



LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

ADVISORY COUNCIL MONTHLY MEETING

Thursday, January 11, 2024

Following the 9:30 a.m. Board Meeting

Please join us for our first Lunch and Learn after the meeting. The topic is Library of Things, and the presenters are Jeff Lezman from LLC, and staff from libraries of various sizes with different types of experience with these unique materials. Water and dessert will be provided. Program will begin APPROXIMATELY at 11:30 a.m.

Kent District Library Service Center
814 West River Center Drive NE, Comstock Park, MI 49321

AGENDA

- 1) CALL TO ORDER AND ROLL CALL
- 2) APPROVAL OF AGENDA (m)
- 3) PUBLIC COMMENTS
- 4) APPROVAL OF MINUTES OF THE NOVEMBER 9TH, 2023 (m) PAGES 2-3
- 5) COUNCIL PRESIDENT REPORT – Mary Cook, Chair
- 6) BOARD REPORT – Lance Werner, Board President (i)
- 7) ILS MANAGER’S INTRODUCTION AND REPORT (i) PAGES 4-12
 - a) Report Training
 - b) Linking Patrons in Siera
 - c) Documentation Discussion
- 8) MEMBER SERVICE MANAGER REPORT (i) PAGES 4-12
 - a) Patron Point Patron Renew
 - b) BiblioSuggest
- 9) COOPERATIVE DIRECTOR’S REPORT (i) PAGES 4-12
 - a) Hoopla Records
 - b) BiblioApps
- 10) COMMITTEE REPORTS (f)
 - a) Non available
- 11) OTHER REPORTS (If representatives are present) (i)
 - a) MLA Legislative Committee Report – Shirley Bruursema, and Dale Parus
- 12) PUBLIC COMMENTS
- 13) NEXT MEETING - Thursday, February 8th, 2024, following the Board Meeting at Kent District Library Service Center.
- 14) ADJOURNMENT (m)

f – file i – information m – motion p – presentation

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

Council Members Present: Mary Cook (OA), Elyshia Hoekstra (OC), Stef Reed (MG)
Lakeland Staff Present: Carol Dawe, Janet Cornell

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:25 am by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Merri Jo Tuinstra moved, supported by Mary Johnson, to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:** None
- 4) **APPROVAL OF MINUTES:** Teresa Kline moved, supported by Tiffany Chase, to approve the Advisory Council minutes from October 12, 2023, as presented – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORT:** Mary Cook shared she would be resigning her position at Allendale Township Library and move to Gary Byker Memorial Library as director in the wake of Melissa Huisman's retirement. She also shared congratulations to Melissa for all her years of service.
- 6) **BOARD REPORT:** None
- 7) **ILS MANAGER'S REPORT:** Combined with Cooperative Director's report.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Combined with Cooperative Director's report.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe reported that both Ann and Amber were out today, but that Ann has officially started at Lakeland. A staff meeting was held to welcome her and discuss ways we are providing services to the members. She asked for patience as we look at the way we do things, so we don't just do things because we did them in the past. Now is a great time to streamline what we need to provide so we can have time and resources to look ahead for future projects. She also asked to please use Tech Help for any questions you may have. Email is the best method of contact, but you may also call the help line. Carol also shared that she helped Gary Byker in their director search and was impressed with their hiring process. She would like to bring their HR person in to present how to conduct an interview as a CE event.
- 10) **COMMITTEE REPORTS:**
 - a) Youth Services Committee minutes for October 2, 2023, were included for informational purposes.
- 11) **OTHER REPORTS:**
 - a) **MLA:** Shirley Bruursema reported that although there are some bills being considered and there is a lot going on, the legislature is debating about closing down for the rest of the year. She hopes they will stay on long enough to resolve some things but is not optimistic they will. This will be their last session until January. Dale Parus also echoed Shirley's sentiments. MLA is working on 2 bills and will be sharing a video on penal fines featuring a legislator to explain the process and why they are needed. MLA is also changing tactics for funding, looking to talk to the governor for a bump in state aid instead of trying to do it through the legislature. Both Dale and Shirley asked to keep the date of April 16, 2024, on your calendar to participate in the Library Advocacy Day. It was very successful in 2023, with plenty of opportunities to get involved. It is important to make contact with your legislators to keep the importance of libraries fresh in their minds and to find common ground that encourages their support.
- 12) **NEW BUSINESS:**
 - a) **Patron Point Update:** They are working on the auto renewal glitch in the verification process which may take about 12-14 weeks. Once they resolve the problem, Amber will be ready to go with a group for testing. Contact her if you are interested in volunteering to be part of the testing group.
 - b) **BiblioSuggest Update:** May be ready to go live in mid-December.

