

BOARD MONTHLY MEETING

Thursday, March 14, 2024 9:30 a.m. ADVISORY COUNCIL TO FOLLOW

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

<u>AGENDA</u>

1)	CALL TO ORDER AND ROLL CALL		
	a) Introduce New Members		
2)	APPROVAL OF AGENDA	(m)	
3)	QUESTIONS FROM MEMBERS TO BOARD PRESIDENT/COOPERATIVE	DIREC	TOR
4)	PUBLIC COMMENTS		
5)	APPROVAL OF MINUTES		
	a) February 8 th , 2024, Unofficial Board Minutes	(m)	PAGES 2
6)	FINANCIAL REPORT		
	a) January Financials and monthly check registers	(m)	PAGES 3-8
7)	PRESIDENT'S REPORT	(i)	
8)	COOPERATIVE DIRECTOR'S REPORT	(i)	PAGES 9-13
9)	COUNCIL/COMMITTEE REPORTS		
	a) January 11 th , 2024, Advisory Council Minutes	(i)	PAGES 14
10)	PUBLIC COMMENTS		
11)	BOARD MEMBER COMMENTS		
12)	NEXT MEETING: April 11th, 2024 at the Kent District Library Service Ce	<u>nter</u>	
13)	ADJOURNMENT	(m)	

LAKELAND LIBRARY COOPERATIVE BOARD MINUTES – Unofficial Thursday, 2/8/2024 at 9:30 a.m. Kent District Library Service Center

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

Absent: Joe Zappacosta (SM), Ron Suszek (MADL)

- 1) CALL TO ORDER AND ROLL CALL: The meeting was called to order at 9:30 by Lance Werner.
- **2) APPROVAL OF AGENDA:** John McNaughton moved, supported by Rob Bristow, to approve the agenda with the addition of 2a, a presentation by Shirley Bruursema *motion carried*.
 - a) Shirley Bruursema Presentation Shirley shared her history with Lakeland and KDL.
- 3) QUESTIONS FROM MEMBERS: There were no questions from members.
- 4) PUBLIC COMMENTS: Mary Cook thanked Shirley Bruursema for her service throughout the years.
- **5) APPROVAL OF MINUTES:** John McNaughton moved, supported by Maggie McKeithan, to approve the board minutes from January 11, 2024– *motion carried.*

6) FINANCIAL REPORT:

a) **January** Financials and Check Register: Maggie McKeithan moved, supported by Rob Bristow, to approve the January Financials as presented - *motion carried*.

7) PRESIDENT'S REPORT

a) Nothing to Report.

8) DIRECTOR'S REPORT

- a) Carol reported that the email project has come to a new problem that only affects the Lakeland emails. One of the big concerns with this is how it will affect vendors.
- b) BiblioApps testing is going well and we are projected to keep the March 14 date.

9) COUNCIL/COMMITEE REPORTS

a) Advisory – Included for Information

10) NEW BUSINESS:

a) Strategic Plan Quarterly Update – Included for information. Carol questioned the effectiveness of the presentation.

11) PUBLIC COMMENTS:

a) None.

12) BOARD MEMBER COMMENTS:

- a) John McNaughton: GRPL is working on their budget for the new year and moving to Google Workspace. He also thanked Shirley.
- b) Diane Kooiker: Diane also thanked Shirley for her service. Herrick continues to be under renovation.
- c) Maggie McKeithan: Spring Lake continues to be under renovation. Maggie thanked Shirley for her help at Spring Lake.
- d) Dale Parus: Dale shared that Ionia put together a strategic plan that included creating a library foundation. They are also working on a project to rehab their building.
- e) Rob Bristow: Rob also thanked Shirley.
- f) Kerry Fountain: Kerry also thanked Shirley and shared that Saranac has a brand new circ desk and new carpet for their renovation.
- g) Lance Werner: Lance thanked Shirley for her work for the state and KDL specifically.
- **13) NEXT MEETING:** Thursday, March 14, at 9:30 a.m. at Kent District Library Service Center.
- **14) ADJOURNMENT:** John McNaughton oved, supported by Maggie McKeithan, to adjourn at 10:05 *motion carried.*

Respectfully submitted by,

Amber McLain

Lakeland Library Cooperative Operating Fund Balance Sheet As of February 29, 2024

