



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
ADVISORY COUNCIL
Thursday, July 13, 2023
Following the 9:30 a.m. Board Meeting
Kent District Library Service Center
814 West River Center Drive NE, Comstock Park, MI 49321**

Officers: Mary Cook (Chair), Kelly Tinkham (Vice-chair) Elyshia Hoekstra (Secretary)
Quorum: 15

**Please also read the board report for manager reports and other important information.
Thank you.**

AGENDA

- 1) CALL TO ORDER AND ROLL CALL**
- 2) APPROVAL OF AGENDA** *(m)*
- 3) PUBLIC COMMENTS**
- 4) APPROVAL OF MINUTES**
 - a) Advisory Council – Minutes from the 6-8-23 meeting *(m)* PAGES 2-3
- 5) COUNCIL PRESIDENT REPORT – Mary Cook**
- 6) BOARD REPORT – Lance Werner, Board President** *(i)*
- 7) ILS MANAGER’S REPORT– Sheryl Vander Wagen** *(i)*
- 8) MEMBER SERVICES MANAGER’S REPORT – Amber McLain** *(i)*
- 9) COOPERATIVE DIRECTOR’S REPORT -Carol Dawe** *(i)*
- 10) COMMITTEE REPORTS** *(f)*
 - a) Continuing Education—Minutes from the 6-22-23 meeting *(i)* PAGES 4-5
- 11) OTHER REPORTS**
 - a) MLA Legislative Committee Report –Bruursema and Parus *(i)*
- 12) ONGOING AND NEW BUSINESS (SEE BOARD REPORT)**
 - a) ALA Conference Sharing Session *(i)*
 - b) Intellectual Freedom discussion/update *(i)*
- 13) PUBLIC COMMENTS**
- 14) NEXT MEETING – August 10th, 2023, at Kent District Library Service Center**
- 15) ADJOURNMENT** *(m)*

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, June 8, 2023 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: Mary Cook (OA), Kelly Tinkham (NN), Elyshia Hoekstra (OC), Carol Dawe (LL)

Lakeland Staff Present: Amber McLain, Sheryl VanderWagen

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:11 by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Peggy Hemerling moved, supported by Stefanie Reed, to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) News of an address confidentiality program was shared – essentially victims of a crime are given a generic address in order to protect their actual address from public record. This will be the exception. Carol is going to ask the MCDA about this, and it will be brought up at the Library of MI monthly director's meeting. One suggestion was to put the library's address to get them a card. This new program will be implemented on September 30.
 - b) Pride month was brought up and a discussion of displays ensued.
- 4) **APPROVAL OF MINUTES:** Mary Higgenbottom moved, supported by Peggy Hemerling, to approve the Advisory Council minutes from April 13, 2023, as presented – *motion carried*.
- 5) **BOARD REPORT:** None.
- 6) **ILS MANAGER'S REPORT:** See written report.
- 7) **MEMBER SERVICE MANAGER'S REPORT:** See written report. Amber also pointed out that the Patron Point section of her report should end with "working on emails to get auto-renew set up."
- 8) **COOPERATIVE DIRECTOR'S REPORT:** Carol highlighted the save the date for August and a special project run by Jen at Lake O – see her for more information.
- 9) **COMMITTEE REPORTS:**
 - a) Circulation Committee – See included minutes.
 - b) Continuing Ed Committee – See included minutes.
- 10) **OTHER REPORTS:**
 - a) **MLA** – It is the end of MLA's fiscal year. The statewide budget should be done in two weeks and is looking slightly smaller than usual, though it is unsure if and where cuts will be taken. The legislature is off and will be back around Labor Day. A Capital Improvement Program for libraries and a bump in state aid are still on the table at this point. MLA will be doing a statewide advertising and advocacy initiative based on the survey results from last month. One of the resolutions that was on the agenda at the house yesterday was a pride month resolution – it was passed!
- 11) **ONGOING AND NEW BUSINESS:**
 - a) Patron Point Renewal Functionality Costs – Auto renew for 30 cents per account. A discussion of the functionality and pros and cons of the functionality ensued.
 - b) BiblioCloud - Bibliocommons is able to get Overdrive records into BC – this is only advantage records.
 - c) BiblioSuggest is coming as well.
 - d) Stefanie Reed moved, seconded by Merri Jo Tuinstra, to support Lakeland moving forward with both BiblioCloud and BiblioSuggest – *motion carried*.
 - e) Intellectual Freedom – nothing to share at this time.
- 12) **PUBLIC COMMENTS:**
 - a) Peggy Hemerling shared that Hastings' new windows are set to be installed in the first week of September.
 - b) Merri Jo Tuinstra shared that Sparta is starting a genealogy room and is creating a study space.

- 13) **NEXT MEETING:** Thursday, July 13, 2023, following the 9:30 a.m. Board Meeting at Kent District Library Service Center
- 14) **ADJOURNMENT:** Cierra Bakovka moved, supported by Peggy Hemerling, to adjourn at 11:06 - *motion carried.*

Respectfully submitted by,
Amber McLain

Lakeland Library Cooperative
 Continuing Education Committee June 22, 2023 at 1:00 pm
 Chair: Alison Anderson
 Vice Chair: Ingrid Boyer

In attendance: Alison Anderson (OS), Rob Bristow (OG), Mary Johnson (MADL), Jill Hansen-Aune (NF), Ingrid Boyer (AS), Carol Dawe (LLC)

Agenda

- I. Call to order and roll call
Meeting was called to order at 1:10 pm.
- II. Additions or deletions to the agenda
None
- III. Approval of the agenda (Motion)
Motion: R. Bristow/Support: M. Johnson
- IV. Review and Approval of the minutes from April 27, 2023 (Motion)
Motion: I. Boyer/Support: R. Bristow
- V. Updates from the Cooperative Director
None
- VI. Ongoing/New Business
 - a. Planned Program Updates
 - i. Escape Room Kits (Ingrid)
Tabled till the Fall.
 - ii. Lunch and Learn – Structure and Plans?
General notes & survey results: It was observed that a majority of people were interested in listening to others as opposed to facilitating or leading a discussion. All topics had a fair amount of respondents expressing interest.

Tables will be arranged in a large u-shape. Participant will rearrange furniture following the Advisory Committee meeting. Carol and Lakeland staff will take care of arranging food.

 1. September - Seed Libraries --- *M. Johnson will lead*
 2. November - Social Media---*Amber McLain and Matt Lawrence will lead*
 3. January - Library of Things---*A. Anderson will lead*
 - a. Jeff Lezman
 4. March – Outreach---*R. Bristow will lead*

- iii. Makerspace – Update
Scheduled for August 17 at the Montague Branch (MADL). Daniel from Herrick and Christina from MADL will be presenting from the respective perspectives of a large and small library. Alison will be meeting with the presenter prior to the event to introduce them to each other and go over content. Alison will follow-up with Amber to create a flyer.
 - iv. Genealogy – Update
Scheduled for October 11 via Zoom. Jeanette Weiden from Loutit will be presenting. Ingrid will follow-up with Amber to create a flyer.
- VII. New Business
- a. Survey Results---*discussed under agenda item VI. a. ii.*
 - b. In-Service Day in November
Carol is working with KDL staff to finalize logistics, talking with Rebecca about content and reviewing food options. They will be holding hotel rooms for possible use by presenters.
- VIII. Next Meeting Date: July 27, 1 PM
- IX. Adjournment (Motion)
*Motion: R. Bristow/Support: M. Johnson
Meeting adjourned at 1:31 pm*

Respectfully submitted by Ingrid Boyer