by Maggie McKeithan (2022-2024). The second seat is for 2023-2025 so there will be elections this year for one seat. Dale Parus is running again but remember contested races are the backbone of democracy.

- There is no nominating committee anymore. We felt it was burdensome and frankly anti-democratic. This is your chance to serve, so please let me know if you are interested. You can reach out to any board member for guidance as well.

Staffing:

- **ILS Manager:** I am so pleased to announce that the LLC management team has extended an offer to Ann Langlois. Ann comes to us from the U.S. Army in Germany where she has helped manage technology including the ILS for 60 MRW libraries (Morale, Welfare and Recreation which are similar to public libraries for army personnel) in the US and the European Theater. She has experience with Sierra, managing projects, staffs, working with remote libraries, reports, training, create lists, etc. Ann is a native Michigander and grew up 5 minutes from the LLC office. She also worked for the Lapeer library and the former Macomb County Library before taking on her current position in 2013. She is excited to be coming home and able to support Michigan libraries again. Anne will work remotely until mid-October or early November since leaving the Army isn't something you do quickly. We will have a full onboarding plan in place in the next few weeks. I want to thank Amber, Dave and Jeff for interviewing and Sheryl and the rest of the team for helping with interview questions etc.
- **Tisha Smith:** We welcome Tisha as our new sorter in our delivery department. Welcome Tisha!

Staff Development:

- **ALA:** 24 of us did the 12 hour round trip to the ALA Exhibits on Sunday, June 25th. Thank you to all who attended. It was a lot of fun! Terry, Nicki, Allison and Jeff joined staff from our member libraries! We also want to thank Innovative and Hoopla for providing discounted or free passes. We were able to cut costs considerably due to their generous donations.
- **Continuing Education:** **SAVE THE DATE: NOVEMBER 14!!! "Back to Basics: Reader's Advisory" will be an all day program featuring experts from the staff and board of "Library Reads!"** For more information on this group see: <https://libraryreads.org/> More details to come.
- **Speaking engagements:** I had the opportunity to speak at Alliance for Library Impact (a newly formed group by Amanda Standerfer for cooperative, consortia, systems and state libraries in Chicago on June 21st. I shared the stage with Lindsey Dorfman from Glenview Public Library, and we talked about pro-active approaches to censorship. Lindsey worked at KDL until 2020. I also attended several excellent programs on facilitation skills and being an advocate for advocacy! I also spoke to the ACLU of Michigan on Censorship with Debbie Mikula from MLA. We fielded a lot

of questions, and it was a great opportunity to share our mission and how we advocate!

Budget:

- The Finance Committee will meet in July and then Advisory will review and vote and the board will have the final vote in September. Cost increases are at a minimum. Most are due to cataloging costs and staff and administrative costs increasing. We have tried very hard to keep costs down.

Vacation:

- I'm so pleased that everything runs so smoothly when we are all able to get away. My colleagues are so dedicated and professional! I believe every staff member has taken some time off in June or July! I'm vacationing a few days in July and then I'll be back at it full time. It's been nice to get away and simply "be." I highly recommend it. I'll be off 7/6-7/7 and 7/13-7/14 (beginning right after the board/advisory meeting) and 7/27 (except for the CE meeting) -7/28. Enjoy these glorious Michigan summers or get away and see some of this fabulous country or world!

Other Reports:

Cataloging Services Manager - Jeff Lezman

June 2023 activities

- On June 25 Allison VanDenBos-Hipskind and Jeff Lezman joined the Lakeland bus trip to view the exhibits at the ALA convention in Chicago.
- E-mail & telephone consulting contacts: 40
- e added 858 Hoopla records and 645 Overdrive records to the database.
- Due to the problems encountered with running statistical reports over our large database, we have decided to no longer load all Hoopla records. Instead, we will be loading the top titles as recommended by Hoopla.
- Sierra records manually edited: 55

May 2023 Statistics

- The statistics for May 2023 show a slight increase in the number of cataloging requests we received, and an increase in the number of records cataloged compared to May of last year.
- The number of cataloging requests to be cataloged in May was up by 3% compared to May 2022. The number of requests received that were already in the database decreased by 60%.

- The number of records copy-cataloged in May was up by 20% compared to May 2022, while the number of original records cataloged was down by 7%. The total number of records cataloged was up by 16% compared to May 2022.

