

**LAKELAND LIBRARY COOPERATIVE BOARD
MONTHLY MEETING**
PLEASE ENTER AT FRONT OF THE BUILDING!!!
Bruursema Board Room
(Smaller meeting room near the front of the building.)

Thursday, August 10th, 2023
9:30 a.m.
ADVISORY COUNCIL AND RECEPTION 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) July 13th, 2023, Unofficial Minutes (m) PAGES 2-3
- 6) **FINANCIAL REPORT**
 - a) July financials and monthly check register (m) PAGES 4-9
- 7) **PRESIDENT'S REPORT** (i)
- 8) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 10-16
- 9) **COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Council, June 8th, 2023, Official minutes (i) PAGES 17-18
 - b) Finance Committee: 07-20-23 Draft minutes (i) PAGES 19
- 10) **ONGOING and NEW BUSINESS**
 - a) Correspondence from Georgetown Township Library (i) PAGES 20
 - b) Patmos Update (Verbal report) (i)
- 11) **PUBLIC COMMENTS**
- 12) **BOARD MEMBER COMMENTS**
- 13) **NEXT MEETING: September 14th, at the Kent District Library Service Center.**
- 14) **ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, July 13, 2023 at 9:30 a.m.
Kent District Library Service Center**

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

Lakeland Staff Present: Sheryl VanderWagen, Amber McLain

Absent: John McNaughton (GRPL)

- 1) CALL TO ORDER AND ROLL CALL:** The meeting was called to order at Lance Werner at 9:30 AM.
- 2) APPROVAL OF AGENDA:** Ron Suszek 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:** Karen McKinnon moved, supported by Diane Kooiker to approve the board minutes from ~~June~~ – *motion carried*.
- 6) FINANCIAL REPORT:**
 - a) **June Financials and Check Register:** Ron Suszek moved, supported by Maggie McKeithan, to approve the June Financials as presented - *motion carried*.
- 7) PRESIDENT'S REPORT**
 - a) Lance spoke about the Beyond Book Bans presentation.
- 8) DIRECTOR'S REPORT**
 - a) Carol spoke about the Financial committee meeting soon regarding the budget.
 - b) Carol also spoke about the reception for Sheryl VanderWagen next month.
 - c) Lakeland is going to host a reader's advisory event on November 14.
- 9) COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Official minutes included for informational purposes.
- 10) NEW BUSINESS:**
 - a) Cedar Springs Update: The city of Cedar springs has asked Solon township to pass a millage and they are currently in discussions.
 - b) Patmos Update: Their board is at an impasse.
 - c) Strategic Plan Update: Carol spoke about updates and Lakeland's new ILS Manager hire.
- 11) PUBLIC COMMENTS:**
 - a) None
- 12) BOARD MEMBER COMMENTS:**
 - a) Shirley – There was a social service in the library on June 21 – Herrick was involved with the program.
 - b) Maggie – Spring Lake is getting ready to send out requests for bids out for their renovation.
 - c) Diane – Herrick is also plugging away at their renovations.
 - d) Dale – Ionia was approached by the county clerk regarding using their empty bank building as an early voting center which will assist with revenue as they fundraise.
 - e) Karen - Leighton is busy with summer reading.
 - f) Ron – Ron spoke with a group of retired educators and was refreshed by the support for libraries.
 - g) Joe – Hackley is also starting a building project.
 - h) Lance – Lance pointed out that next year is the presidential election and the contentious cultural climate will continue.
 - i) Carol – Carol also encouraged everyone to look at their FOIA policies and procedures.
- 13) NEXT MEETING:** Thursday, **August 10** at 9:30 a.m. at Kent District Library Service Center.
- 14) ADJOURNMENT:** Shirley Bruursema moved, supported by Karen McKinnon to adjourn at **10:01 AM** - *motion carried*.

