



LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

ADVISORY COUNCIL MONTHLY MEETING

Thursday, April 11, 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 MARCH 14, 2024 (m) PAGE 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 SERVICES MANAGER’S REPORT (i) PAGES 4-8
- 9) COOPERATIVE DIRECTOR’S REPORT (i) PAGES 4-8
 - a) IT update including email and distribution lists
 - b) BiblioApps
- 10) COMMITTEE REPORTS
 - a) CE Committee Minutes for March 28, 2024 (f) PAGES 9-10
 - b) YS Committee Minutes for March 4th, 2024 (f) PAGES 11-12
- 11) OTHER REPORTS (If representatives are present)
 - a) MLA Legislative Committee Report –Dale Parus
- 12) NEW/UNFINISHED BUSINESS
 - a) Caucus for Board Election for Class I, II & III libraries (m) PAGE 13
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, May 9, 2024, following the Board Meeting at Kent District Library Service Center
- 15) ADJOURNMENT (m)

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday,3/14/24 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: 26

Lakeland Staff Present: 3

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:51 by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Cierra Bakovka moved, supported by Jen Salgat to approve the agenda with the change of the year from 2023 to 2024 - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) Teresa Kline – Fennville received two grants in the past month.
 - b) Matt Lubbers-Moore encouraged people to reach out if they are struggling.
- 4) **APPROVAL OF MINUTES:** Peggy Hemerling moved, supported by Virginia DeMumbrum, to approve the Advisory Council minutes from February 8, 2024 as presented – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Mary discussed the need to caucus for a new board member for class 1, 2, and 3 libraries. Mary also mentioned that our recent survey for Hotspot data was lacking and that we will be conducting a case study to further establish causation vs. correlation.
- 6) **BOARD REPORT:** None.
- 7) **ILS MANAGER'S REPORT:** We are currently looking at April 3 to upgrade Sierra to 6.1. There will not be many large changes, but one change will be the granularity with record changes. We will also get a product called LX Starter which allows us to edit and customize the email notices that patrons receive. LLC is also going to start having quarterly meetings, which will begin April 18, on Zoom.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Patron Point is functioning as expected, as is bibliocommons. Amber is currently working on making sure all bibliocommons catalog links are functioning correctly, so if you would like changes to your catalog made (like logo tweaks or main menu changes), now would be a great time to ask. Amber is also working on creating promotional and training materials for BiblioApps.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol mentioned that Advocacy Day is April 15. Carol also shared that LLC will continue to forward emails from old llcoop emails until llc migrates their own email. LLC is also working on mailing list research. Regarding Biblioapps, the go-live date will likely be April 23. We will go through a second round of testing. Carol also emphasized that self-checkout will be available on BiblioApps, but it will only be barcode, not RFID.
- 10) **COMMITTEE REPORTS:**
 - a) Continuing Education – included for information.
- 11) **OTHER REPORTS:**
 - a) **MLA:** Dale reiterated that advocacy day is coming. MLA is delaying to the week before to introduce bills regarding book banning etc. Dale also mentioned that school librarians have gotten bills into the hopper regarding required staffing levels.
- 12) **NEW/UNFINISHED BUSINESS:**
 - a) **HOTSPOTS CASE STUDY:** A lively discussion of the needs of patrons vs the needs of libraries ensued. Ann will be setting up a \$10/day fines loanrules
- 12) **PUBLIC COMMENTS:**
 - a) Abby Black – Abby asked about the terrible old registration cards. We redid them! Order through the order form on llcoop.org.
 - b) Maggie asked about waiving fines for fine-library-items at fines-free libraries. The consensus is that libraries should be able to waive the incoming fines as overdues stay with the library – this will be on next month's agenda to officially rectify it in the policy manual.
- 13) **NEXT MEETING:** Thursday April 11, following the 9:30 a.m. Board Meeting at Kent District Library Service Center

14) **ADJOURNMENT:** Matt Lubbers-Moore moved, supported by Peggy Hemerling, to adjourn at 10:38 - *motion carried.*

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT APRIL 11, 2024

I am pleased to announce that James Pugh will be the new director of the Cedar Springs Public Library as of April 8th. We welcome him to Lakeland. He comes to West Michigan from Orion Township Library.

