LAKELAND LIBRARY COOPERATIVE
LEADING • LEARNING • LENDING

BOARD MONTHLY MEETING

Thursday, February 8, 2024
9:30 a.m.
ADVISORY COUNCIL 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 TO BOARD PRESIDENT/COOPERATIVE DIRECTOR**

4) **PUBLIC COMMENTS**

5) **APPROVAL OF MINUTES**

   a) January 11th, 2023, Unofficial Board Minutes   *(m)*   PAGES 2-3

6) **FINANCIAL REPORT**

   a) January Financials and monthly check registers   *(m)*   PAGES 4-9

7) **PRESIDENT'S Report**   *(i)*

8) **COOPERATIVE DIRECTOR'S REPORT**   *(i)*   PAGES 10-15

9) **COUNCIL/COMMITTEE REPORTS**

   a) November 9th, 2023, Advisory Council Minutes   *(i)*   PAGES 16-17

10) **NEW BUSINESS**

    a) **Strategic Plan Quarterly Update**   *(i)*   PAGES 18-25

11) **PUBLIC COMMENTS**

12) **BOARD MEMBER COMMENTS**

13) **NEXT MEETING: March 14th at the Kent District Library Service Center**

14) **ADJOURNMENT**   *(m)*

LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, January 11 at 9:30 a.m.
Kent District Library Service Center

Present: Diane Kooiker (HO), Ron Suszek (MADL), Joe Zappacosta (SM), Lance Werner (KDL), Carol Dawe (LLC), Maggie McKeithan (OS), Rob Bristow (OG), Kerry Fountain (IS/IV), John McNaughton (GRPL)
Lakeland Staff Present: Amber McLain, Ann Langlois
Absent: Dale Parus (IC)

1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 by Lance Werner.
2) **APPROVAL OF AGENDA:** Maggie McKeithan moved, supported by Rob Bristow**,** 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:** Maggie McKeithan moved, supported by Rob Bristow, to approve the board minutes from November 9, 2023 - c*arried.*
6) **FINANCIAL REPORT:**
   a) November & December Financials and Check Register: Ron Suszek moved, supported by Maggie McKeithan to approve the November & December Financials as presented - *motion carried.*
7) **PRESIDENT'S REPORT**
   a) Lance spoke about the evaluation process for Carol as the Cooperative director.
   b) Lance also spoke about the sub-committees of the board and their appointees.
   c) Lance informed the board that the Kent County Commission did not re-appoint Shirley Bruursema, therefore she is no longer an ex-officio member of this board.
8) **DIRECTOR'S REPORT**
   a) Carol spoke about the need for more consistent communication, and encouraged everyone to read the minutes and reports that LLC puts out.
   b) Carol also encouraged everyone to take part in the advocacy day coming up.
   c) Carol also highlighted an event that TLN is hosting on race and encouraged attendance.
9) **COUNCIL/COMMITEE REPORTS**
   a) None
10) **PUBLIC COMMENTS:**
   a)
11) **BOARD MEMBER COMMENTS:**
   a) Diane Kooiker – Herrick is finishing up the first phase of their renovation and hoping to be done within a month. Completed renovations projected by September.
   b) Ron Suszek – None
   c) Joe Zappacosta – Currently conducting a needs assessment and then will set goals, focusing on the annex building that Hackley owns.
   d) Maggie McKeithan – Maggie shared news on Spring Lake's renovations and also shared a book called *I Didn't Think of It That Way* by Monica Guzman.
   e) Rob Bristow – None
   f) Kerry Fountain – Kerry shared that IS/IV is also deep in renovations.
   g) John McNaughton – None, but happy to see everyone in person
   h) Lance Werner – KDL is calling 2024 the year of gratitude and is focusing on the loneliness epidemic. KDL is also focusing on esports.
12) **NEXT MEETING:** Thursday, February 8**,** at 9:30 a.m. at Kent District Library Service Center.

