

Lakeland Library Cooperative Director's Report for December, 2023.

(No meeting but lots of news!)

From my house to yours! Happiest of holidays and the best of everything in the new year and always. Please read below for a lot of good news, new initiatives, and productive change!



I am pleased to announce that the cost of the Bibliocommons BiblioApp and Hoopla records from the cloud will be incorporated into our current Bibliocommons maintenance fees just as they did with BiblioSuggest and the Overdrive cloud records! The way I figure it, you will all save about \$80,000 to 100,000 per year! There is an implementation fee but we can cover that through our annual operating budget! We have already started implementation which you can read about below!

So, there will be no additional costs and all 40 ILS libraries are included. If you want to do your own instance of the App, it's an \$8,800 charge for the first year and \$5,300 for every year after. Please contact me right way if you haven't already.

I realize that the App is not perfect, but it is a start and Bibliocommons is committed to the product. The Capira app is no longer connected to Sierra, but the links to your events etc will remain BUT BUT BUT there will be no updating so I wouldn't encourage use. Patrons must delete the app for it to go away!

Read below for more exciting news about implementing new products, procedures, reports and updates on projects, products and services.

Thank you to all of you and particularly the entire LLC staff, board and leadership who worked tirelessly during this challenging year. It is fabulous to end with a lot of high notes. (Yes, I'm listening to holiday music while I type!)

OTHER REPORTS: READ ON!!! LOTS OF NEWS.

Cataloging Services Manager - Jeff Lezman

Returning materials called in for Cataloging

Beginning in January 2024, we will be making a change in how we return materials that have been called in for original cataloging. In an effort to save both time and money, we will only return materials in padded envelopes if they are sent to us in padded envelopes.

The cost of padded envelopes is high, and it requires a great deal of staff time to repackage these materials to go through Delivery. Our Delivery staff take great care with the many hundreds of items they deal with every day, so damage to materials in Delivery is a rarity.


All materials returning from Cataloging will either be covered by a white wrap-around slip or have a white return slip inserted into the item. An image of the new return slip can be seen below. Please share this information with your staff.

As stated above, this change will help us to save money and staff time. Meanwhile, you will still have the option to have materials returned in padded envelopes. Any item sent to us in a padded envelope will be returned in the same envelope.

We will begin this new procedure in January 2024.

November 2023 activities

E-mail & telephone consulting contacts: 24

To:
From: LLC Cataloging
 LAKELAND LIBRARY COOPERATIVE
Record #
Title

Sierra records manually edited: 53
 We added 5883 Hoopla records to the database.

October 2023 Statistics

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

The number of requests to be cataloged in October was down by 7% compared to October 2022. The number of requests received that were already in the database increased by 9%.

The number of records copy-cataloged in October was down by 13% compared to October 2022, while the number of original records cataloged was up by 11%. The total number of records cataloged was down by 11% compared to October 2022.

Cataloging	October 2023	YTD	October 2022	YTD	Monthly %	YTD PCT
Requests Received	1909	1909	2052	2052	-7%	-7%

Requests already in database	108	108	99	99	9%	9%
Requests to be cataloged	1801	1801	1953	1953	-8%	-8%
Copy Cataloging	1783	1783	2048	2048	-13%	-13%
Original Cataloging	248	248	223	223	11%	11%
Total Cataloged	2031	2031	2271	2271	-11%	-11%

Delivery and Facility Manager - Terry Cross

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

	November – 2023	November – 2022	Difference	% Change
Total Book Bags & Bins	2,864	2,763	101	3%

In November 2023, there were 2,864 book bags and bins sorted, loaded, and delivered to member libraries. The 2,864 bags and bins that were delivered in November 2023 were 3% more than the 2,763 bags and bins that were sorted and delivered in November of the prior year.

RIDES statistics: In addition to the book bags and bins that were received from member libraries, we also received and sorted 165 Mel Cat bins in November 2023. This was an increase of 31 bins as compared to the 134 bins that were received in November 2023. Also in November 2023, we sent out 153 bins, which was an increase of 13 bins as compared to the 140 bins that were sent out in November 2022.

In November, I was able to establish an account with the Michigan Department of State to allow for the on-line request of driving records. The Department of State changed the process of requesting driving records via fax to an online process earlier in the year. Along with the change came a charge of \$15 per record, where previously there was no charge. In addition to checking each driver’s driving record, each driver has to maintain a current chauffer’s license and also keep a current Medical Examiner’s Report. All of the drivers are current with all of the requirements.