- c) **BiblioApps Update:** Capira has been cancelled effective 12/12/23. There will be a gap until February or March before BiblioApps is up and running. Development needs to be done with Apple, Google, and others. This can be done by location, but it is time-consuming, very expensive, and we do not have the resources to lend support if needed. There are differences between the programs and discussion ensued regarding what was still needed from Capira and some limitations in BiblioApps regarding events.
 - d) **MLA Conference Discussion:** Carol Dawe mentioned the key-note speaker was great and Stef Reed mentioned they won a MCLS membership while there.
- 13) **PUBLIC COMMENTS:**
- a) Carol Dawe shared that there are 83 participants registered for the Back-to-Basics Reader's Advisory workshop on November 14th.
 - b) Shirley Bruursema shared more on Advocacy Day. Last year Lt Governor Garlin Gilchrist spoke. This year they have invited the governor.
- 14) **NEXT MEETING:** Thursday, December 14, 2023, following the 9:30 a.m. Board Meeting at Kent District Library Service Center
- 15) **ADJOURNMENT:** Cierra Bakavka moved to adjourn at 11:03 am - *motion carried*.

Respectfully submitted by,
Janet Cornell



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT

January 11, 2024

My daughter came “home” from NYC and gave me love, laughter and Covid. I’m no longer positive but I’m struggling with a bit of a relapse with terrible fatigue and a bad cough. It has slowed me down....at least the holiday décor is put away but that’s probably the reason for the relapse.

What you see below is what I provided as a part of my annual performance review for the Board. I have updated it since November 21st to reflect recent changes BUT I think it gives a very good overview of all that has happened in 2023. I know I left out things but it’s a good place to start as we begin 2024. If you take away nothing else, the LLC team and membership- all of us- work together to support each other and it truly is a privilege to be a part of this organization.

Director Evaluation Annual Update: (Updated in bold as of 1/5/2024)

I am pleased with the progress of the strategic plan and know that we will move forward now that we are fully staffed.

2022-2023 was once again a busy year with challenges, major changes, projects and quite a few successes. **There is always room for improvement, especially involving communication.**

I would like to focus on the ILS and working with the entire team to transform how we provide services, training, reports, updates and upgrades and new products and functionality. This affects every member of the LLC staff, including how we budget and bill the membership. This would be the main goal of 2023-2024 and is part of the strategic plan as well.

The entire LLC Staff should be commended for their dedication, professionalism, extraordinary effort, and customer service. We look forward to improving our service model even further to meet the needs of our members.

Staff achievements:

1. Overall Lakeland tech staff worked on the transition to a new ILS manager, keeping all systems running and migrating e-mail for **most of the LLC** libraries with the rest being moved off our existing hosted system in 2024. **Some of our hosted distribution e-mail lists will migrate to Google in 2024. Other options will be explored for sharing information. We have also completed the first stage of BiblioApps implementation by creating Apple and Google Developer Accounts. I never understood the expression “Death by 1,000 cuts until now.” We got through it and have two new cell phones for LLC use as a part of the deal. You can ask but I might ask you to wait for my memoir...Dave mentions in his report he is behind....this is why. He worked non-stop on this along with his other duties.**
2. Jeff and the cataloging services department coordinated the move to the cloud for Overdrive records and **the same will be done for Hoopla without any additional cost.** This will save hours of time, provide immediate access for the public and ensure quality records at the same time. The cataloging staff will continue to load music records for Hoopla. The cataloging backlog is now always under 400 items and many of those are pre-order/on-order items. **This is largely due to the increase in productivity since Allison joined us two years ago! Due to a recommendation from our long time cataloger, Julie, we have changed the way we accept original cataloging at the office to cut down on staff time. Detailed information went out in our December report and is below in Jeff’s report.**
3. The delivery and facilities department, led by Terry Cross, has two new trucks and two new sorters. The building is in great shape and upgrades and maintenance are on schedule. **Due to wage increases, we had a larger pool of applicants and were able to hire extremely competent individuals.**
4. We had another successful audit and have streamlined and enhanced some of our finance and HR procedures. We will continue to do so in 2023-2024. **Janet also onboarded 3 individuals this year and 9 total in the last 3 years.**
5. We have a new logo, and our website has been completely rebranded. Amber also implemented PatronPoint with some roadblocks, but we are continuing to educate the vendor on the needs of shared system customers. **Due to this effort, we will be turning on patron card renewal in January, 2024! BiblioSuggest will also be available for patrons (and staff) by the end of January. (Amber and I have the same cough and recording a video is a bit difficult for her at this moment.) Our CE committee has implemented Lunch and Learn after Advisory meetings and hosted (along with generous**

support from KDL) a back to basics weeding/selection program for over 85 participants in November and other sessions and there is more to come!

6. Nicki has trained library staff in better ways to use Overdrive in terms of selection and ordering and weeding. **LLC now assists our RLA Overdrive partners with statistical reporting for our shared digital content.** We have revamped our group purchase procedures and offerings **and will continue to streamline our processes and product offerings.**

7. We welcomed our new ILS manager, Ann in September. **She is now permanently stateside as of mid-December and lives fairly close to the LLC office! Her assessment of practices that need updating and areas where training opportunities are essential will be introduced at the January 2024 Advisory Council Meeting.**

8. **As mentioned above and in a December email, we are implementing BiblioApps with Bibliocommons for all interested libraries for no additional fees. Bibliocommons has bundled this into our current annual maintenance. As previously mentioned, between this app, Hoopla and Overdrive records and BiblioSuggest, I estimate that the membership has saved between \$80,000 and \$100,000 per year in maintenance costs, depending on which quotes you use from the past 3 years. Either way, it's a huge savings.**

The following are some of the projects, issues, programs, etc. that I worked on directly and in some cases with other LLC staff members, member library directors, staff and boards and our partners.

1. The Plan of Service and Bylaws were completely rewritten and revised in the past two years and submitted to the LM for approval. Georgetown was added as a full board member and an ex officio position was created as well.
2. The LLC strategic planning process was completed last January, and quarterly updates are provided to the board.
3. The Lakeland Circulation, CE, Overdrive and Youth Service groups are now fully member lead committees of the Advisory Council. The summer reading program received donations for the first time in many years.
4. Patmos Library was defunded over book challenges. I spoke at least 4 times within the past year at their board meetings, worked with staff and board member and provided information to the public as well. I was interviewed by Bridge, Grand Rapids Press, NPR, The Washington Post and USA today. The milage has passed and the library can remain a member of LLC. With hope, they can find a director and I will help with this search if asked.