Respectfully submitted by,
Amber McLain

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

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ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 197,837

002 · Savings Accounts 833,279

Total Checking/Savings 1,031,116

Accounts Receivable 6,411

Other Current Assets

084 · Due from Other Funds 74,429

123 · Prepaid Expenses 55,149

Total Other Current Assets 129,578

Total Current Assets 1,167,105

Fixed Assets 318,585

TOTAL ASSETS \$ 1,485,690

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 34

Other Current Liabilities

231 · Payroll Liabilities 2,344

237 · Benefit Liabilities 4,640

Total Other Current Liabilities 6,984

Total Current Liabilities 7,018

Total Liabilities 7,018

Equity

370 · Nonspendable Funds 88,574

371 · Property 318,585

390 · Unassigned Funds 792,063

Net Income 279,450

Total Equity 1,478,672

TOTAL LIABILITIES & EQUITY \$ 1,485,690

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

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	YTD	Budget	%
Income			
566 · State Aid Revenue	711,962	709,000	100.4%
631 · Administrative Services	116,550	116,535	100.0%
632 · Delivery Services	106,248	106,247	100.0%
633 · ILS & IT Services	581,244	581,243	100.0%
665 · Interest Revenue	11,826	3,000	394.2%
672 · Other Revenue	50	100	50.0%
Total Income	\$ 1,527,880	\$ 1,516,125	100.8%
Expense			
702 · Salaries & Wages	607,365	785,090	77.4%
710 · Benefits	112,045	144,670	77.4%
719 · Mileage	2,887	3,000	96.2%
720 · Professional Development	2,887	9,000	32.1%
726 · Supplies	4,447	3,840	115.8%
801 · Professional Services	19,105	34,700	55.1%
810 · Insurance	16,538	15,215	108.7%
817 · ILS & IT Expenses	384,876	400,195	96.2%
831 · RIDES	8,311	8,005	103.8%
860 · Delivery Expenses	29,349	65,725	44.7%
880 · Member Development	4,239	7,000	60.6%
920 · Facility Expenses	24,383	39,685	61.4%
Total Expense	\$ 1,216,430	\$ 1,516,125	80.2%
Net Ordinary Income	\$ 311,450	\$ -	100.0%
Other Income/Expense			
Other Income			
690 · Other Financing Sources	2,500	0	100.0%
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	\$ 279,450	\$ (34,500)	-810.0%

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

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Date	Name	Memo	Account	Amount
001 - Checking Accounts				
001.01 - Main - Checking				
07/03/2023	MERS 401/457		Payroll Liabilities	1,467.37
07/03/2023	Allied Universal (Midstate)	Security System	Facility Contracts	110.50
07/04/2023	Payroll		-SPLIT-	18,710.65
07/05/2023	United States Treasury		Payroll Liabilities	6,548.36
07/12/2023	Berger Chevrolet		Vehicle Repairs/Maintenance	88.66
07/12/2023	Granger	Trash Removal	Facility Contracts	123.09
07/12/2023	RNL Graphic Solutions (Pummill)	Non-resident cards	Supplies	1,444.24
07/13/2023	BCBS	Health Insurance	Benefits	1,865.16
07/13/2023	BCN	Health Insurance	Benefits	2,051.49
07/13/2023	Cintas	Floor mats	Facility Contracts	103.64
07/13/2023	Comcast	Data Lines	IT Operations	575.00
07/13/2023	Consumers Energy		Utilities	446.26
07/13/2023	Mitel		Telephones	475.05
07/13/2023	Patron Point	Verify Transactions	Patron Point	262.50
07/14/2023	MERS	Defined Benefits	Benefits	4,639.88
07/14/2023	State of Michigan--Vendor		Payroll Liabilities	2,008.32
07/14/2023	MI-Unemployment Insurance Agency		Payroll Liabilities	147.00
07/14/2023	Backstage Library Works		Authority Control	232.50
07/14/2023	Coverall - New Dreams, Inc.	Janitorial services	Facility Contracts	170.00
07/14/2023	Fuel Management System		Vehicle Fuel	1,062.65
07/14/2023	Healthiest You	Telehealth services	Benefits	51.00
07/14/2023	Innovative Interfaces, Inc.	Consulting/Training	III Maintenance	7,200.00
07/18/2023	Payroll		-SPLIT-	19,419.47
07/18/2023	United States Treasury		Payroll Liabilities	6,670.96
07/18/2023	MERS 401/457		Payroll Liabilities	1,327.37
07/18/2023	Cross, Terry - Vendor		Conference/Training	42.25
07/18/2023	Johnson, Nicki - Vendor		Conference/Training	22.00
07/26/2023	Berger Chevrolet		Vehicle Repairs/Maintenance	107.21
07/26/2023	Delta Dental	Dental/Vision Insurance	Benefits	385.89
07/27/2023	Aflac		Payroll Liabilities	670.52
07/27/2023	DTE Energy		Utilities	52.25
07/27/2023	DTE Energy		Utilities	55.17
07/27/2023	First National Bank	Supplies, IT, Bank fees, FAX	-SPLIT-	145.52
07/27/2023	Grand Rapids City Treasurer		Utilities	260.79
07/27/2023	SS Power Wash		Vehicle Repairs/Maintenance	90.00
07/27/2023	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	283.91
07/27/2023	Allied Universal (Midstate)	Security System-service call	Facility Contracts	250.00
07/27/2023	Fuel Management System		Vehicle Fuel	827.72
07/28/2023	Grand Rapids Income Tax Dept.		Payroll Liabilities	110.16
07/28/2023	Walker City Treasurer		Payroll Liabilities	244.05
TOTAL				80,748.56