13) **ADJOURNMENT:** John McNaughton moved, supported by Rob Bristow, to adjourn at 9:52 - *motion carried.*

Respectfully submitted by,
Amber McLain

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of January 31, 2024

ASSETS

Current Assets

  Checking/Savings

001 · Checking Accounts	168,113
002 · Savings Accounts	281,117
Total Checking/Savings	449,230
Accounts Receivable	12,826

  Other Current Assets

084 · Due from Other Funds	74,429
123 · Prepaid Expenses	64,084
Total Other Current Assets	138,513
Total Current Assets	600,569
Fixed Assets	318,585
TOTAL ASSETS	**$ 919,154**

LIABILITIES & EQUITY

Liabilities

  Current Liabilities

    Other Current Liabilities

214 · Due to Other Funds	604
231 · Payroll Liabilities	4,500
237 · Benefit Liabilities	6,683
Total Other Current Liabilities	11,787
Total Current Liabilities	11,787
Total Liabilities	11,787

Equity

370 · Nonspendable Funds	88,574
371 · Property	318,585
390 · Unassigned Funds	792,063
399 · Net Position - Unrestricted	47,793
Net Income	(339,647)
Total Equity	907,368
TOTAL LIABILITIES & EQUITY	**$ 919,154**

Lakeland Library Cooperative
Operating Budget vs. Actual
October 2023 through January 2024

	YTD	Budget	%
Income			
566 · State Aid Revenue	-	709,000	0.0%
631 · Administrative Services	58,968	139,186	42.4%
632 · Delivery Services	55,203	117,496	47.0%
633 · ILS & IT Services	296,818	565,273	52.5%
665 · Interest Revenue	8,501	5,000	170.0%
672 · Other Revenue	125	100	125.1%
Total Income	$ 419,614	$ 1,536,055	27.3%
Expense			
702 · Salaries & Wages	248,522	811,730	30.6%
710 · Benefits	54,919	153,750	35.7%
719 · Mileage	793	3,500	22.7%
720 · Professional Development	1,353	9,000	15.0%
726 · Supplies	624	3,840	16.2%
801 · Professional Services	1,528	26,740	5.7%
810 · Insurance	17,821	17,480	102.0%
817 · ILS & IT Expenses	371,585	400,305	92.8%
831 · RIDES	-	8,580	0.0%
860 · Delivery Expenses	7,245	57,555	12.6%
880 · Member Development	1,860	6,000	31.0%
920 · Facility Expenses	8,383	37,575	22.3%
Total Expense	$ 714,633	$ 1,536,055	46.5%
Net Ordinary Income	$ (295,019)	$ -	100.0%
Other Expense			
995 · FB Transfers Out	45,000	45,000	100.0%
Total Other Expense	$ 45,000	$ 45,000	100.0%
Net Income	$ (340,019)	$ (45,000)	755.6%

Lakeland Library Cooperative
Operating Checks for the Month
As of January 31, 2024

Date	Name	Memo	Account	Amount
001.01 · Main Checking-Sweep Acct				
01/02/2024	Payroll		-SPLIT-	19,916.10
01/02/2024	United States Treasury		Payroll Liabilities	6,426.02
01/02/2024	MERS 401/457		Payroll Liabilities	1,905.14
01/10/2024	Shoutbomb LLC		Shoutbomb	5,856.00
01/11/2024	Berger Chevrolet		Vehicle Repairs/Maintenance	107.21
01/11/2024	Consumers Energy		Utilities	395.61
01/11/2024	Granger	Trash removal	Facility Contracts	114.63
01/11/2024	Healthiest You	Telehealth	Benefits	76.50
01/11/2024	Mitel		Telephones	487.14
01/11/2024	SS Power Wash	Truck wash	Vehicle Repairs/Maintenance	90.00
01/12/2024	MERS	Pension	Benefits	4,840.70
01/12/2024	State of Michigan--Vendor		Payroll Liabilities	2,020.11
01/12/2024	MI-Unemployment Insurance		Payroll Expenses	261.00
01/12/2024	Coverall - New Dreams, Inc.	Janitorial Services	Facility Contracts	170.00
01/12/2024	Wolverine Power Systems, Inc.	Generator Maintenance	Facility Contracts	380.00
01/12/2024	VanderGraaf, David - Vendor	Mileage and supplies	-SPLIT-	68.04
01/12/2024	Comcast-XLine	Cell lines	Telephones	231.90
01/12/2024	Comcast-Data Lines	Data Lines	IT Operations	575.00
01/16/2024	Payroll		-SPLIT-	19,928.43
01/16/2024	United States Treasury		Payroll Liabilities	6,432.76
01/16/2024	MERS 401/457		Payroll Liabilities	1,905.14
01/24/2024	BiblioCommons Corp.	BiblioApp install & Bibliocore	-SPLIT-	114,673.42
01/24/2024	Dell Business Credit	Staff monitors	IT Operations	993.91
01/24/2024	Delta Dental	Dental/Vision insurance	Benefits	385.89
01/24/2024	The Library Network - TLN	MI Activity Pass	Memberships	478.13
01/25/2024	Aflac		Payroll Liabilities	403.82
01/25/2024	Amazon	Office Supplies	Supplies	37.48
01/25/2024	BCBS	Health insurance	Benefits	2,518.30
01/25/2024	BCN	Health insurance	Benefits	5,014.61
01/25/2024	Cintas	Floor mats	Facility Contracts	119.20
01/25/2024	DTE Energy		Utilities	335.50
01/25/2024	DTE Energy		Utilities	60.37
01/25/2024	First National Bank	Conferences, IT, supplies, fees	-SPLIT-	772.04
01/25/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	557.51
01/25/2024	Grand Rapids City Treasurer		Payroll Liabilities	294.78
01/25/2024	Standard Insurance - MERS group	LTD/Life insurance	Benefits	291.97
01/26/2024	Grand Rapids Income Tax Dept.		Payroll Liabilities	109.98
01/26/2024	Walker City Treasurer		Payroll Liabilities	254.83
01/30/2024	Payroll		-SPLIT-	20,117.91
01/30/2024	United States Treasury		Payroll Liabilities	6,619.50
01/30/2024	MERS 401/457		Payroll Liabilities	2,294.89
			TOTAL	**228,521.47**

