



# LAKELAND LIBRARY COOPERATIVE

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## ADVISORY COUNCIL MONTHLY MEETING

Thursday, March 14, 2024  
Following the 9:30 a.m. Board Meeting

Kent District Library Service Center  
814 West River Center Drive NE, Comstock Park, MI 49321  
**Lunch and Learn on Outreach beginning at approximately 11:15 a.m.**

Register at: <https://llcoop.org/calendar/#/events/fYPpOEIk12/instances/cFETSbu7Qt/>

### AGENDA

- 1) CALL TO ORDER AND ROLL CALL
- 2) APPROVAL OF AGENDA (m)
- 3) PUBLIC COMMENTS
- 4) APPROVAL OF MINUTES OF THE FEBRUARY 8, 2024 (m) PAGES 2-3
- 5) COUNCIL PRESIDENT REPORT – Mary Cook, Chair (i)
- 6) BOARD REPORT – Lance Werner, Board President (i)
- 7) ILS MANAGER’S REPORT (i) PAGES 4-8
- 8) MEMBER SERVICE MANAGER REPORT (i) PAGES 4-8
- 9) COOPERATIVE DIRECTOR’S REPORT (i) PAGES 4-8
  - a) Advocacy Day
  - b) IT update
  - c) BiblioApps
- 10) COMMITTEE REPORTS
  - a) CE Committee Minutes for February 22, 2024 (f) PAGES 9
- 11) OTHER REPORTS (If representatives are present) (i)
  - a) MLA Legislative Committee Report –Dale Parus
- 12) NEW/UNFINISHED BUSINESS
  - a) HOTSPOTS CASE STUDY (i) (Please see the board report)
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, April 11, 2024, following the Board Meeting at Kent District Library Service Center
- 15) ADJOURNMENT (m)

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL MINUTES – Unofficial  
Thursday, 2/8/24 at 9:30 a.m.  
At the KDL Service Center**

Council Members Present: Mary Cook, Elyshia Hoekstra,  
Lakeland Staff Present: Carol Dawe, Ann Langlois, Amber McLain

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:26 by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Peggy Hemerling moved, supported by Jessica Hunt to approve the agenda with the change of the year from 2023 to 2024 - *motion carried*.
- 3) **PUBLIC COMMENTS:**
  - a) None
- 4) **APPROVAL OF MINUTES:** Merri Jo moved, supported by Kerry Fountain, to approve the Advisory Council minutes from January 2024, as presented – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Mary shared that we are currently looking into Hotspot use and retention and will be conducting a survey and asked for members to get in touch with their input for their needs before we send a survey out. Mary also brought up the topic of linked patrons and shared that Lakeland is looking into it and hoping to address the issue in May.
- 6) **BOARD REPORT:** Lance had nothing to share.
- 7) **ILS MANAGER'S REPORT:** Ann shared that Create Lists training was successful – the training focused on using templates for reports. She shared that the libraries will be running their own L, M, and Q reports monthly, as well as new books no longer new in the future. The documentation for the L report is currently available and further report information will be forthcoming. Ann also shared information regarding the upcoming Sierra upgrade, which we will be holding off on due to circulation notices not going to Gmail email addresses. She also shared some new Sierra features coming.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Amber shared that BiblioSuggest is up and running and encouraged people to reach out with any encountered issue. She also shared that Auto-Renew through patron point is up and running and currently has a roughly 80% approval rate, and that Sheryl's projected numbers provided at the beginning of this project were accurate.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol shared the [tech-help@llcmail.org](mailto:tech-help@llcmail.org) email that is our current workaround for issues. She also shared that there is a solution in the works for the mailing list issue and that we are working with Nick Heimler. Carol also shared that active listening is an important skill.
- 10) **COMMITTEE REPORTS:**
  - a) Continuing education minutes included for information.
- 11) **OTHER REPORTS:**
  - a) **MLA:** Business is expected to start up again in mid-April. MLA is expected to focus on legislation and will push for funding. Advocacy day is also coming up and there are 25 open seats as of this meeting. This year it is hoped that both the governor and the lieutenant governor will be in attendance.
- 12) **PUBLIC COMMENTS:**
  - a) Peggy Hemerling shared that Hastings' window project is nearing completion.
  - b) Kerry Fountain shared that there are space-themed oreos that would be perfect for eclipse parties.
- 13) **NEXT MEETING:** Thursday, March 14, following the 9:30 a.m. Board Meeting at Kent District Library Service Center
- 14) **ADJOURNMENT:** Kerry Fountain moved, supported by Abby Black, to adjourn at 11:01 - *motion carried*.

