LAKELAND LIBRARY COOPERATIVE
LEADING • LEARNING • LENDING

ADVISORY COUNCIL MONTHLY MEETING
Please read the Director's Report for information on agenda items.

Thursday, May 9th 2024
Following the 9:30 a.m. Board Meeting

Kent District Library Service Center
814 West River Center Drive NE, Comstock Park, MI 49321
The May Lunch & Learn has been postponed.
<u>AGENDA</u>

1) **CALL TO ORDER AND ROLL CALL**

2) *APPROVAL OF AGENDA*   *(m)*

3) **PUBLIC COMMENTS**

4) **APPROVAL OF MINUTES OF THE APRIL 11TH, 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 4-10

8) **MEMBER SERVICES MANAGER'S REPORT**   *(i)*   PAGES 4-10

9) **COOPERATIVE DIRECTOR'S REPORT**   *(i)*   PAGES 4-10

   a) Linked Patron Functionality in Sierra

   b) Web Accessibility Workshop and other resources from Library Cooperatives of Michigan *(i)* Pages 11-13

10) **COMMITTEE REPORTS**

   a) No YS Meeting

   b) No CE Committee Quorum

11) **OTHER REPORTS** (If representatives are present)

   a) MLA Legislative Committee Report –Dale Parus

12) **NEW/UNFINISHED BUSINESS**

   a) Fines Waiving/Fines Free Policy   *(m)*   PAGE 6

13) **PUBLIC COMMENTS**

14) **NEXT MEETING – Thursday, June 13th, 2024,** following the Board Meeting at Kent District Library Service Center

15) **ADJOURNMENT**   *(m)*

LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, April 11, 2024 at 9:30 a.m.
Via Zoom

Council Members Present: Mary Cook, Elishia Hoekstra
Staff Present: Amber McLain, Carol Dawe, Ann Langlois
Absent: Stef Reed

1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order by Mary Cook a.m. at 10:00.
2) **APPROVAL OF AGENDA:** Virginia DeMumbrum moved, supported by Matt Lubbers-Moore, to approve the agenda as presented - *motion carried.*
3) **PUBLIC COMMENTS:**
   a) Jen Salgat asked about the availability and billing for the new BiblioCommons App.
   b) Merri Jo gave a shout out to Ann for teaching the libraries how to run reports.
4) **APPROVAL OF MINUTES:** Abby Black moved, supported by Kevin Meyer, to approve the Advisory Council minutes from March 14 with the change of the date for Advocacy Day to April 16 – *motion carried.*
5) **COUNCIL PRESIDENT REPORT:** Mary mentioned that we are looking at the policy regarding waiving late fees, with more information and discussion to come.
6) **BOARD REPORT:** There was nothing to report from the Board President.
7) **ILS MANAGER'S REPORT:** Ann reported that Sierra upgraded and there has been a break with paging lists, which adds a redundant page. You can send the list to email and print it that way, which allows you to deselect the redundant page. Ann also mentioned that LX Starter (the email notice customization module) is going to be beta testing for consortium soon – we've expressed interest in being one of the beta testers. Ann also shared her experience at the IUG conference, and some ideas regarding automating reports run for libraries. Ann also encouraged everyone to share updates from their libraries, so we can add them to the agenda for our quarterly meeting on April 18. Ann also discussed the feasibility of creating dummy records for new items to be ordered by libraries, and recommends that we do not move forward.
8) **MEMBER SERVICES MANAGER:** Amber spoke about Patron Point functioning as desired. She reminded the libraries that they should be checking the suggestions submitted by their patrons. She will be emailing each library with their BiblioCommons logins. She encouraged everyone to reach out to her with questions or requests for BiblioSuggest. Amber also explained the recent BiblioCommons outage, how it affects Lakeland, and encouraged everyone to submit a ticket as soon as they encounter issues with their catalog.
9) **COOPERATIVE DIRECTOR'S REPORT:** Carol spoke about Lakeland's email migration and our new mailing lists. Carol announced that we will be starting an Adult Services Committee. She explained that we will be meeting with members of all committees to establish more procedures and policies. She also spoke about our plans for working on establishing policies in the future. Carol spoke about the open meetings act and the regulations regarding the posting of minutes. The group also spoke about FOIA requests and what information is required to be given.
10) **COMMITEE REPORTS:**
    a) Continuing Education minutes included for information.
    b) Youth Services minutes included for information.
11) **OTHER REPORTS:**
    a) MLA Legislative committee report – MLA has been stopped from moving forward with their aspirations, as libraries are "too controversial." Dale Parus also emphasized the importance of Advocacy Day, despite this.
12) **UNFINISHED BUSINESS:**

a) Caucus for Board Election for Class I, II & III libraries – Members caucused and voted to appoint Jessica Hunt to the board. Merri Jo Tuinstra moved, Cierra Bakovka supported, to appoint Jessica Hunt to the board.

