



LAKELAND LIBRARY COOPERATIVE

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ADVISORY COUNCIL MONTHLY MEETING

Thursday, February 8, 2024
Following the 9:30 a.m. Board Meeting

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 JANUARY 11, 2023 (m) PAGES 2
- 5) COUNCIL PRESIDENT REPORT – Mary Cook, Chair
- 6) BOARD REPORT – Lance Werner, Board President (i)
- 7) ILS MANAGER’S REPORT (i) PAGES 3-8
 - a) Report Training
 - b) Sierra Upgrade
 - c) Items not checking in
- 8) MEMBER SERVICE MANAGER REPORT (i) PAGES 3-8
 - a) Patron Point
 - b) BiblioSuggest
- 9) COOPERATIVE DIRECTOR’S REPORT (i) PAGES 3-8
 - a) E-mail and Distribution Lists
 - b) BiblioApps
- 10) COMMITTEE REPORTS
- 11) CE Committee Minutes for January 25, 2024 (f) PAGES 9-10
- 12) OTHER REPORTS (If representatives are present) (i)
 - a) MLA Legislative Committee Report –Dale Parus
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, March 14, 2024, following the Board Meeting at Kent District Library Service Center and including Lunch and Learn on Outreach starting approximately at 11:15.
- 15) ADJOURNMENT (m)

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, January 11 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: Mary Cook (OG), Stef Reed (MG)

Lakeland Staff Present: Carol Dawe, Ann Langlois, Amber McLain

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:05 by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Peggy Hemerling moved, supported by Matt Lubbers-Moore to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) Lance Werner highlighted that the DiMattia award is accepting nominations at the moment
 - b) Tiffany Chase discussed her grad paper for her MLIS and is collecting real use stories from the field for it.
- 4) **APPROVAL OF MINUTES:** Jessica Hunt moved, supported by Cierra Bakovka, to approve the Advisory Council minutes from November, as presented – *motion carried*.
- 5) **President Report:** Nothing
- 6) **BOARD REPORT:** Lance said Happy New Year
- 7) **ILS MANAGER'S REPORT:** Ann Langlois introduced herself, discussed her experience, and expressed excitement to be here. Ann also discussed the linking of accounts in Sierra – this led to a lengthy discussion on ethics and legalities of linking families vs households vs adults. Ann then went on to discuss having Standard Operating Procedures for Circulation and Patron Registration.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Amber went over BiblioSuggest coming soon, Patron Point auto-renew being turned on on Monday, and new training coming in the near future.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol spoke about how Hoopla cataloging records will be on Bibliocommons but not in Sierra and this is currently in testing with Herrick. Carol also spoke about how the costs for BiblioApps is being folded into our annual maintenance. The Lakeland BiblioApp is projected to be pushed out in March.
- 10) **COMMITTEE REPORTS:**
 - a) **None**
- 11) **OTHER REPORTS:**
 - a) **MLA:** Dale was absent
- 12) **PUBLIC COMMENTS:**
 - a) Jen Salgat mentioned that Unique management is raising their price if they don't get access to patron emails.
 - b) Peggy Hemerling requested that we have a discussion about hotspot lending because Hastings is having a hard time getting them back. She also shared that Hastings' window project is going well, but is delayed.
- 13) **NEXT MEETING:** Thursday, February 8, following the 9:30 a.m. Board Meeting at Kent District Library Service Center
- 14) **ADJOURNMENT:** Cierra Bakovka moved, supported Mary Johnson adjourn at 11:00 - *motion carried*.

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT February 8, 2024

It's Friday morning and I am finishing up the packets. Last month I included detailed information from my annual evaluation to help explain all the projects that we are undertaking. This month, please read the January quarterly update to the strategic plan included in the packet. We are a year in and I'm very pleased with our progress and hope you are too. I also remind you to read this entire report and attend the meetings so that you can ask questions, network and keep up to date with all that is going on within Lakeland.

The e-mail project has turned a corner, and I am confident we will meet the May 1st deadline. We made progress just yesterday looking at distribution list options and as you know, March 1st we stop forwarding e-mails and your relationship with Zimbra and lcoop.org as your domain name is OVER. Have one more Valentine's day and then move on, please. 😊 In all seriousness, thank you all for your help and understanding with all of this. Dave's report has more details and I'll provide new details at the meeting as they come in.

Amber has rolled out patron renew with PatronPoint and BiblioSuggest with Bibliocommons. She is making the buttons for Bibliocore for each requesting library as we speak! Let her know if you want one, if you haven't already. PatronPoint continues to be a challenge for some libraries. Please remember that technology is not easy and neither is change. Sometimes the combination of both can be exasperating but we have a lot of materials to help with training.