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of January 31, 2024

	Pass Through	Capital
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · **Fund - Checking**	37,994	1,637
001.3 · **eCommerce - Checking**	8,456	
Total 001 · Checking Accounts	46,450	1,637
002 · Savings Accounts		57,831
Total Checking/Savings	46,450	59,468
Accounts Receivable	2,568	
Other Current Assets		
084 · **Due From Other Funds**	604	
123 · **Prepaid Expense**		10,712
Total Other Current Assets	604	10,712
Total Current Assets	49,622	70,180
TOTAL ASSETS	$ 49,622	$ 70,180
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Other Current Liabilities		
214 · **Due To Other Funds**	40,000	34,429
Total Other Current Liabilities	40,000	34,429
Total Current Liabilities	40,000	34,429
Total Liabilities	40,000	34,429
Equity		
370 · **Nonspendable Funds**		10,350
390 · **Unassigned Funds**		1,591
399 · **Net Position - Unrestricted**		44,384
Net Income	9,622	(20,573)
Total Equity	9,622	35,752
TOTAL LIABILITIES & EQUITY	$ 49,622	$ 70,180

Lakeland Library Cooperative
Pass Through & Capital Budget vs. Actual
October 2023 through January 2024

8

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	2,039	8,700	23.4%			
629 · Group Collections	45,100	92,000	49.0%			
635 · Group Services	7,613	86,000	8.9%			
637 · Ecommerce Fines	15,092	28,000	52.7%			
645 · IT Services	-	350	0.0%			
665 · Interest Revenue				950	2,000	47.5%
672 · Other Revenue	-	750	0.0%			
677 · Group Training	1,675					
Total Income	$ 71,518	$ 215,800	33.0%	$ 950	$ 2,000	47.5%
Expense						
728 · Library Supply Expense	2,039	8,700	23.4%			
729 · Collection Expenses	44,019	92,000	47.8%			
805 · Group Subscriptions	7,613	86,000	8.9%			
807 · Fines Paid	6,551	28,000	23.4%			
830 · IT Services Expense	-	350	0.0%			
880 · Member Development	1,675					
969 · Other Services	-	750	0.0%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				-	7,500	0.0%
975 · Technology				66,523	85,000	78.3%
Total 970 · Capital Outlay	-	-	0.0%	66,523	92,500	71.9%
Total Expense	$ 61,896	$ 215,800	28.7%	$ 66,523	$ 92,500	71.9%
Net Ordinary Income	$ 9,622	$ -	100.0%	$ (65,573)	$ (90,500)	72.5%
Other Income						
699 · Fund Balance Transfers In				45,000	90,500	49.7%
Total Other Income	$ -	$ -	0.0%	$ 45,000	$ 90,500	49.7%
Net Income	$ 9,622	$ -	100.0%	$ (20,573)	$ -	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
As of January 31, 2024