Board and Agenda Items:

Board:

1. Corrective Action Plan from Michigan Treasury: As I mentioned last month at our meeting, the new GASP Statement 96 has new budgetary requirements. Please see Janet's report for more information and our auditor will be able to answer other questions at the meeting. The letter looks more daunting than it really is but we have a plan in place to correct this before our next audit.
2. Retirement Report: As per state requirements, the report is included in the packet, was e-mailed to the board and is posted on our website.
3. Annual Audit Presentation: The audit report is attached and Matt Holland will be with us from Gabridge to review it and answer questions.

Advisory:

1. IT update with email and distribution list news. We hope to migrate the weekend of the 12th so all forwarding from Zimbra to your new email domains will stop that weekend.
2. BiblioApps: An update will be given with details for a go live date closer to 4/30 and a show and tell of promotional materials.
3. Board Election Caucus: Due to a vacancy, Class I, II & III Libraries will caucus to elect a board representative. Jessica Hunt, director at Grant District Library is on the ballot and write-in's will be accepted.

Other items of note:

6 LLC staff members (including Nick Heimler) are meeting weekly and 8 of us meet monthly. We are trying to keep each other well-informed, cross train and remove information silos that had built up over time. I feel that everyone is working so well together and getting so much accomplished. Everyone pitches in to help. It's so gratifying and I am so appreciative of the entire LLC staff of 15!

I am working on strategic plans for several libraries, planning for the Muskegon libraries, IT issues with Nick Heimler, BiblioApps, IT billing and streamlining our budgeting by department, helping library boards and directors and planning for the next quarter. I will provide the Strategic Plan Summary in May. I am also working with the Library Cooperatives of Michigan on Overdrive pricing, planning a retreat and advocacy day. I spoke with multiple vendors and partners on a variety of issues including Bibliocommons, MLA, Library of Michigan, ALA, Amanda Standerfer, Overdrive and Innovative.

Email, Zoom, and phone consults
 Member libraries: 41
 Vendors: 8
 Partners: 18

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman March 2024 activities

This month our department began compiling records for the Herrick District Library to be uploaded to the Koios Information Organization. Koios will use the records to direct Google search results to Herrick's library materials. This project is being funded by a grant from the Koios Information Organization. We will be compiling and uploading Herrick's records twice a month.

E-mail & telephone consulting contacts: 66

Sierra records manually edited: 308

We added 16,460 Hoopla records to the database.

February 2024 Statistics

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

The number of requests to be cataloged in February was down by 1% compared to February 2023. The number of requests received that were already in the database increased by 121%.

The number of records copy-cataloged in February was down by 7% compared to February 2023, while the number of original records cataloged was down by 15%. The total number of records cataloged was down by 8% compared to February 2023.

| Cataloging | February 2024 | YTD | February 2023 | YTD | Monthly % | YTD PCT |
|-------------------|----------------------|------------|----------------------|------------|------------------|----------------|
| | | | | | | |

| | | | | | | |
|------------------------------|-------------|-------------|------|------|------|-----|
| Requests Received | 1657 | 8440 | 1611 | 8615 | 3% | -2% |
| Requests already in database | 115 | 495 | 52 | 290 | 121% | 71% |
| Requests to be cataloged | 1542 | 7945 | 1559 | 8325 | -1% | -5% |
| Copy Cataloging | 1220 | 7489 | 1308 | 7949 | -7% | -6% |
| Original Cataloging | 227 | 1249 | 268 | 1100 | -15% | 14% |
| Total Cataloged | 1447 | 8738 | 1576 | 9049 | -8% | -3% |

Delivery & Facility Manager - Terry Cross

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

| | March – 2024 | March – 2023 | Difference | % Change |
|------------------------|--------------|--------------|------------|----------|
| Total Book Bags & Bins | 3,082 | 3,556 | (474) | (14%) |

In March 2024, there were 3,082 book bags and bins sorted, loaded, and delivered to member libraries. The 3,082 bags and bins that were delivered in March 2024 were 14% less than the 3,556 bags and bins that were sorted and delivered in March of the prior year. Each day, the drivers load and deliver an average of 147 book bags and bins for delivery. One main reason for the decrease in March 2024 is that there were two less working days in March 2024 as compared to March of 2023.