5. Algoma vote on withdrawing from KDL: I spoke with dozens of residents, took meetings with members of both side and prepared documents highlighting our services and the disparity in budgets of our member libraries. I worked with Lance on this as well.
6. Cedar Springs has experienced great upheaval due to a contract renewal with Solon Township. I counseled the board, the mayor, staff and presented at multiple board and city council meetings. The contract has been signed. I am scheduled to do board development in December and with hope assist as they hire a new director.
7. Our long-time ILS manager retired in September. I worked all last year to ensure we had much needed documentation and to find a suitable replacement. Both have been accomplished but now we need to transform how the ILS is managed, updated, and focus on training for member libraires.
8. I completed my term as the Chair of the Michigan Cooperative Directors Association in October. During my two years, we created documents and presentations on intellectual freedom, DEIA, board development, accessibility and created a service document for all 11 cooperatives. We now have committees, chairs and stronger relationships with LM, MLA and MCLS. I attended the LM board meetings several times to represent the MCDA. I also spoke on behalf of the group at MLA and other functions, programs, and events.
9. Muskegon Area District Library, Hackley and White Lake are investigating moving to their own ILS. They approached me midway through last year and I have provided support throughout this process. I am working with Jeff Lezman on cataloging issues as MADL moves to catalog their own collection.
10. I negotiated reduced pricing for our Overdrive Magazine Group and am working closely with Bibliocommons for price restructuring. **(See above)**.
11. I spoke at an ALA preconference for the Library Alliance on Intellectual Freedom and participated in other webinars on this topic throughout the year. I also spoke to the Coopersville and Belding boards on this topic, and I have done general board development at Hastings, Grand Rapids, Coopersville, Salem, Cedar Springs and others. I have advised over 35 member libraries on intellectual freedom; the OMA and other board issues this past year.
12. I am assisting Saugatuck, Coopersville, Fremont, and Flat River in strategic planning including survey creation and focus groups with the board, staff, public and partners. I will begin work with Hesperia, Hopkins, and White Lake in 2024 if their boards move forward with this project.
13. I assisted the City of Hudsonville with their search for a new director and was a part of the team that interviewed and selected the candidate. I did the same for a youth services librarian at Hastings since the director had to recuse herself. I have helped Allendale, Patmos, Cedar Springs, and others peripherally with other hiring and other personnel issues.

14. I recommended and Advisory agreed to cancel the shared mobile app and move to BiblioApps. I will be directly involved in this implementation along with other LLC staff.
15. Standards for libraries need to be a focus for next year. A committee has been formed.

These items along with the strategic plan should provide the board with examples and insight into the duties and responsibilities of the cooperative director and goals for 2023-2024. Please let me know if you have any questions.

Again, I would like to thank Terry, Brian, Ron, Jill, Jeff R, Tisha, Mae, Jeff L., Julie, Allison, Janet, Dave, Amber, Nicki and Ann for all their incredible work this year!

Other Reports:

To:

Cataloging Services Manager - Jeff Lezman

From: LLC Cataloging



Record #

Returning materials called in for Cataloging

Title

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/December 2023 activities

E-mail & telephone consulting contacts: 41

Sierra records manually edited: 99

We added 14,264 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%

November 2023 Statistics

The statistics for November 2023 show an increase in the number of cataloging requests we received, as well as an increase in the number of records cataloged compared to November of last year.

The number of requests to be cataloged in November was up by 7% compared to November 2022. The number of requests received that were already in the database increased by 132%.

The number of records copy-cataloged in November was up by 5% compared to November 2022, while the number of original records cataloged was up by 101%. The total number of records cataloged was up by 12% compared to November 2022.

Cataloging	November 2023	YTD	November 2022	YTD	Monthly %	YTD PCT
Requests Received	1901	3810	1773	3825	7%	0%
Requests already in database	72	180	31	130	132%	38%
Requests to be cataloged	1829	3630	1742	3695	5%	-2%
Copy Cataloging	1727	3510	1651	3699	5%	-5%
Original Cataloging	279	527	139	362	101%	46%
Total Cataloged	2006	4037	1790	4061	12%	-1%

Delivery and Facility Manager - Terry Cross

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

	December – 2023	December – 2022	Difference	% Change
Total Book Bags & Bins	2,534	2,602	(68)	(3%)

In December 2023, there were 2,534 book bags and bins sorted, loaded, and delivered to member libraries. The 2,534 bags and bins that were delivered in December 2023 were 3% less than the 2,602 bags and bins that were sorted and delivered in December 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 137 Mel Cat bins in December 2023. This was an increase of 11 bins as compared to the 126 bins that were received in December 2022. Also in December 2023, we sent out 136 bins, which was an increase of 11 bins as compared to the 125 bins that were sent out in December 2022.