Respectfully submitted by Amber McLain



# LAKELAND LIBRARY COOPERATIVE

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## COOPERATIVE DIRECTOR'S REPORT March 14, 2024

My report will be brief because I have to get this out to all of you and meet the needs of our member libraries as well. I am very excited about the collaboration of the LLC Staff. We are all working well together on new initiatives and making other services more efficient, effective, and accessible. We welcome Nick Heimler as our roving IT consultant. Nick worked at LLC many years ago and has worked with us as well and he works for many, many of you so we will move forward with this arrangement and assess and reassess in the months ahead.

Please sign up for the “Lunch and Learn” after the meeting by registering at:

<https://llcoop.org/calendar/#/events/fYPpOEIk12/instances/cFETSbu7Qt/>

### **New directors:**

It is with mixed feelings that I announce that Kerry Fountain has resigned from the Saranac-Clarksville Library. She has served the communities there and all of us at Lakeland so capably and with humor, compassion and professionalism for many years. We will miss her but I hope you share my hope for her happiness as she moves forward into her next chapter.

We welcome Mary Franklin as the interim director at Newaygo. Mary has worked at Newaygo in other capacities for several years.

I am helping Cedar Springs and Saranac-Clarksville in their director searches and have provided some guidance to Patmos as well.

Strategic planning at Coopersville, Flat River, Freemont, Hesperia and White Lake is at various stages. I will not take on any more libraries until next fall at the earliest. It's interesting to see that most libraries are facing similar challenges, but each is unique in its governance, resources, staffing and community needs. Communication and staffing are key and we are working on planning documents that other libraries should be able to use as well.

I think helping libraries with recruiting and strategic planning is essential as a cooperative director. Strong directors mean strong libraries which means a strong cooperative and strategic planning empowers the director, board, staff and the community which then empowers neighboring libraries and their communities and the cooperative membership in general.

Please read below for details on the March 14<sup>th</sup> meeting and all the great things my colleagues at LLC are doing for all of you!

## **Board and Agenda Items**

### **Board:**

- **No new agenda items but Lance and I will update everyone with verbal reports.**

### **Advisory Council:**

- **The class I, II and III libraries will have to choose a new representative for the LLC Board. Mary will share details at the meeting and the caucus will take place at the April meeting.**
- **Amber, Ann and I will provide verbal updates as needed. I will address a number of topics as stated on the agenda.**
- **Hotspots: We will be conducting a case study. If you have hotspots that check out for either 7 or 21 days and would like to assign a 10 dollar a day fine, (Many of you are manually doing this now) Ann can make this happen and then she and Amber will gather data and present it to all of you at the August Advisory. We tried to gather data but since so much of this is done manually and we have multiple item types, we need to have a true sample that we can examine. The assumption is if you have higher fines, you will have less overall fines and missing items but we need true data to see if this is the case and what other options we can offer.**

## **Manager/Specialist Reports:**

### **Cataloging Services Manager - Jeff Lezman**

#### February 2024 activities

E-mail & telephone consulting contacts: 51

Sierra records manually edited: 234

We added 14,315 Hoopla records to the database.

#### January 2024 Statistics

The statistics for January 2024 show a slight decrease in the number of cataloging requests we received, and a slight increase in the number of records cataloged compared to January of last year.

The number of requests to be cataloged in January was down by 3% compared to January 2023. The number of requests received that were already in the database decreased by 196%.

The number of records copy-cataloged in January was down by 6% compared to January 2023, while the number of original records cataloged was up by 19%. The total number of records cataloged was up by 1% compared to January 2023.