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of July 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	50,968	1,749
001.3 · eCommerce - Checking	6,054	
Total 001 · Checking Accounts	<u>57,022</u>	<u>1,749</u>
002 · Savings Accounts		77,370
Total Checking/Savings	<u>57,022</u>	<u>79,119</u>
Accounts Receivable	1,830	
Other Current Assets		
123 · Prepaid Expense		10,350
Total Other Current Assets	<u>0</u>	<u>10,350</u>
Total Current Assets	<u>58,852</u>	<u>89,469</u>
TOTAL ASSETS	<u><u>\$ 58,852</u></u>	<u><u>\$ 89,469</u></u>
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
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>40,000</u>	<u>34,429</u>
Total Liabilities	40,000	34,429
Equity		
370 · Nonspendable Funds		10,350
390 · Unassigned Funds		1,591
Net Income	18,852	43,100
Total Equity	<u>18,852</u>	<u>55,040</u>
TOTAL LIABILITIES & EQUITY	<u><u>\$ 58,852</u></u>	<u><u>\$ 89,469</u></u>

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

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	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	17,009	8,700	195.5%			
629 · Group Collections	95,973	92,000	104.3%			
635 · Group Services	70,306	75,500	93.1%			
637 · Ecommerce Fines	20,841	28,000	74.4%			
640 · ILS Add-on Services	0	5,000	0.0%			
645 · IT Services	213	350	60.8%			
665 · Interest Revenue				2,687	4,000	67.2%
672 · Other Revenue	250	750	33.3%			
677 · Group Training	1,600					
Total Income	\$ 206,192	\$ 210,300	98.0%	\$ 2,687	\$ 4,000	67.2%
Expense						
728 · Library Supply Expense	17,009	8,700	195.5%			
729 · Collection Expenses	83,323	92,000	90.6%			
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	258	350	73.7%			
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	67.7%
980 · Vehicles				59,814	66,000	90.6%
Total 970 · Capital Outlay	0	0	0.0%	\$ 124,088	\$ 168,500	73.6%
Total Expense	\$ 187,339	\$ 210,300	89.1%	\$ 124,088	\$ 168,500	73.6%
Net Ordinary Income	\$ 18,852	\$ -	100.0%	\$ (121,400)	\$ (164,500)	73.8%
Other Income						
699 · Fund Balance Transfers In	0	0	0.0%	164,500	164,500	100.0%
Net Other Income	\$ -	\$ -	0.0%	\$ 164,500	\$ 164,500	100.0%
Net Income	\$ 18,852	\$ -	100.0%	\$ 43,100	\$ -	100.0%