In order for the drivers and sorters to take their remaining time off before the end of the year, I drove for 6 days and sorted for 6 days.

A “Love Your Library” Poly Bag group order was initiated in December 2023. Nine libraries placed orders for a total of 11 cases. In order to get optimal purchase quantity

discounts on the bags and favorable bulk shipping rates, the bags are ordered 3 times per year, in December, April and August. The next order will be in April 2024.

Outside building maintenance in December consisted of cleaning out all of the flowerbeds and removing all of the remaining leaves.

ILS Manager - Ann Langlois

Training: There will be a training on Create Lists in Sierra on Wednesday, January 31 at 2 p.m., and Thursday, February 1 at 10 a.m. for approximately an hour each session. It is a basic introduction and will focus on how to run the New Books No Longer New report as well as some monthly reports that libraries need. This will empower member libraries to run some of the reports that do not require LLC assistance. The session will be recorded and the recording will be shared afterward for those unable to attend in real time.

Placing holds in Sierra: when using Sierra to place a hold, please use the bibliographic level hold in most cases, which is the “hold copy returned soonest” button. The benefit is that the patron will receive the book faster and there’s less chance of a fallen hold as the other types of holds, item level. only hit the paging list once. Occasionally an item-level hold is required, such as staff needing to get a certain copy of a book back for a repair; the “hold selected item” button will be chosen only in cases like those.

Linking patrons: several library staff members have requested a way to link patron and minor child accounts. There is a way to do this via the “linked patrons” feature in circulation. Only library staff will be able to see the link; it will not show up in Bibliocommons/the OPAC for patrons.

Documentation: a major goal of mine is to update and streamline existing documentation, and create it where it is needed, in consultation with the members.

Finance and Human Resources Specialist - Janet Cornell

December was a short and busy month, with much of my time used looking into QB Alternatives. After sending out the QB survey to our members in November, I was surprised that about 30 percent of our membership uses QB in one version or another. Of those members, about 10 were informed about the required switch that needs to be made before May 2024, which also justified spending some time on this project. Although there are plenty of accounting software programs available, I focused my search on programs that would be affordable and offered tools necessary in governmental accounting – including budgeting, reports, payroll, and fund accounting. I was able to set up some demos with vendors featuring their software capabilities, and I have compiled an Excel spreadsheet detailing the programs I investigated. If you would like to receive a summary of my findings and did not receive my follow-up emails with them, please email a request to me and I will forward you the results and links to the demos.

I have received communications from our auditor to complete the field work on FY2022-23. They were as backlogged as I was in December, so this work will be done in early January with audit results ready to present at the March meeting.

IT Manager – Dave VanderGraaf

BiblioApp

Phase1 “prep” has been completed, and Biblio now has access to Lakeland Library Cooperative’s Google and Apple developer accounts.

EZproxy

Now with a paid company account with Google, changes are currently being made to address issues when using NewYork Times access.

Email Migration Project

Although nearly all locations have been completely migrated, I am behind on following up with directors individually as previously stated last month. Please look for an email from me within the next two weeks.

December help desk tickets created: 145

December help desk tickets closed: 132

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

Member Services Manager = Amber McLain

BiblioSuggest is working as expected with our test libraries. As soon as I am able to record a training webinar (which will be available on demand), I will get that content out to you all so you may train your staff. After that, we will turn the function on for all libraries and you may begin advertising it to your patrons and begin working it into your workflows.

PatronPoint

Great news! We have worked out the kinks with Patron Point - it took them totally overhauling how their auto-renew code was written, but it’s been done! We are planning on turning the service on on the 15th (After the Advisory meeting discussion) and working out any bugs that come up from there.

Continuing Education & Training

Please keep an eye on the Lakeland calendar and your emails! The Continuing Education committee is working to provide training opportunities this year, with topics ranging from outreach to AI and more. Additionally, now that Ann is on board, she and I will work towards hosting more foundational training in the near future.

Respectfully submitted,

Carol Dawe