<b>Cataloging</b>	<b>January 2024</b>	<b>YTD</b>	<b>January 2023</b>	<b>YTD</b>	<b>Monthly %</b>	<b>YTD PCT</b>
Requests Received	<b>1629</b>	<b>6783</b>	1685	7004	-3%	-3%
Requests already in database	<b>166</b>	<b>380</b>	56	238	196%	60%
Requests to be cataloged	<b>1463</b>	<b>6403</b>	1629	6766	-10%	-5%
Copy Cataloging	<b>1490</b>	<b>6269</b>	1510	6641	-1%	-6%
Original Cataloging	<b>285</b>	<b>1022</b>	240	832	19%	23%
Total Cataloged	<b>1775</b>	<b>7291</b>	1750	7473	1%	-2%

### **Delivery & Facility Manager - Terry Cross**

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

	February – 2024	February – 2023	Difference	% Change
Total Book Bags & Bins	2,924	2,883	41	1%

In February 2024, there were 2,924 book bags and bins sorted, loaded, and delivered to member libraries. The 2,924 bags and bins that were delivered in February 2024 were 1% more than the 2,883 bags and bins that were sorted and delivered in February 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 160 Mel Cat bins in February 2024. This was an increase of 18 bins as compared to the 142 bins that were received in February 2023. Also in February 2024, we sent out 138 bins, which was an increase of 20 bins as compared to the 118 bins that were sent out in February 2023.

We continue to keep the trucks current with their respective required regularly scheduled maintenance, primarily oil changes. The drivers are also rotating the old truck into delivery and are driving it for one week per month, or around 925 miles per month, totaling around 11,100 miles per year. Both trucks are normally driven around 48,000 miles per year and reducing the total miles driven for each truck will hopefully extend their useful lives and reduce expensive maintenance costs that generally occur when the trucks reach high mileage.

Building related activities in February included renewing the annual lawn and snow care contract with Evergreen Lawn Care & Snowplowing and Fire Pros conducted the annual Fire

Inspection. Also in February, I started working with Carol in developing a 4-year Building Improvement Plan. Even though most of the major building components such as the heating and cooling units and the roof are original equipment, they are in relatively good condition and there doesn't appear to be any urgent capital equipment needs.

### **Digital Services Specialist – Nicki Johnson**

This month I worked on State Aid reports, breaking them down to Lakeland Cooperative and class. These will soon be posted in a place where individual libraries can find and compare their library to others in the Co-op. RLA stats were updated, with Metro Net now reporting. Traverse Area District Library will be the next to join our group. We are still waiting for a launch date. Overdrive carts were purchased. I also approached WonderBooks about a possible group purchase. We have been given 10% off and free shipping on orders over \$100 to individual libraries through April. A library can place one order or several and still get the discount.

### **Finance & HR Assistant - Janet Cornell**

In updating our internal financial procedures, I have created some videos of important transactions I perform in my regular duties to supplement the existing documentation. More are planned as more procedure updates occur and some need additional follow-up. This takes a lot of time but is vital for succession purposes to keep continuity in reporting financial activity. Having these available gives some security as a backup in case of emergency.

We had a mid-February banking platform update that affected most of my financial duties. After working out some kinks in gaining access to our accounts, I am still exploring the changes and all the features we use on a regular basis. This affected some of my new video procedures so those will need updates as well.

We received our first state aid payment on March 1<sup>st</sup>. It is not included in the financial statements presented this month but will be included next month. Transfers will be made to move funds to our investment accounts for security, interest earnings and cash flow.

### **ILS Manager – Ann Langlois**

**Monthly reports:** In February, I sent out instructions and training on how to run Status L/M/Q reports, as these are being handed back to the libraries to create. I've received a few questions so far; if you run into any snags, please contact me and I'd be happy to meet you online to screenshare and troubleshoot.

**Sierra upgrade:** iii informed us that we will need to upgrade to version 6.1 instead of 6.0. Other Sierra users have reported some issues with notices in version 6.1 not being received by patrons who use Gmail or Yahoo; iii is working on this. To avoid facing a new issue, Lakeland will postpone the upgrade until the email problem is resolved.