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

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Date	Name	Memo	Account	Amount
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
07/12/2023	ID Label, Inc.	Barcodes	Group Supplies	1,172.00
07/14/2023	Library Ideas, LLC	VOX Books	Group Collections	213.64
07/26/2023	Barcode Service, Inc.	Delivery Dots	Group Supplies	111.12
07/27/2023	First National Bank	Domain renewal	IT Services	44.99
07/27/2023	OverDrive	Audio and ebooks	Group Collections	1,614.84
Total 001.11 · Checking - Pass Through				<u>3,156.59</u>
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				<u>0.00</u>
TOTAL				<u><u>3,156.59</u></u>

**LAKELAND LIBRARY COOPERATIVE
COOPERATIVE DIRECTOR'S REPORT
AUGUST 10, 2023**

Thank you all for responding to the invitation to the reception honoring Sheryl and her 21 years of service at Lakeland and many years of service within the LLC membership. She will be missed and we are so fortunate to have her as our ILS manager. Join us at 11:30 in the large meeting room (stay out of there ahead of time, please) as we honor her and send her off for new adventures in retirement as of September 1st.

The LLC staff have linked elbows and are working well together as we transition to new staff members, duties and projects. I am so proud of how well we work together and have grown as a team! We understand that we are "change agents" and that sometimes you all have to navigate this change with your staff and patrons. We are here to help in anyway we can. If there are concerns that aren't being addressed, please, please, please contact me. I have squashed some misinformation in the last few weeks and it is concerning. We can't please everyone and there are glitches (e-mail, my voicemail, understanding aspects of different projects and products etc.) so please ask if you have questions or complaints. If I am not being responsive, please talk to Lance Werner, as Board President.

Dave addresses email below and has sent a detailed email outlining our plans to be "out of the email business by 3/1/24! At that point, we will only manage distribution lists and the LLC staff accounts. We know this has been stressful, but we had to create a plan and a cost schedule and work with Nick before we could present this to all of you. I'd like to thank Dave for his resolve and fortitude and Nick for committing himself to this project.

The other good news is that all the Overdrive Advantage titles should be showing up in our Bibliocore Catalog! Jeff has spearheaded this project and it will be such an improvement for both the users and the staff! Bravo, Jeff.

Terry's delivery crew continues to amaze me! With the addition of Tessa and Mae and Brian and Jill continuing their efforts, you would almost never know it was summer reading time. They are keeping up and getting more familiar with each other and the rhythms of the daily flow of materials. Ron and Jeff keep them busy, and you keep us busy. Thank you. It's also amazing how much else Terry does beyond delivery.

Amber's been working on Patron Point and so much more. Look at our website and get ready for some new training materials and opportunities in the coming weeks and months. She has taken on several projects such as some aspects of Capira, onboarding, training and reports and working closely with Sheryl and me on a variety of projects.

Nicki mentions her work on pricing for Overdrive below. What she doesn't mention is that it is the biggest spreadsheet I've ever seen, and the data will be so helpful as we address future purchasing needs within the Overdrive content group. Data is everything when we test assumptions and put new policies and procedures in place.

As we prepare for a new ILS manager, we are working hard to plan how we will onboard her with organizational and task charts, one on ones and two on ones and then later, we will have meetings with all of you as well. The initial focus will be to give Ann time with Sheryl in late August and then time to adjust, calibrate and familiarize herself with the organization, members and products and services. During this time, the rest of the LLC team will help meet your needs so don't be surprised if you receive calls or emails from the rest of us during the next few months. Please, please use Tech-Help as your primary way to contact us for anything ILS, IT or ILS Adjacent. So really anything but Delivery (Terry), Finance (Janet or me) or Administrative and Consultative (me). Cataloging questions can continue as-is.

There is always a lot going on but due to lack of time and a busy agenda, I'll fill you in with MCDA, LM and other details in September.

Agenda items:

Board:

1. **Finance Committee Minutes:** The finance committee meet in July and after a good discussion and several questions, the committee approved the draft budget. The next step is full approval from Advisory and it is in their packet and will be discussed below. I urge you to read the minutes so you are aware of the questions asked and the discussion that ensued.
2. **Letter from Georgetown:** As we rewrote the bylaws and plan of service last year, I encouraged the board to sidestep this issue for the time being. Georgetown is requesting a fixed seat on the LLC Board which is available to the other Class VI libraries. It is the right and fair thing to do and will make the representation on the board stronger and broader in its reach. I wholeheartedly endorse this request. We will have to revise the bylaws and plan of service but there are other changes that need to be addressed as well so I embrace this opportunity to continue to strengthen this organization.
3. **Patmos:** I will fill you in at the meeting.