Ann completed two trainings on "Create List" and there will be more to come. Initial reviews have been very positive. Ann's report is full of information!

Janet is in audit mode and making it easier for the rest of us. We are working on internal procedures too. The processes work, but we need to be sure they are all documented and things change so much that this is and must be an ongoing task. We are also working on password inventories and procedures.

Jeff is helping Muskegon become a cataloging center. I am interested to see what this does to our cataloging going forward. It will take at least 6 months of full cataloging to look at the impact and if there are opportunities for pricing changes. The new procedures for original items seems be working well for Jeff, Julie and Allsion.

Nicki is continuing her work on group purchases. She is also working on stats that we will share with all of you. (Read below.) Nicki is also our chief tester of BiblioApps. She jumped right in. More below in her report too.

Terry and I had a long talk about routes and delivery options. It's a complicated process to change or add or delete routes. Once we know Hackley, Muskegon and White Lake's decision we can delve further into different scenarios and what is necessary and feasible. Meanwhile delivery of items is up slightly and the team is working so well together and the building is humming along too.

Other items of note:

I highly recommend Ashland Auto Parts in Grant, Michigan. Curtis was a superhero when he pulled my car and me out of a snow drift on January 16th. (3 other cars went in soon after...it was drift not my driving.) I was only 15 minutes late to my appointment at Hesperia but I did miss a phone appointment...everyone driving by was so kind...good people everywhere and this is a great reminder of it.

The next day I was in Saugatuck and Ingrid, and I presented their strategic plan to their board. They are working on the graphics and then it's ready to go! Now the work begins. I continue to work with Flat River, Coopersville and Freemont and have added White Lake and Hesperia. Hastings is also on the docket.

BiblioApps is being tested by our 20 testers. We just got started (it took 3 e-mails from me because I was showing my impatience with the universe) but we have a document from Cincinnati Public that everyone can use which should streamline the process. Our first pass will finish 2/8 and then we will keep going until the bugs are out. We will give you more information on the go-live date but 3/15 is still the goal!! Setting up those developer tools was similar to root canal but Dave and I persevered.

We've instituted a weekly Tuesday morning meeting with Amber, Ann, Dave, Jeff, Nicki and me so improve communication and keep us all updated. Our monthly meetings, which include Terry and Janet will now be on the 4th Thursday of the month instead of after the Board and Advisory Meetings. It was too much for one day with Lunch and Learn being added.

Standards are still on my list, and I will get the committee involved in March or April at the latest.

I completed a 3 part "Conversation on Race" hosted by TLN on Tuesday evenings in January. Ann also attended. I would like to create a sub-group within LLC to work with TLN on this. They truly are leading the way and if there are interested directors, I think TLN's work would be very instrumental in moving any library forward without us reinventing the wheel. Please let me know if you are interested.

As many of you know, LM has graciously partnered with Kristin Fontichiaro and the University of Michigan's School of Information on a one year program on the "Post-Pandemic Public Library." There are 4 cohorts of 25 library directors, but the Michigan cooperative directors were invited to audit the course. I believe all of us are attending. It's once a month for 90 minutes (on various Fridays at various times) and the first session was very impactful. I know there are at least 3 LLC directors in my co-hort. Please let me know if you are in another co-hort. Perhaps we could all share something with Advisory on an ongoing basis. I really loved the 2 minutes of uninterrupted speaking in the breakout session. Active listening is so beneficial.

Speaking of cooperative directors, we have changed our name. The Michigan Cooperative Directors Association is no more. We are now the "Library Cooperatives of Michigan." It always bothered us that "Library/ies wasn't in the name!" See what a committee can do!

Thank you all again for getting your state aid report in, in record time! Other coops were not so lucky, and it was pretty stressful for them. Thank you all!

Patmos is looking for a new director. Although I am not involved in that search, it is posted on our website, along with the Cedar Springs opening. I am helping with that search. I was pleased with the salary increase. It's a start and the board there is very strong now and working together to move this library forward.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

On January 11, Jeff Lezman participated in the LLC Lunch 'n Learn presentation on "Library of Things." The cataloging portion of the presentation detailed the best practices for creating brief bibliographic records for Library of Things materials, and a new procedure for adding images to Library of Things records for display in Bibliocommons.

January 2024 activities

E-mail & telephone consulting contacts: 21

Sierra records manually edited: 46

We added 3,672 Hoopla records to the database.

December 2023 Statistics

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

The number of requests to be cataloged in December was down by 9% compared to December 2022. The number of requests received that were already in the database decreased by 35%.