Cataloging	May 2023	YTD	May 2022	YTD	Monthly %	YTD PCT
Requests Received	1904	14090	1932	14956	-1%	-6%
Requests already in database	51	454	129	755	-60%	-40%
Requests to be cataloged	1853	13636	1803	14201	3%	-4%
Copy Cataloging	1678	12775	1404	12491	20%	2%
Original Cataloging	206	1809	221	1429	-7%	27%
Total Cataloged	1884	14584	1625	13920	16%	5%

Delivery & Facility Manager - Terry Cross

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

	June – 2023	June – 2022	Difference	% Change
Total Book Bags & Bins	3,141	2,954	187	6%

In June 2023, there were 3,141 book bags and bins sorted, loaded, and delivered to member libraries. The 3,141 bags and bins that were delivered in June 2023 were 6% greater than the 2,954 bags and bins that were sorted and delivered in June of the prior year.

Both of the trucks received oil/lube/filter service in June and a flat tire was repaired on truck #36. All of the trucks are current with their regularly scheduled maintenance.

Tisha Smith, who was hired last month, started as the new sorter on June 20. Her work schedule is 25 hours per week, 5 hours per day, Monday through Friday. She is doing a great job and we are looking forward to her being part of the delivery team.

I sorted most of June to cover for the sorting position that has been vacant since May 19. I also covered for a driver's vacation day in June.

Finance & HR Specialist - Janet Cornell

The FY23-24 Budget draft is done and will be reviewed by the Finance Committee later this month. The process was much easier this year as not many changes were made. This aided in documenting the budget procedures so we can continue to maintain continuity in the process moving forward.

June was a busy month for HR duties. With expected changes to our staff in the months and years ahead, I have been revamping some of our onboarding process. I was able to implement much of it in June as we onboarded our new sorter, Tisha, but there are a few more changes and things to add to welcome and prepare new staff for success.

I also continued to attend HR webinars to keep abreast of changes to employer compliance. Recent court decisions and NLRB guidance may add to those changes, so reviewing them and understanding their impact on compliance is a never-ending activity.

We received our MERS Annual Actuarial Report this month. Market fluctuations and rates of return may have an impact on rates in the years ahead but being fully funded in our plan this past year at 110% will help keep us in a favorable position moving forward.

Digital Services Specialist – Nicki Johnson

The Vox order was placed, delivered, and distributed to the purchasing libraries. I traveled to ALA in Chicago and met with several vendors, including Hoopla, Overdrive, and Creativebug. I am currently working with Creativebug to get pricing for a group purchase and discount. On Overdrive, I am working on stats and looking at our current holds.

IT Manager – Dave VanderGraaf

Working on a variety of connectivity issues with the member libraries and researching new server quotes and other IT issues.

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 188 totes in May 2023, up 50 totes from 2022. We sent out 169 totes in May 2023, up 44 totes from May 2022. We received 176 totes in June 2023, up 36 totes from 2022. We sent out 174 totes in June 2023, up 48 totes from June 2022.

Bibliocommons: The rebranding of our Bibliocommons catalog is complete with the new Lakeland logo. We added local logos for both Salem Township and Hesperia Community libraries to their scoped Bibliocommons instances. We worked with Bibliocommons to convert the Hastings Public Library instance from unscoped to scoped and added their logo. This last is in preparation for the BiblioCloud project.

Work has begun on the set-up of BiblioSuggest and BiblioCloud. Watch for details in the coming weeks.

Pink Non-Resident Cards: I worked with Terry on a re-order of the Lakeland pink non-resident cards. Those cards have arrived. Please continue to send your requests for those on the LLC Supply Order form that can be found here: <https://llcoop.org/group-purchases/>

Ecommerce Distribution: The 2nd quarter ecommerce distribution occurred in June covering charges paid by patrons online during the months of March, April, and May 2023. The 3rd quarter distribution will be in September 2023 for the months of June, July, and August.

Vacation: June 28-30, 2023. I will be out of the office July 25 – 29.

Member Services Manager -Amber McLain **Patron Point - Auto Renew**

After discussing auto-renew at last month's Advisory meeting, it became clear to me that more information needed to be shared in order for the actual process of auto-renew, its functionality, its timeline, and its costs to be understood. So to achieve that, we'll be pushing the vote so I have time to create informational packets and host FAQ meetings to go over the info with any relevant parties. The FAQ sessions will be held on Zoom and I will be emailing the dates and times for those out soon. One such informational packet is included in this board packet to give a better view of how the process of auto-renew works and what is needed from the library staff.

Patron Point - Upcoming

Beyond auto-renew, I am working on a few other projects with Patron Point. First, we are working on coding a way for rejected patrons to be input into Sierra with no privileges - this will allow for quicker retrieval of information, quicker troubleshooting, and better customer servicing of those rejected patrons. The second project I am working on is designing digital library cards that will work with the Apple and Android wallet apps to create a digital card that generates a barcode image similar to Capira, but is far more accessible.