ASSETS

ASSETS	
Current Assets	
Checking/Savings	
001 · Checking Accounts	92,607
002 · Savings Accounts	283,980
Total Checking/Savings	376,587
Accounts Receivable	3,920
Other Current Assets	
084 · Due from Other Funds	74,429
123 · Prepaid Expenses	64,084
Total Other Current Assets	138,513
Total Current Assets	519,020
Fixed Assets	318,585
TOTAL ASSETS	\$ 837,605
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	1,051
Other Current Liabilities	
231 · Payroll Liabilities	3,699
237 · Benefit Liabilities	4,839
Total Other Current Liabilities	8,538
Total Current Liabilities	9,589
Total Liabilities	\$ 9,589
Equity	
370 · Nonspendable Funds	88,574
371 · Property	318,585
390 · Unassigned Funds	792,063
399 · Net Position - Unrestricted	47,793
Net Income	(418,999)
Total Equity	\$ 828,016
TOTAL LIABILITIES & EQUITY	\$ 837,605

Lakeland Library Cooperative Operating Budget vs. Actual October 2023 through February 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	12,201	5,000	244.0%
672 · Other Revenue	125	100	125.1%
Total Income	\$ 423,314	\$ 1,536,055	27.6%
Expense			
702 · Salaries & Wages	311,419	811,730	38.37%
710 · Benefits	65,180	153,750	42.39%
719 · Mileage	948	3,500	27.09%
720 · Professional Development	2,057	9,000	22.85%
726 · Supplies	624	3,840	16.25%
801 · Professional Services	1,788	26,740	6.69%
810 · Insurance	17,821	17,480	101.95%
817 · ILS & IT Expenses	375,530	400,305	93.81%
831 · RIDES	-	8,580	0.0%
860 · Delivery Expenses	9,477	57,555	16.47%
880 · Member Development	1,924	6,000	32.07%
920 · Facility Expenses	10,545	37,575	28.06%
Total Expense	\$ 797,313	\$ 1,536,055	51.91%
Net Ordinary Income	\$ (373,999)	\$ -	100.0%
Other Expense			
995 · FB Transfers Out	45,000	45,000	100.0%
Total Other Expense	45,000	45,000	100.0%
Net Other Income	(45,000)	(45,000)	100.0%
Net Income	\$ (418,999)	\$ (45,000)	931.1%

Lakeland Library Cooperative Operating Checks for the Month

As of	February	29, 2024
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Date	Name	Memo	Account	Amount
001.01 · Main 0	Checking-Sweep Acct			
02/07/2024	Grant Area District Library	Youth Services	Continuing Education	64.54
02/09/2024	MERS	Pension	Benefits	6,683.15
02/09/2024	State of MichiganVendor		Payroll Liabilities	3,036.57
02/09/2024	Backstage Library Works		Authority Control	1,474.90
02/09/2024	Coverall - New Dreams, Inc.	Janitorial services	Facility Contracts	170.00
02/09/2024	Dawe, Carol - vendor	Mileage/conferences	-SPLIT-	422.98
02/09/2024	Langlois, Ann - Vendor	Mileage	Mileage	10.72
02/13/2024	Payroll		-SPLIT-	19,831.98
02/13/2024	United States Treasury		Payroll Liabilities	6,419.58
02/13/2024	MERS 401/457		Payroll Liabilities	1,905.14
02/15/2024	Berger Chevrolet		Vehicle Repairs/Maintenance	88.66
02/15/2024	Comcast-Data Lines	Data Lines	IT Operations	575.00
02/15/2024	Comcast-XLine		Telephones	65.83
02/15/2024	Consumers Energy		Utilities	490.92
02/15/2024	Fire Pros Inc.	Annual inspection	Building Repairs/Maintenance	218.25
02/15/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	1,024.47
02/15/2024	Granger	Trash removal	Facility Contracts	114.63
02/15/2024	Healthiest You	Telehealth	Benefits	76.50
02/15/2024	Mitel		Telephones	487.14
02/21/2024	Delta Dental	Dental/vision	Benefits	385.89
02/23/2024	Grand Rapids Income Tax Dept.		Payroll Liabilities	166.68
02/23/2024	Walker City Treasurer		Payroll Liabilities	383.03
02/23/2024	Aflac		Payroll Liabilities	403.82
02/23/2024	Berger Chevrolet		Vehicle Repairs/Maintenance	88.66
02/23/2024	Cintas	Floor mats	Facility Contracts	119.20
02/23/2024	DTE Energy		Utilities	58.71
02/23/2024	DTE Energy		Utilities	358.78
02/23/2024	First National Bank	IT Operations, fees, supplies	-SPLIT-	1,319.41
02/23/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	940.48
02/23/2024	SS Power Wash	Truck wash	Vehicle Repairs/Maintenance	90.00
02/23/2024	Standard Insurance	LTD/Life	Benefits	291.97
02/26/2024	BCBS	Health	Benefits	2,518.30
02/26/2024	BCN	Health	Benefits	5,014.61
02/27/2024	Payroll		-SPLIT-	19,806.05
02/27/2024	United States Treasury		Payroll Liabilities	6,525.98
02/27/2024	MERS 401/457		Payroll Liabilities	2,353.56
02/27/2024	Superior Pest Control, Inc.		Facility Contracts	58.00
			TOTAL	\$ 84,044.09