RIDES statistics: In addition to the book bags and bins that were received from member libraries, we also received and sorted 173 MelCat bins in March 2024. This was a decrease of 21 bins as compared to the 194 bins that were received in March 2023. These are sorted MelCat items that are distributed to member libraries. Also in March 2024, we sent out 164 bins, which was a decrease of 7 bins as compared to the 171 bins that were sent out in March 2023. These are MelCat items that have been received from member libraries and are being sent to libraries outside of Lakeland.

All three trucks received oil changes in March and are current with their respective required regularly scheduled maintenance. All three trucks have been driving good and minimal maintenance and repair expenses have been incurred this year.

The remote deposit application with Flagstar Bank was updated this month and I also collaborated with Carol on updating banking resolution signatures with Macatawa Bank.

The wood deck in the back needs to be replaced and I have received quotes from concrete patio companies and a wood deck installer. We are in the process of reviewing the quotes and deciding on a vendor.

In March, there were 13 e-mail contacts with member libraires. These communications were related to drivers' access to buildings, changes in delivery schedules due to renovations, supply orders and questions about items lost in delivery.

Digital Services Specialist – Nicki Johnson

This month I have been working with Kanopy to see if we can get pricing for our libraries. Kanopy is a service like hoopla with a “pay-per-view” format. I also spoke with Ancestry/Newspapers.com. Unfortunately, all locations that had expressed an interest found the pricing too steep. I will be meeting with another digital newspaper provider later in April. In Overdrive this month, we have a new member joining our large group, Traverse Area District Library. Patrons can now register their cards with TADL to check out ebooks and audiobooks. New Libby flyers (in multiple formats) were sent to all our participating libraries.

E-mail, phone and Zoom Consulting:

Advocacy - 3
Members – 24
Vendors - 4

Finance & HR Assistant - Janet Cornell

The first state aid payment was received in early March. It helped with the financials, but we still disburse much of our expenses each year in the first two quarters. We probably won't show revenues exceeding expenses on the monthly reports until our 3rd quarter. The second state aid payment usually posts between July and August.

The audit has been completed and will be reported on at this board meeting. We received a Correction Action Procedure request from the state due to the implementation of GASB 96 on Subscription-Based IT Arrangements (SBITA) - of which our BiblioCommons contract is subject to. This will need to be adjusted in the budget for this year and next. We have filed a response to the state, and I have a meeting planned with our auditor to learn more about how to account for this in our financials and budget.

The annual report to the state for our pension was also submitted. There is a copy of this report included in the packet and it will be posted on our website as is required.

Quarterly ecommerce fines were processed and sent. I emailed reports to those expecting a distribution and to keep an eye out for mailed checks if payment is received by that method. Quarterly billing for April – June was sent by email as well. Please look for it in your email folders if you have not received it yet.

Email and phone consults with member libraries: 6

ILS Manager – Ann Langlois

Email, Zoom, and phone consults with member libraries: 40

Sierra 6.1 upgrade: On Wednesday, April 4 after libraries closed, iii upgraded our version of Sierra to the latest edition, 6.1. The upgrade went smoothly. If you are having problems with opening Sierra following the upgrade, it could mean that you need some updated jar files; please put in a help desk ticket to tech-help@llcoop.org for assistance.

Innovative Users Group conference: I attended this conference the last week in March and learned about how we might be able to automate some parts of the member library reports we are running in the LLC office. They are extremely time-consuming so I hope we can use some of these suggestions to streamline operations.

Quarterly meetings: don't forget the inaugural Zoom meeting on Thursday, April 18 at 1:30 p.m.; register here: [Registration](#) All staff from LLC member libraries are welcome and encouraged to attend. LLC staff will share some additional updates, information, and tips. We also would like to share your updates, such as pictures of library renovations, successful library events, announcements of new or departing staff, etc. Please send your announcements/photos to me by the Thursday of the week before to be included.

Member Services Manager – Amber McLain

Patron Point

Patron Point continues to function as expected with applications and auto-renew.

BiblioSuggest

BiblioSuggest continues to function as expected. **Please check your suggestions consistently!** Your patrons are using this service, and if you are not checking this module, those requests are sitting there for months. Directors will be receiving an email from me this month with your BiblioCommons logins to ensure that you have everything you need to make this module work for you.

BiblioCommons

After two days of intermittent issues, BiblioCommons service has been restored. If there is ever a time when you encounter errors (not being able to log in, not being able to create or view lists, loading issues, etc) please report it to me ASAP either through Tech Help or by emailing me. Like the first week of April, I will send you all updates as service availability changes.