Date	Name	Memo	Account	Amount
001 · Checking Accounts				
001.11 · Checking - Pass Through				
01/10/2024	Better Containers Mfg	library bags	Library Supplies	1,869.57
01/12/2024	Library Ideas, LLC	VOX books	Group Collections	1,769.84
01/24/2024	Transparent Language Inc.		Group Subscriptions	7,612.50
01/25/2024	OverDrive	1720-0002	Group Collections	26,235.82
01/26/2024	Library Ideas, LLC	VOX books	Group Collections	1,003.16
			Total 001.11 · Checking - Pass Through	38,490.89
001.12 · Checking - Capital				
			Total 001.12 · Checking - Capital	0.00
			TOTAL	**38,490.89**

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 llcoop.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, alone 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
ADVISORY COUNCIL MINUTES – Approved
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) **COMMITEE 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
LEADING • LEARNING • LENDING

Activity Plan
2023 – 2025
January 2024 UPDATE

Staff Key:
CD=Cooperative Director
CS=Cataloging Services
DS=Digital Services
FD=Facilities & Delivery

FHR=Finance & Human Resources
IT=Information Technology
ILS=Integrated Library System
MS=Member Services

* All staff members report to Cooperative Director
Grey shading means completed.
Current/New Activity is in bold text.

LEADING

Goal 1.1 Ensure barrier-free, two-way communication between members and with LLC.

Activity	Staff Responsible	Timeline	Update
Develop a Communication Plan that includes email and other upgrades to improve access to information, troubleshooting, and networking	LLC Team	Begin 4/1/2023	Starting to look at samples, get team input etc. Entire team working to support Dave as he works with Nick Heimler. 19 libraries are complete as of 10/31. 4 in process with 13 more to do! Looking and testing options for distribution lists. Amber and Carol are participating in a workshop on communication plans to move

			us forward. **We are getting closer. Forwarding from Zimbra to the new e-mail platforms for each library stops 3/1. We have had to rework the distribution lists and a detailed memo went out on 1/30. The team is working on best practices for distribution lists or other options. We will now focus on migrating LLC staff/lists to Google Workspace.**
Consider a platform like Slack, Jira or Teams	IT, MS	Begin 4/1/2023	Waiting for input from new ILS manager. **LLC Team will address this as we move forward with e-mail.**
Update LLC marketing/promotional materials	CD, FD, MS, DS, IT	Completed by 12/31/2023	This project is completed and we will continue to add branding as needed.

Goal 1.2 Model diversity, equity, and inclusion practices for deeper understanding of the library's role in embracing inclusion in all aspects of their operations.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Review LLC policies for DEI practices and integration	CD, MS, FHR	TBD	**Looking at cataloging and budgeting and other standards for equity among members**
Review marketing language	CD, DS, FHR, MS	TBD	
Support members in learning about and integrating DEI practices	CD, FHR	Ongoing	LLC Director attends MCDA DEI meeting. Group provided

			an "Anatomy of a Collection Development Policy" and on an Accessibility Policy draft which will be shared in late November. **I just attended "Conversations on Race," a 3-part evening program hosted by TLN and will be sharing that information as well. Nicki is reworking the 2021-2022 LM State Aid Survey Data for LLC Libraries and that will be available in April. This addresses equity in terms of budgets, millages, etc.**

Goal 1.3 Incorporate intellectual freedom into our Plan of Service, bylaws, policies, and training plans.			
Activity	**Staff_Responsible**	**Timeline**	**Update**
Consult ALA Office for Intellectual Freedom and other partners for resources and guidance	CD, DS, FHR	TBD	**As needed.**
Conduct an audit/review of all bylaws, policies, and training plans	CD, DS, FHR	TBD	
Edit and update bylaws, policies, and training plans to incorporate intellectual freedom concepts and practices	CD, DS, FHR	TBD	Bylaws and Plan of Service completed. **We are still waiting on LM for approval of our recent POS changes.**

LEARNING

Goal 2.1 Create comprehensive training to provide a multi-format, standardized curriculum for member library staff.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Create a training plan - consider different levels of staff, web portal and corresponding curriculum that incorporates on-demand, remote, regional, and in-person training for the current ILS, reports and statistics and other requests from recent and future surveys with built in measurements from evaluations/surveys for every session	MS, LLC TEAM	Begin in 10/2023 Late 2nd Quarter	Amber has a template ready. Waiting for Ann to arrive and for them to do a needs assessment and then begin to create a calendar etc. **Ann and Amber have offered their first 2 sessions and will evaluate and move forward.**
Seek out volunteers (at all levels of library staff) to give input/Beta test, badging	MS, LLC TEAM	Begin in 2/2024	