Advisory Council:

1. **2023-2024 Budget Packet:** As mentioned, please read the minutes from the finance committee in the Board packet AND the end notes within the budget packet. They are very helpful in explaining the significant changes within each line item. Every effort is made to keep costs down and while we have increased a few line items over the past few years, the good news is that we have a bit more leeway and don't have to request transfers from reserves or increase library fees more than a few percentage points. Please let me know if you have questions. My deepest thanks to

Janet Cornet for all her hard work and extraordinary effort every day and at budget time and the end of the FY, which is fast approaching.

2. **Patron Point:** Amber hosted 3 webinars on Zoom to explain the renewal feature and answered a number of excellent questions from all of you. As we looked back at our initial approval of this product, several years ago, it appears that the renewal feature was approved as a part of the purchasing process with all of you. We can discuss it again and see if it merits another vote. It really is the one of the main reasons the product was purchased but with Covid and other obstacles, I think we may have lost sight of this. We look forward to the discussion.
3. **Summer Reading:** Please come prepared to share successes and other adventures from the front lines!

Other Reports:

Cataloging Services Manager - Jeff Lezman

July 2023 activities

E-mail & telephone consulting contacts: 34

Sierra records manually edited: 112

We added 900 Hoopla records and 1,402 Overdrive records to the database.

Due to the problems encountered with running statistical reports over our large database, we have decided to remove most of the Hoopla eBook records from Sierra, leaving the popular titles promoted by Hoopla. All titles will still be available to patrons in the Hoopla app.

In August, we will be removing bib records for OverDrive materials from Sierra. The records will be replaced in Bibliocommons using the BiblioCloud Records product. New titles that are purchased will automatically be added to Bibliocommons, including all OverDrive Advantage titles.

June 2023 Statistics

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

The number of cataloging requests to be cataloged in June was down by 3% compared to June 2022. The number of requests received that were already in the database increased by 4%.

The number of records copy-cataloged in June was down by 19% compared to June 2022, while the number of original records cataloged was down by 5%. The total number of records cataloged was down by 17% compared to June 2022.

Cataloging	June 2023	YTD	June 2022	YTD	Monthly %	YTD PCT
Requests Received	1774	15864	1825	16781	-3%	-5%
Requests already in database	53	507	51	806	4%	-37%
Requests to be cataloged	1721	15357	1774	15975	-3%	-4%
Copy Cataloging	1408	14183	1732	14223	-19%	0%
Original Cataloging	256	2065	269	1698	-5%	22%
Total Cataloged	1664	16248	2001	15921	-17%	2%

Delivery & Facility Manager - Terry Cross

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

	July – 2023	July – 2022	Difference	% Change
Total Book Bags & Bins	2,999	2,941	58	2%

In July 2023, there were 2,999 book bags and bins sorted, loaded, and delivered to member libraries. The 2,999 bags and bins that were delivered in July 2023 were 2% greater than the 2,941 bags and bins that were sorted and delivered in July of the prior year.

I covered for driver and sorter time off by driving 2 days and by sorting a couple of days in July.

Truck #37 had oil/lube/filter service in July. All of the trucks are current with their regularly scheduled maintenance.

When projecting out anticipated fiscal year end spending for the Delivery and Building Departments for the fiscal year ending September 30, actual spending within both departments will be well within budgeted amounts. It is also projected that actual spending in the Delivery Dept. on Vehicle Maintenance and Repairs will be around \$10,000 less than last year's Vehicle Maintenance and Repairs expense. The savings is related to the purchase of Truck #36 in June 2022 and of Truck #37 in December 2022. Lower truck maintenance and repair expenditures should continue at least through next year as Truck #36 has 83,808 miles and Truck #37 has 31,458 miles and we have been rotating the older 3rd truck into the delivery routes to reduce the total number of miles each truck is being driven.