Email/Phone Consults with Libraries: 12

Email/Phone Consults with Vendors: 6

Respectfully submitted,

Carol Dawe

Lakeland Library Cooperative
Continuing Education Committee March 28, 2024 at 1:00 pm
(via Zoom)

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

Chair: Alison Anderson

Vice Chair: Ingrid Boyer

Present: Alison Anderson, Ingrid Boyer, Mary Johnson, Matthew Moore, Erin Supri, Cierra Bakovka, Carol Dawe, Amber McLain

Agenda

- I. Call to order and roll call
 - a. Alison Anderson called the meeting to order at 1:03
- II. Additions or deletions to the agenda
 - a. Attendance section added
- III. Approval of the agenda (Motion)
 - a. Erin Supri made the motion to approve the agenda with the addition of attendance and changing of next meeting date, Mary Johnson seconded
- IV. Review and Approval of the minutes from February 22, 2023 (Motion)
 - a. Mary Johnson made the motion to approve the minutes from the February 22nd meeting, Matt Moore seconded
- V. Updates from the Cooperative Director
 - a. Carol discussed a possible cross-cooperative program about how to use Canva
- VI. Ongoing/New Business
 - a. Planned Program Updates
 - i. Lunch and Learn
 1. March – Outreach
 - a. Went just over an hour
 - b. Probably would have benefited from a moderator
 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/roundtable
 - d. Making a slideshow with discussion questions that are sent out in advance so people can think on their responses
 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 will open this to other cooperatives
 - b. Ingrid will be doing the intro and Amber will handle Zoom
 - c. Alison will contact Nick to go over the finer details
 2. Youth Services Program?
 - a. Ingrid reached out to Kathy at the Library of Michigan and got two names for possible presenters

- b. The consensus for time was late August, Early September.
 - c. This would be an in-person program.
 - d. For a location, it would need to be somewhere centralized: Zeeland, KDL, Georgetown?
 - 3. Adult Services Program?
 - a. Continuing Education Roundtable: Adult Services Tips and Tricks/Idea Sharing
 - b. Need Agenda
 - c. Late May Introductory Meeting – May 16th, 2 PM
 - ii. Canva
 - 1. Multi-Cooperative meeting for basics
 - 2. Amber-led webinar in Fall
 - iii. Newsletters
 - 1. See what is needed for this
 - iv. After-School Crowd Behavior and other Patron Behavior
 - 1. Fall program
 - 2. Need to get the context of the program nailed down before we begin seeking outside speakers
 - 3. Looking more at social workers rather than law enforcement
 - c. Finding existing webinars for the suggested topics in the brainstorming document
 - i. These are being compiled in the Brainstorming Document:
<https://docs.google.com/document/d/1EPH81EAu8CrL9VzFm3MVbhjLGLI6P3tEji723RWPZE/edit?usp=sharing>
 - d. Categorized List of Member-Suggested Programs
 - i. See sheet:
<https://docs.google.com/spreadsheets/d/1yDAmDRUdo1bBpL2nd3M867d3ZdDG87HG06EukAWYMgo/edit?usp=sharing>
 - e. Getting Support Staff Involved in Programs
- VII. Next Meeting Date: April 25, 2024, 1 PM
- VIII. Adjournment (Motion)
- a. Adjourned at 2:10, motion by Cierra, seconded by Matthew to adjourn

LLC YS March 4, 2024 at 1:00pm

Notes taken by Justine Wiegers (AL)

Attending: Abi Avery (AF), Allison Boyer (OL), Ashley Johnson (OA), Barbara Root (IB), Chris Stegink (AL), Erin Quada (BH), Erin Supri (IS), Ingrid Boyer (AS), Jade Poortenga (IS), Jenny Brown (AB), Jessica Volkens (OZ), Julianne Klumpp (IC), Justine Wiegers (AL), Keeva Filipek (KDL), Melissa Osickey (OS), Shanni Kerr (IC), Shannon Donley (OC), Tiffany Ohman (MG), Tori Schreur (AW), Vanessa Martinez (AF), and Zach Ludge (OC)