Lakeland Library Cooperative Pass Through & Capital Funds Balance Sheet As of February 29, 2024

	Pass Thro	ough	Capital
ASSETS			
Current Assets			
Checking/Savings			
001 · Checking Accounts			
001.1 · Fund - Checking	3	34,913	1,719
001.3 · eCommerce - Checking	1	0,129	
Total 001 · Checking Accounts	4	5,042	1,719
002 · Savings Accounts			58,354
Total Checking/Savings	4	5,042	60,073
Accounts Receivable		1,261	
Other Current Assets			
123 · Prepaid Expense			10,712
Total Other Current Assets		-	10,712
Total Current Assets	4	6,303	70,785
TOTAL ASSETS	\$ 4	6,303 \$	70,785
LIABILITIES & EQUITY			
Liabilities			
Current Liabilities			
Other Current Liabilities			
214 · Due To Other Funds	4	0,000	34,429
Total Other Current Liabilities	4	0,000	34,429
Total Current Liabilities	4	0,000	34,429
Total Liabilities	4	0,000	34,429
Equity			
370 · Nonspendable Funds			10,350
390 · Unassigned Funds			1,591
399 · Net Position - Unrestricted			44,384
Net Income		6,303	(19,969)
Total Equity		6,303	36,356
TOTAL LIABILITIES & EQUITY	\$ 4	6,303 \$	70,785

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

	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		16,765	28,000	59.9%				
645 · IT Services		-	350	0.0%				
665 · Interest Revenue					1,555		2,000	77.7%
672 · Other Revenue		-	750	0.0%				
677 · Group Training		1,675						
Total Income	\$	73,191	\$ 215,800	33.9%	1,555	\$	2,000	77.7%
Expense								
728 · Library Supply Expense		2,039	8,700	23.4%				
729 · Collection Expenses		49,011	92,000	53.3%				
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 Improvemen	nts				-		7,500	0.0%
975 · Technology					66,523		85,000	78.3%
Total 970 · Capital Outlay		-	-	-	66,523		92,500	71.9%
Total Expense	\$	66,888	\$ 215,800	31.0%	66,523	\$	92,500	71.9%
Net Ordinary Income	\$	6,303	-	100.0%	\$ (64,969)	\$	(90,500)	71.8%
Other Income								
699 · Fund Balance Transfers In		-	-	0.0%	45,000		90,500	49.7%
Total Other Income		-	-	0.0%	45,000		90,500	49.7%
Net Income	\$	6,303.24	-	100.0%	\$ (19,968.52)		-	100.0%

Lakeland Library Cooperative Pass Through & Capital - Monthly Checks As of February 29, 2024

Date	Name	Memo	Account	Amount
001 · Checking Ac	counts			
001.1 · Fund - Che	cking			
001.11 · Checki	ing - Pass Thro	ugh		
02/23/2024	OverDrive	audio and ebooks	-SPLIT-	4,991.92
			Total 001.11 · Checking - Pass Through	4,991.92
001.12 · Checki	ng - Capital		_	
			Total 001.12 · Checking - Capital	0.00
			Total 001.1 · Fund - Checking	4,991.92
001.3 · eCommerc	e-Checking			
			Total 001.3 · eCommerce-Checking	0.00
			Total 001 · Checking Accounts	4,991.92
			TOTAL	4,991.92



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/fYPpOElk12/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 14th 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.

Cataloging	January 2024	YTD	January 2023	YTD	Monthly %	YTDPCT
Requests Received	1629	6783	1685	7004	-3%	-3%
Requests already in database	166	380	56	238	196%	60%
Requests to be cataloged	1463	6403	1629	6766	-10%	-5%
Copy Cataloging	1490	6269	1510	6641	-1%	-6%
Original Cataloging	285	1022	240	832	19%	23%
Total Cataloged	1775	7291	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	2,924	2,883	41	1%
& Bins				

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 2024. Also in February 2024, we sent out 138 bins, which was an increase of 20 bins as compared to the 138 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 1st. 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.

Respectfully submitted,

Carol Dawe

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 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) **COMMITEE 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