I started working with staff and Lighthouse, An Alera Group Company on the Insurance renewal process which will be effective on 10/1/2023.

A Love Your Library Poly Bag order email went out on July 31 and library orders are due by August 14, 2023. The next order email will be sent out in December. In order to minimize shipping rates and to receive the "pallet" rate, the total order has to be at least 8 cases. When the order is at least 8 cases, shipping is around \$35 per case as compared to around \$57 for orders with less than 8 cases. Due to fluctuating order sizes and to help ensure at least 8 cases

are ordered, Poly Bag orders will be made every four months or three times a year, and the next order will be in December.

Digital Services Specialist – Nicki Johnson

I have been working on an Overdrive pricing project with Carol for most of July. The Swank movie license renewal is underway with nearly half of the locations already responding. In the next couple of weeks, I plan to put out an offer for a new group purchase – Creativebug. This is a site that offers video tutorials on all things creative, knitting, woodturning, papercrafts, etc.

Finance & HR Assistant - Janet Cornell

We received our second state aid check in July which helps balance out the books so far this year. I have started going through the line item accounts for the fiscal year end, reconciling and making a list of adjustments needed within the budget. A few items have gone over due to unexpected expenses so I have been projecting additional spending to see where changes can be made. I will have the completed budget adjustments ready for approval at the next meeting.

We received our health, dental and vision insurance renewals for our open enrollment period in September. I have created a spreadsheet for each staff member with their rates and benefits, including their dependents, so they can better distinguish what benefits they are receiving and their true value. We are planning an in-service for staff in October to have representatives present benefit options as well as provide some additional staff training. With several new staff members and many of us working remotely, we have not had the opportunity to come together in person for training and review of benefits.

IT Manager – Dave VanderGraaf

On Saturday July 22nd, our email solution (Zimbra) started having issues loading due to an expired SSL certificate. Typically hosting vendors install a renewed certificate before it expires to avoid disruption in service, however this has not been the case with our vendor. Service was finally restored after multiple delays on their end, and the certificate issue was resolved on July 25th.

Our email migration project has started, with three locations moving to their own solution with the help of Nick Heimler. An email will be sent out on Friday with further details, but our goal is to have all locations migrated to their own solution by March 1st, 2024 at the latest. This process will help us focus on solving the multiple issues currently faced with email (spam, vendor service delays, distribution list problems, etc.).

Help desk tickets created: 126

Help desk tickets closed: 113

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

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 142 totes in July 2023, down 16 totes from July 2022. We sent out 155 totes in July 2023, up 25 totes from July 2022.

System Notices: I inadvertently sent 39 hold notices to the old TNS queue on Sierra one morning and I had to have the III helpdesk retrieve them from that queue so that those patrons could be notified by member libraries. Since we no longer have TNS notification directly in Sierra and since the third party MessageBee service from Unique does not use the TNS queue, I requested that the helpdesk disable TNS notices for Sierra so that in the future, notices are not sent to that queue inadvertently. This also enabled me to set up both the system hold pickup notices and the system overdue notices as automatic notice jobs. Beginning on Wednesday, July 12, all system notices that are run centrally run as automatic jobs in the 6:00 a.m. hour and do not require LLC staff intervention. MessageBee does not begin calling patrons until 9:00 a.m. but Unique doesn't have time restrictions on when they receive the files. Patrons with email notifications will have all their notices for the day arrive in their inboxes during that time. For patrons who do not have email AND who do not wish to receive the MessageBee phone calls, you may continue to put ##'s in front of their telephone numbers. MessageBee is set up to ignore notices for patrons who have no telephone numbers in their records or who have ##'s in front of their phone numbers.

Create Lists: We received notification from the III helpdesk that the issue with creating lists of item records when the query includes certain date fields has been resolved. The time it takes to run files of items records when using the updated or created date is significantly reduced. Previously, these lists took 2-3 hours to compile. A new test list was completed in under one hour. We still have a very large database, but system performance is much better since this fix.