The number of records copy-cataloged in December was down by 11% compared to December 2022, while the number of original records cataloged was down by 9%. The total number of records cataloged was down by 11% compared to December 2022.

Cataloging	December 2023	YTD	December 2022	YTD	Monthly %	YTDPCT
Requests Received	1344	5154	1494	5319	-10%	-3%
Requests already in database	34	214	52	182	-35%	18%
Requests to be cataloged	1310	4940	1442	5137	-9%	-4%

Copy Cataloging	1269	4779	1432	5131	-11%	-7%
Original Cataloging	210	737	230	592	-9%	24%
Total Cataloged	1479	5516	1662	5723	-11%	-4%

Delivery & Facility Manager - Terry Cross

January 2024 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland

	January – 2024	January – 2023	Difference	% Change
Total Book Bags & Bins	3,181	3,100	81	3%

In January 2024, there were 3,181 book bags and bins sorted, loaded, and delivered to member libraries. The 3,181 bags and bins that were delivered in January 2024 were 3% more than the 3,100 bags and bins that were sorted and delivered in January 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 166 Mel Cat bins in January 2024. This was an increase of 11 bins as compared to the 166 bins that were received in January 2023. Also in January 2024, we sent out 164 bins, which was an increase of 5 bins as compared to the 159 bins that were sent out in January 2023.

In January, I covered for driver and sorter time off and drove 2 days and helped sort a couple of days.

Concern was expressed by a member library this month about the bags being filled too full which resulted in a damaged item. The issue was addressed and please feel free to let me know if you have any concerns and or questions about delivery to your library.

Staff reviews for 2 full-time drivers and 4 part-time sorters were completed in January. There were no significant issues noted and we are very fortunate that all of the staff demonstrated excellent reliability, dependability, punctuality, and attendance.

Group Purchases that occurred in January included the distribution of 11 cases of the Love My Library Poly Bags, distribution of a group VOX Book order, and 14 Labor Law posters were ordered. Also in January, a half-dozen Library Pass-Through supply orders were filled. As a reminder, Lakeland provides some supplies free of charge for its member libraries. The supplies can be ordered by completing the Online Supply Form that is on the Lakeland website. Some of the supplies include Delivery Transfer Slips, Non-Resident Cards and Barcodes, Patron Registrations for Adults and Minors, Temporary Cards and Barcodes, MILibraryCard Cards and Barcodes, and Michigan Activity Pass Postcards.

The generator is maintained by Wolverine Power Systems who performs bi-annual service consisting of Minor Maintenance and Major Maintenance. The Minor Maintenance was performed in this month and there were not any problems noted on the Maintenance Inspection Report.

Digital Services Specialist – Nicki Johnson

In January, a Creativebug subscription was started for several libraries and Transparent Language was renewed.

I am working on breaking down the 2021-22 State Aid Survey numbers to a more useful spreadsheet. Soon, we be able to review Lakeland's stats by class and as a whole co-operative.

Finance & HR Assistant - Janet Cornell

Much of the field work for the audit is completed though we should be following up with the auditors this month to finalize any questions and to make any adjusting entries.

End of the year payroll is completed with tax forms mailed or submitted online. Final withholding reports for state and local tax agencies will be completed this month.

I have started to review our internal financial procedures to update changes and document how these procedures are performed for continuity and for succession purposes. We are utilizing more online capabilities with our vendors and banking transactions for security reasons. These are being reviewed to make sure there is oversight and control measures in place according to our policies and for efficiency.

IT Manager – Dave VanderGraaf

Email migration is on schedule, with preparations being made for Lakeland distribution list changes (see email recently sent out to llc_all regarding a temporary workaround) and accounts. This project will be worked on with assistance from Nick Heimler, and more changes will be made over the next couple of months.

I will be on vacation (out of state) February 15-25. Please continue to use tech-help@llcoop.org as Lakeland staff and Nick Heimler will be covering my responsibilities in my absence.

January tickets created: 199
January tickets resolved: 212

ILS Manager – Ann Langlois

Training: on January 31 and February 1, I conducted training called *Create Lists: A Basic Introduction to Some LLC Reports*. Both sessions were well-attended and even though most participants were already familiar with the create lists function in Sierra, they mentioned that they learned some new information.

Monthly reports: each month, I run hundreds of lists for monthly reports for the member libraries. To empower LLC members, we are going to shift some of the reports back to the libraries so the reports can be run on a schedule that best fits them. These reports/processes don't require any additional processes done by our office (such as rapid updating or batch checkin) and include New Books No Longer New and the Status L/M/Q reports. The end of January training is part of this project to ensure that all members know how to use saved queries to get the data. I will also send directions on how to run each list/report and will be available to help with questions and will ask the libraries to start this project in February by running the StatusL report (covered in the training).