Barcodes & Delivery Dots

I am working on my first barcode and delivery for order and will have them submitted to their respective printers by the end of business day, Friday July 8.

Website

Now that the rebrand of the website is completed, the next project for the website is the hunt for dead links. I will be conducting this audit in mid July, so if you have come across a dead or incorrect link on our website, please let me know!

Training

Just as a reminder: I am always available to hop on Zoom or drive out to your library if your staff needs advice, guidance, or structured training.

Respectfully submitted,

Carol Dawe

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, April 13, 2023 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: Mary Cook (OA), Elyshia Hoekstra (OC), Carol Dawe (LL)
Lakeland Staff Present: Amber McLain

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:11 AM by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Virginia DeMumbrum moved, supported by Peggy Hemerling to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) None
- 4) **APPROVAL OF MINUTES:** Stefanie Reed moved, supported by Mary Johnson to approve the Advisory Council minutes from March 9, 2023, as presented – *motion carried* with the correction of the next meeting date.
- 5) **BOARD REPORT:** None.
- 6) **ILS MANAGER'S REPORT:** See written Report.
- 7) **MEMBER SERVICE MANAGER'S REPORT:** Amber shared information about Patron Point (getting access for reports), Capira (reach out to Amber for the webinar link and Amber is working to get ready for the new update), and training (if you have ideas or interests for training, email amber).
- 8) **COOPERATIVE DIRECTOR'S REPORT:** Carol shared information about the Spam emails still coming in from email. Carol notified the members that Lakeland will no longer host email.
- 9) **COMMITTEE REPORTS:**
 - a) The incorrect youth services minutes were included. The correct minutes have been emailed.
 - b) Circulation committee minutes included for information.
- 10) **OTHER REPORTS:**
 - a) **MLA** – April 25 is legislative day, which will have 125 meeting with legislators in Lansing. The MLA legislative committee is also tracking libraries having issues and bills that pertain to libraries. May is predicted to be another busy month.
- 11) **ONGOING AND NEW BUSINESS:**
 - a) Intellectual Freedom Updates
 - i) Cierra Bakovka shared having challenges for the Bible and a LGBTQ+ picture book in the same week.
 - ii) Stefanie Reed gave a presentation to Flat River's local rotary group regarding Intellectual Freedom.
 - iii) Belding Public Schools had a group at the school board meeting advocating against book bans.
 - iv) CAA #LETAMERICAREAD Campaign ([click here](#))
 - v) Algoma residents possibly received flyers containing misinformation regarding KDL.
 - b) Circ and Holds data – numbers are up
 - i) Belding and Henika report high circ and door count numbers
 - ii) Hastings reported high numbers of non-resident cards
- 12) **PUBLIC COMMENTS:**
 - a) Merri Jo Tuinstra and Elyshia Hoekstra lauded the CoverOne machine.
 - b) Kamey Howe asked about the logistics and ethics of Cannabis companies donating
 - c) Stefanie Reed shared that Flat River is working with the Mid Michigan Health Department to distribute safe cannabis storage bags.
 - d) Henika has received three grants – two from the American Heart Association and one from the Allegan Community Association.
 - e) Mary Johnson is enrolled in a DEIB certificate program at Muskegon Community College and recommended it.

- 13) **NEXT MEETING:** Thursday, May 4, 2023, following the 9:30 AM Board Meeting at Kent District Library Service Center
- 14) **ADJOURNMENT:** Britney Dillon moved, supported by Jen Salgat to adjourn at 10:46 AM - *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

Grey bolding means completed.

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. Working with N. Heimler.
Consider a platform like Slack, Jira or Teams	IT, MS	Begin 4/1/2023	Waiting for input from new ILS manager.
Update LLC marketing/promotional materials	CD, FD, MS, DS, IT	Completed by 12/31/2023	This project is completed and we will continue to add branding as needed.

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	Until staffing issues at LOM are resolved, this will be difficult to address.
Work with partners to create a statewide CE calendar, newsletter, or other communication vehicle	CD, MS, DS	TBD	Until staffing issues at LOM are resolved, this will be difficult to address.

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. Completed or planned. Other's added as needed.

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	Develop onboarding plan and 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 3 rd 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	24 Training hours were purchased from Innovative for

			staff use to commence in October.
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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--	Google Spreadsheets have been implemented. Others are being explored.

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	Began 7/1/2023	Looking at various options
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	
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