Building maintenance in November consisted of clearing the roof of all the leaves and cleaning the gutters and hauling away all of the debris. The roof is in good shape and there are no visual

signs or rust and there haven't been any leaks. The gutters, which were replaced in 2019, are also in good shape.

Finance and HR Specialist: Janet Cornell

1. QB accounting alternatives - demos will be wrapped up next week [Wednesday](#) with a review on Zoom of some free trial versions. There really aren't many alternatives to QB that are cheaper, even with their increased costs. For those having to make the switch to something different, it is important that they talk with their auditor and bookkeeper if applicable so they can weigh-in. They should have a good idea what their needs are locally and can help make the best choice.

2. Ecommerce checks will be going out soon. For those not receiving their funds through ACH, they should receive their checks before the end of the year. (I'm running them this week but will include them for approval and disbursement next week.)

IT Manager – Dave VanderGraaf

Server assessments have determined a number of concerns, and troubleshooting issues led to hardware related limitations. Resolving server issues will be revisited soon, as current priorities have been placed into these projects:

BiblioApp

Requirements for Phase1 have been nearly completed, which includes creating Google/Apple developer accounts for Lakeland Library Cooperative and providing access to Biblio. Fellow Lakeland staff are also working on other Phase1 requirements.

Email Migration Project

The status of this project is now near completion, with 5 locations in planning/scheduling stages. Thank you all for your diligence and hard work to help make this happen!

-some locations have their own email solution, but are still using Ilcoop.org

-access will be further limited in January (all old accounts will no longer be logged in, instead only used to forward emails to new accounts)

-important, emails will be sent out individually to directors this month to confirm...

1) accounts, distribution lists

2) forwarding, confirming email address for Lakeland services (Sierra/Biblio/etc.) has been updated

3) discuss items that suggest needing email updated (erate, MCLS lists, etc.)

During the forwarding period Jan-Feb, we will be working on planning and preparing Lakeland accounts to also migrate to a new solution.

November help desk tickets created: 191

November help desk tickets closed: 185

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

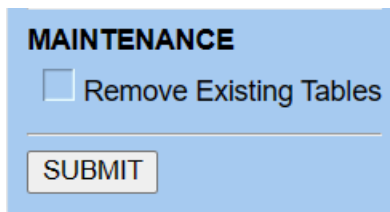
ILS Manager - Ann Langlois

Hello! I am excited to work with you and get to know you. A little bit about my experience: my first library jobs were in academic libraries in Michigan, and I then moved to public libraries. For more than a decade I worked for federal libraries after that. Growing up using Lakeland member libraries, I feel as if I've returned to my roots. I look forward to being a patron in the area again – and also to serve the library staff who are the heart of the libraries.

Ecommerce: the fourth quarter reports are completed so Janet can issue checks for payments.

Training: Amber and I will work together on some needs assessments and training plans; we already have some ideas for what can be offered. There has been a lot of interest in learning more about Create Lists functions so my priority is for training in this area, starting with a basic tutorial on how to run the New Books No Longer New report, then moving into more complex searches.

Web Management Reports: sometimes cached data can cause problems for retrieving a report. For example, when trying to get a report from October, LLC staff saw a report from September instead. To clear the cache and for best results, before running each report, under Maintenance on the left side of the screen, choose Remove Existing Tables, then click submit.



MAINTENANCE

Remove Existing Tables

SUBMIT

Member Services Manager – Amber McLain

Patron Point

Some of you may have been encountering an issue in which “congrats” emails were coming in with a blank barcode field - this was an erroneous byproduct of an initiative to get rejected patrons information into sierra. It has since been fixed. Now, if a patron passes the map restrictions (i.e. they are in your service area) but do not pass the 3rd party identification verification, their information will be put into Sierra with no barcode and they will receive an email that will instruct them to head into the library with their ID to finish signing up. We hope that having the patron info already in Sierra will cut down on time spent at the circ desk when issuing barcodes for our support staff, making the process more convenient for both our libraries and potential patrons.

AutoRenew is coming! The coding on Patron Point’s side has been completed and is working with all of our different expiration dates. We are hoping to roll this out in early January.

BiblioSuggest

We are planning on hosting some trainings for BiblioSuggest in December. They will take place over Zoom and take about 15 to 20 minutes. Dates have not been selected yet, so I will send out an email with more information once the details are hammered out. We are hoping to rollout BiblioSuggest to all libraries in mid- January.

So happy to submit this report!

Carol Dawe

PS: Monthly calendars will be delivered next week!!! Enjoy!!!!