Linking patron accounts: in the January meeting I mentioned there is an option in the patron's record to link one account to another under the "linked patrons" tab. This feature allows staff to go directly to see, for example, a minor child who's linked to the guardian's account and to click there to be taken directly to the other patron record. These links are viewable only to library staff and do not show up in the patron's online library account. There are many details to work out with offering this feature, such as who can be linked, and we will work on this some more in our office and bring a proposal to the membership in April's meeting.

Documentation: as mentioned in the January meeting, my goal is for LLC to offer members more documentation/instructions on how to use Sierra, and to also standardize the ways we are doing things. In February's Circulation Committee meeting we'll begin this work.

Checking in items in Sierra: a library staff member reported that even after checking items in on Sierra, they're finding that some items don't fully check in. LLC office colleagues who've worked at member libraries confirmed that they have seen the issue. I experienced the this at my former job too; what we asked our libraries there to do, and what I'll ask LLC members to do, is to hit the "close" button in the "Check-In (No Patron)" after 5 items scanned or so and also if pausing checking in, instead of having checked in items remain on the screen. Sierra doesn't fully process the check in transaction until the "close" button is clicked.

Sierra upgrade: I'm working with iii to schedule an upgrade, possibly near the end of February. When we confirm a date I'll send everyone an email with more information. Version 6.0 isn't a huge departure from our current version of Sierra, but includes some neat new features: staff can find out when item's status (i.e. on shelf, checked out, etc.) change happened; this is more granular than the "last updated date" at the top of the record (which could have been a checkout, being made to withdrawn, etc.). One can also view the patron record from the hold screen by right clicking; before one had to switch over to circulation and look up the patron.

Member Services Manager – Amber McLain

Hi All,
It's been an incredibly busy month here at Lakeland!

BiblioSuggest

The BiblioSuggest module has been turned on for everyone's BiblioCommons instance and is ready to be advertised to patrons. If you do not have your admin login for BiblioCommons or need a refresher on the training for BiblioSuggest, please shoot me an email and I will get you that information. As a reminder, there are some patron training materials at <https://llcoop.org/bibliosuggest/>.

Patron Point

Auto-Renew is on and it is working. ~800 Patrons have gone through the pipeline so far and have either been renewed or notified that their card has expired. We will continue to monitor how this new function is performing.

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Respectfully submitted,

Carol Dawe

Lakeland Library Cooperative
 Continuing Education Committee January 25, 2023 at 1:00 pm
 (via Zoom)
 Chair: Alison Anderson
 Vice Chair: Ingrid Boyer

Agenda

- I. Call to order and roll call
- II. Additions or deletions to the agenda
 - a. Added "Results of Youth Services Survey" under Ongoing/New Business
- III. Approval of the agenda (Motion)
 - a. Cierra motioned to approve the agenda, Rob seconded
- IV. Review and Approval of the minutes from December 1, 2023 (Motion)
 - a. Cierra motioned to approve the minutes, Jill seconded
- V. Updates from the Cooperative Director
 - a. Michigan Cooperative Directors Association changed their name to Library Cooperatives of Michigan
 - b. Opening up programs to members of other cooperatives was discussed
 - i. Fees for doing this was discussed, along with where that money would be applied
 - ii. Lakeland would have priority for signups
- VI. Ongoing/New Business
 - a. Planned Program Updates
 - i. Lunch and Learn
 1. January - Library of Things
 - a. Feedback
 2. March – Outreach
 - a. Stef Reed
 - b. Jackie Roseberry
 3. May – Social Media
 - ii. Communication/Marketing plan
 - a. Amber shared documents from the one-day intensive she attended, and shared the documents from the event. (Link removed.)
 - iii. Book Discussion – Tabled
 - b. New ideas?
 - i. Spring Slate
 1. AI Programs/VR Programs
 - a. Program is Scheduled for April 10 at 2 PM - AI in Libraries: A Practical Guide for Non-Techies
 - b. We are considering opening this up to other cooperative
 2. Youth Services Program?
 - c. Finding existing webinars for the suggested topics in the brainstorming document
 - i. This has not been done yet

- ii. Goal is to complete a knowledge base of existing content to not reinvent the wheel
 - d. Compiled List of Member-Suggested Programs
 - i. An in-service day was discussed at length – topics, locations, and other logistics
 - e. Getting Support Staff Involved in Programs
 - f. Results of Youth Services Survey
 - i. We went over the results of the survey conducted by Ingrid
- VII. Next Meeting Date: February 22, 2024, 1 PM
- VIII. Adjournment (Motion)
 - a. Rob made a motion to adjourn the meeting, Matt seconded