**Quarterly meetings:** starting in April, our office will offer online quarterly meetings for all library staff. We will provide updates and important information, and member libraries will have the opportunity to share their happenings.

### **Member Services Manager – Amber McLain**

**Patron Point**

Auto-Renew and applications continue to function with few issues. If you have any questions or encounter issues, please open a ticket with Tech Help or email me directly.

**BiblioCore**

I am currently working through each library's catalog to check that all links are correct within the main menu and the footer menu. If you have any other changes you would like to be made to your catalog (i.e. logo tweaks or replacements), now would be a great time to reach out to have those made.

**BiblioApps**

I am working on creating digital and physical assets that will aid libraries in rolling out our new app once it is ready. Tools will include training material for both staff and patrons, social media promotional material, printed promotional material (i.e. flyers and bookmarks), and a central webpage with Coming-Soon information. If you have any suggestions or ideas on what would help your library and patrons transition into this new app, please feel free to reach out.

**Website**

I am also working on how to restructure and reframe our website to be more usable and helpful, so if you have any insight on what you come to the Lakeland site for and how you use it, please feel free to share.

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Respectfully submitted,

Carol Dawe

Lakeland Library Cooperative  
Continuing Education Committee Feb 22, 2024 at 1:00 pm  
(via Zoom)

<https://us02web.zoom.us/j/7407387755>

Chair: Alison Anderson

Vice Chair: Ingrid Boyer

Agenda

- I. Call to order and roll call
  - a. Meeting was called to order at 1:05 by Alison Anderson
- II. Additions or deletions to the agenda
  - a. None
- III. Approval of the agenda (Motion)
  - a. Cierra approved the Agenda with the change to “January” from December in point IV, Mary Seconded
- IV. Review and Approval of the minutes from January 25, 2023 (Motion)
  - a. Rob moved, Cierra Seconded
- V. Updates from the Cooperative Director
  - a. Cooperative Directors are working on researching a series of marketing programs – this will be a multi-part series
- VI. Ongoing/New Business
  - a. Planned Program Updates
    - i. Lunch and Learn
      1. March – Outreach (Starting at 11:30 because Advisory will be talking about hotspots)
        - a. Stef Reed
        - b. Jackie Roseberry
          - i. They are ready to go with their powerpoint
      2. May – Social Media
        - a. Kerry Fountain, Stef Reed, Jackie Roseberry have expressed interest – Amber can also present if necessary
        - b. Ingrid mentioned that she may have a staff member with a different perspective from the small business world
        - c. Making this program a panel
      3. Next FY Slate Brainstorming – Keep it in mind!
    - b. New ideas?
      - i. Spring Slate
        1. AI Programs/VR Programs - Program is Scheduled for April 10 at 2 PM - AI in Libraries: A Practical Guide for Non-Techies
          - a. We are considering opening this up to other cooperative
        2. Youth Services Program?
          - a. Getting Teens in the Library
        3. Adult Services Program?
          - a. Working with the elderly
          - b. Helping People Identify Scams
      - ii. Canva
      - iii. Newsletters



- iv. After-School Crowd Behavior and other Patron Behavior
        - 1. From the Legal/HR Perspective
    - c. Finding existing webinars for the suggested topics in the brainstorming document
      - i. This will be compiled into a Knowledge Base on the LLCoop Website
    - d. Compiled List of Member-Suggested Programs
      - i. Creating a central spreadsheet that will allow us to sort into categories
    - e. Getting Support Staff Involved in Programs
      - i. Reaching out to libraries to who do not attend to see how we can serve them
    - f. Results of Youth Services Survey
      - i. Ingrid went over the results from her Youth Services survey she conducted in more detail.
      - ii. Top three results were STEM, Makerspaces, Tech Trends
      - iii. YS also vastly prefer in-person
- VII. Next Meeting Date: March 28, 2024, 1 PM
- VIII. Adjournment (Motion)
  - a. Cierra made the motion, Mary seconded