1. Greetings- Zach
2. Update from Maranda
 - a. Big Adventure Prizes
 - i. Tier 1
 1. Boyne Mountain
 - a. Overnight stay
 - b. They have the new sky bridge
 - c. They have a great indoor water park
 2. Great Lakes Crossing Outlets
 - a. Overnight stay
 - b. Passes to
 - i. Sea Life
 - ii. Peppa Pig
 - iii. LEGOLAND
 - c. Shopping Spree
 - ii. Tier 2
 1. Priority Health
 2. John Ball Zoo
 3. Meijer Gardens
 - iii. Every Library (to be picked up at May 6 meeting)
 1. Whitecaps Tickets
 2. Priority Health Pens
 3. Zoo Bookmarks
 4. Meijer \$25 gift card
 - b. Each library will draw 1 name to send to Maranda by August 1.
 - c. Each library will contact their own winners. When the prize is picked up, please take a photo of the winner to send to Maranda.
3. Approval of October Meeting Minutes
 - a. Motion: Shanni
 - b. Second: Chris
 - c. Motion Passes
4. Summer Reading Workshop Recap
 - a. Went well
 - b. Continuing Ed survey was filled out at the workshop. If you want to know the results, Ingrid has them.
5. Vice Chair and Workshop Committee
 - a. Erin S. will complete Paige's term as vice chair
 - i. Motion: Allison
 - ii. Second: Zach
 - iii. Motion Passes

6. Whitecaps Tickets and Gift cards
 - a. Last summer was chaos with sending Whitecaps tickets and gift cards to libraries who were not present at the May meeting.
 - b. This year libraries not attending the May meeting will have to arrange to have someone else pick up their items. We will not be sending tickets or gift cards in delivery this year.
7. Round Talk
 - a. Un-Dewey Children's NF
 - i. Erin S asked if libraries have their children's NF sorted by category
 - ii. Allison has hers partially categorized
 1. She will be emailing out her category information
 - iii. Shannon's library has them categorized
 - iv. Shanni's library un-categorized them
 - v. Melissa's library is working on it
 - vi. It is time consuming
 - vii. Browsability can become easier, but you run into challenges like a Holiday Pete the Cat book- does it go under Pete the Cat or Holiday?
 - b. Do you weed board books?
 - i. Erin S- does not charge for gross or broken board books. You can't teach babies book etiquette
 - ii. (I cannot remember who said this) As new board books come in they withdraw old board books.
 - c. Restrictions on "special" items like hotspots or kits
 - i. A lot of discussion around what each library does.
8. Next meeting: May 6 at 1:00pm at KDL service center (814 W River Center Dr NE, Comstock Park, MI)

BOARD ELECTIONS-CLASS III CAUCUS of LLC ADVISORY COUNCIL**Thursday, April 11, 2023- Meeting of LLC Advisory Council**

ADVISORY COUNCIL SECRETARY will record the electoral business of each Library Group.

CLASS I, II & III Libraries**Member Class I, II & III Libraries (Quorum 11)**

| Location | 2020 Census Population | 2020 Census Class | 2022 Pop by Class Group | Number of Board positions |
|---|------------------------------|-------------------------|-------------------------------------|---------------------------------|
| Croton Township Library | 3,368 | 1 | | |
| Freeport District Library | 6,102 | 2 | | |
| Hesperia Community Library | 5,839 | 2 | | |
| Home Township Library | 4,343 | 2 | | |
| Hopkins District Library | 4,851 | 2 | | |
| Lake Odessa Community Library | 4,293 | 2 | | |
| Saugatuck-Douglas District Library | 5,686 | 2 | | |
| Leighton Township Library | 7,001 | 3 | | |
| Newaygo Area District Library | 7,494 | 3 | | |
| Alvah N. Belding Memorial Library | 11,087 | 3 | | |
| Cedar Springs Public Library | 10,123 | 3 | | |
| Dorr Township Library | 7,922 | 3 | | |
| Grant Area District Library | 8,861 | 3 | | |
| Henika District Library | 7,978 | 3 | | |
| Patmos Library | 9,630 | 3 | | |
| Salem Township Library | 8,289 | 3 | | |
| Saranac Public Library | 10,470 | 3 | | |
| Sparta Carnegie Township Library | 9,395 | 3 | | |
| Tamarack District Library | 10,328 | 3 | | |
| Timothy C. Hauenstein Reynolds Township Library | 9,992 | 3 | | |
| White Cloud Community Library | 8,766 | 3 | | |
| | | | 161,818 | 1 |