BiblioSuggest: We are working on the setup for BiblioSuggest, the feature that allows patrons to suggest items to purchase through their accounts in Bibliocore. We'll be talking about how it works in the very near future.

Vacation: July 25-28, 2023

Member Services Manager -Amber McLain

Patron Point

Patron Point is plugging along nicely. We had 565 patron applications in the month of July. I am working with Patron Point as they code the backend functionality to get rejected patrons' information into Sierra - this would allow for better and quicker troubleshooting of rejected patrons and will cut down on the time to get them into the system when we get them where they need to go. I have also done all of the building I can for student forms, and that project is now in Patron Point's hands for the backend coding – I have received an email as of 8/2 that they are actively working on it and it should not be long. I will continue to monitor the open ticket we have for student forms and nudge them when I don't hear anything.

If you are having issues with Patron Point, please contact us through tech-help so we can document them and get them resolved. We can't help if we don't know!

Capira

I have submitted a ticket with Capira to change their library card application form to links to Patron Point. I am also working with Capira to nail down a timeline for the new dashboard - how it is progressing, when it will become available to Lakeland, how we will be trained on the new functionality, etc.

Training

I am currently developing a web-based training academy on the Lakeland site that will cover topics such as circulation, collection development, design, grants, interpersonal skills, management, outreach, programming, readers advisory, reference, shelving, and technology.

This training hub will also outline offerings from other sources such as the Library of Michigan, MeL, MLA, and more.

Website

Just a reminder to check your directory pages on the member section of the Lakeland website and submit any necessary changes.

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Respectfully submitted,

Carol Dawe

**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
FINANCE COMMITTEE MINUTES – Unofficial
Thursday, July 20, 2023, at 11:00 a.m.
VIA ZOOM**

Present: Karen McKinnon (AL) Chair, Maggie McKeithan (OS), Joe Zappacosta (SM), Lance Werner, Ex Officio (KU)

Staff Present: Carol Dawe, Janet Cornell

Absent: None

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 11:02 a.m. by Karen McKinnon.
- 2) **APPROVAL OF AGENDA:** Maggie McKeithan moved, supported by Joe Zappacosta, to approve the agenda as presented - *motion carried*.
- 3) **APPROVAL OF MINUTES:** Maggie McKeithan moved, supported by Karen McKinnon, to approve the Finance Committee minutes from October 6, 2022, as presented – *motion carried*.
- 4) **NEW BUSINESS:**
 - a) 2023-2024 Budget Packet: Carol Dawe and Janet Cornell presented the packet highlighting some of the changes. Questions were addressed during discussion and mostly pertained to the endnotes. These included the reductions in delivery due to reduced maintenance on the new trucks, cost savings to continuing education with more opportunities being offered at the state level and moving \$8,000 from unassigned to assigned reserves to reimburse the new ILS Manager's moving expenses in the new fiscal year. Maggie McKeithan moved to approve the budget packet as presented, supported by Joe Zappacosta – *motion carried*.
- 5) **NEXT MEETING:** There will not be another meeting scheduled until the next budget planning process unless it becomes necessary.
- 6) **ADJOURNMENT:** Maggie McKeithan moved to adjourn at 11:17a.m. - *motion carried*.

July 3, 2023

Lakeland Library Cooperative Board
Attn: Carol Dawe and Lance Werner

I am writing to request a permanent seat on the Lakeland Library Cooperative Board for the Georgetown Township Public Library. With the results of the 2020 census, GTPL has been designated as a Class VI library in the State of Michigan. With the previous Plan of Service, Class VI libraries were represented with a permanent seat on the Board. Board service is not only representing our own library in the Lakeland decision-making process but also representing and serving the entire collection of member libraries. I am eager to do my part to best serve the member libraries and Lakeland staff.

Having served on the Board several years ago, I know the time commitment involved in attending board and committee meetings. I am thankful for each Board member and the sacrifice they make to serve the cooperative and West Michigan. I understand this would require revisiting the Plan of Service and Bylaws and I understand if such a change requires more time and discussion.

Please let me know any further steps or additional information that I can provide.

Thank you for your consideration,

Rob Bristow
Library Director
Georgetown Township Public Library



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