Goal 2.2 Work with library-related partners across the state to create a shared method of informing member library staff about training opportunities.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Partner with MCLS, MLA, LOM, school association to determine best communication methods	CD	TBD	Until staffing issues at LOM are resolved, this will be difficult to address. Sharing info with Coop Directors.
Work with partners to create a statewide CE calendar, newsletter, or other communication vehicle	CD, MS, DS	TBD	Until staffing issues at LOM are resolved, this will be difficult to address. Hiring is almost complete at LOM so we will update this as info is

			provided. **Hiring is complete. We will work with LM but the Coop. Directors are working a on a shared internal document as a draft before we try a full calendar. This draft will be reviewed in March.**

Goal 2.3 Add value to the operations and culture of members libraries by delivering continuing education, professional development, and networking opportunities that are not available from other sources.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Determine CE/PD needs that are currently not met by other sources	CD, MS & CE COMMITTEE	ONGOING Schedule for 2023 is set.	New programs/webinars etc. Back to Basics: Collection Development. Beyond Book bans. **Board Development on Board Roles took place at Salem. Strategic Planning is active at 5 libraries and completed at 1.**
Develop additional networking opportunities for members	CD, MS and CE COMMITTEE	Ongoing.	ALA Bus Trip, **Post Advisory Council Lunch and Learn Programs have been well attended and received. Lunches. Others will be added.**

LENDING

Goal 3.1 Ensure a cohesive vision for the future of the ILS by capturing institutional knowledge and creating a succession plan to fill key roles.

Activity	Staff Responsible	Timeline	Update
Document current key roles/positions/procedures	LCC TEAM	Completed 8/1/23	Job description, job posted, procedures and documentation and current ILS recommendations
Determine hiring needs and potential timelines for future openings	CD	Completed by 6/1/2023	Interviews
Hire new ILS Manager		Completed 8/1. Waiting for onsite onboarding .	Make an offer and set start date, develop onboarding plan
Onboarding of new ILS Manager on site.	CD, LLC TEAM	Plan completed and **onboarding is ongoing until mid Dec.**	Develop onboarding plan and follow the plan. **Ann is now stateside and living close to the LLC office! Hiring is complete!**

Goal 3.2 Improve the functionality of the ILS by investigating ways to streamline and maximize the features of the existing ILS and 3ʳᵈ party add-ons.

Activity	Staff Responsible	Timeline	Update
LLC staff learn more about ILS functionality and integrations	**LLC TEAM with lead by ILS and MS**	**2024—exact TBD**	**24 Training hours were purchased from Innovative for staff use to commence in December.** Meet with Innovative staff in November with Ann. Reports are being reviewed as are all current practices. This will take a lot of time in 2024. **Ann**

			continues to work with Innovative trainers/consultants and make assessments and we will continue to do so and develop the best ways to share with members. One example is a new Sierra upgrade will happen in March and members will be provided with information on improved and new functionality ahead of the upgrade.

Goal 3.3 Develop a wish list of ILS features and functionality desired by members to inform future ILS decision-making.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Create a Task Force to inform process and develop feedback mechanisms	ILS, MS, CS, IT, CD, DS	TBD	
Investigate additional potential ILS features and functionalities	ILS, MS, CS, IT, CD, DS	TBD	
Survey members	MS	TBD	

Goal 3.4 Find ways to share resources and services to benefit all members.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Investigate additional shared collections, i.e., library of things, STEM kits, other rotating collections	CS, DFS, ILS, MS	2024, TBD	
Investigate additional group purchases and subscriptions, i.e., HR Source, Board Source	DS, CD	ONGOING	Renewals, new products etc. Crafty is new. Vox, Ancestory. BiblioApps is being implemented now. Patron Point continues to be

			implemented. **BiblioSuggest is complete.**
Feedback mechanism, decision-tree creation, work on formalizing process for group purchases.	DS, CD, MS	1/1/2024--	Google Spreadsheets have been implemented. Others are being explored.

Goal 3.5 Complete a delivery study and implement recommended changes for increased efficiency and access.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Conduct a study to identify potential problem points in delivery service procedures and consider possible procedures to streamline	FDS, CD, ILS	Began 7/1/2023	Looking at various options, various bag counts to target growing need at specific libraries**. Waiting for a decision from the Muskegon libraries before further planning is completed but Terry has been working on models.**
Update delivery policies based on study findings	FDS, CD, ILS	TBD	
Communicate and implement new delivery procedures based on study findings	FDS, DS, MS, ILS	TBD	