12) **PUBLIC COMMENTS:**

    b) There were no other comments from members.

13) **NEXT MEETING:** Thursday, May 9, following the board meeting. at Kent District Library Service Center

14) **ADJOURNMENT:** Matt Lubbers Moore moved, supported by Cierra Bakovka to adjourn at 11:15 a.m. - *motion carried.*

Respectfully submitted by,
Amber McLain

COOPERATIVE DIRECTOR'S REPORT
May 9, 2024

Happy Spring!

Jessica Hunt from Grant District Library was elected to represent the Class I-III libraries on the Lakeland Governing Board. We welcome Jessica to her first board meeting. We also hope to welcome James Pugh, the new director at Cedar Springs as he joins us for his first Board and Advisory meetings.

We have completed some spring cleaning and other projects at the office. We hope to have an open house this summer. The patio had rotted wood and was quite a hazard, so our staff didn't have anywhere to take a break outside. This was fixed with a concrete slab from Sam the Concrete Man. (Not his real name but he did an outstanding job as did Terry!) Terry managed this project and helped Nick with clean-up, disposal of the office and computer room equipment and reorganization of existing supplies, equipment etc. The IT office is now usable again after becoming a very large storage closet over the last several years.

Terry drove one of our trucks to Lansing for Advocacy Day! We had a picture with him but it never got texted back to us. It was so very nice to see so many of you and I was tremendously proud of the individuals that I was with for my 3 visits. Everyone did a fantastic job and truly advocated for libraries, their communities and our profession!

Please take a look at the attached, updated strategic plan activity report for more information on what we have been working on at Lakeland. We are moving forward in LEADING, LEARNING AND LENDING.

Agenda Items:

Board item:
   Strategic plan update: I'm happy to answer any questions.

Advisory:
   Cooperative Director's Report:

   1. **Linking Patron Functionality in Sierra:** Several months back there was a discussion about utilizing the linking patrons functionality within Sierra. This function is supposed to provide a link between a parent/guardian user record and a minor child. In a perfect world, this would be useful but due to the Library Privacy Act of Michigan, I think implementing this would be fraught with problems and a lot of risk for liability. Any and all patron records can be linked and that would be a clear violation of the law unless there was written consent for every patron. My concern is that there could be too many exceptions and the risk for liability is simply too high. There is a $250.00 penalty for each infraction according to the statute if any part of a patron record is shared without written consent. It's my opinion that because patrons can access their minor child's records through the shared catalog via bar code and PIN or through the new app by adding multiple cards, the Linking Patron Functionality should not be implemented.   We are looking into a way to make the driver's license number searchable so if access is needed at the desk, it's available but only for those records that have the parent ID in the minor child's record.   There are only a few libraries that had this function turned on for testing and we will turn it off after the meeting.

   2. **Web Accessibility:** The Department of Justice has issued a ruling that all websites must be accessible. I have attached the notification from Foster Swift. The Library Cooperatives of Michigan will be offering a program with Foster Swift in June to go over these new rules. We will have other programs to address how libraries can best make these changes and who can help. I can provide more details at the meeting.

New/Ongoing Business:

1. There was discussion about waiving fines at fine free libraries. It was agreed that this is standard practice but it was also requested that the policy be updated.
2. **Circ 3.5 Overdue Fines**
   - **Current**
     - Overdue fines shall be retained by the collecting library in the LLC Shared ILS.
   - **Proposed Addition**
     - Libraries that are fines free may waive late fines for items returned to their library from other Lakeland Member Libraries that charge fines, according to local library policy.

Other items of note:

Email, Zoom, and phone consults- member libraries and partners: 57; vendors: 7

Weekly team meetings continue to provide enriching and positive opportunities for all of us. We are working on 6 month staff evaluations and goals for the next 6 months as well. I am helping with the new director's search at Saranac Clarksville. I have met James Pugh the new director at Cedar Springs. I will be attending the meeting of the Newaygo County Directors on May 15th. I will also be at the joint meeting of the Hackley, MADL and White Lake Boards to discuss the option of an independent ILS. I am still working on the strategic plans for a few libraries and standards for all member libraries. That will be my focus this summer, along with the budget.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

April 2024 activities

E-mail & telephone consulting contacts: 31

Sierra records manually edited: 96

We added 17,141 Hoopla records to the database.

Currently, thirteen of our library catalogs have been updated with BiblioCloud Records for Hoopla materials. BiblioCloud Records update each catalog in real-time with data directly from Hoopla. The remaining libraries participating with Hoopla will have their catalogs updated soon.

March 2024 Statistics

The statistics for March 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 March of last year.

The number of requests to be cataloged in March was down by 19% compared to March 2023. The number of requests received that were already in the database decreased by 3%.

The number of records copy-cataloged in March was down by 35% compared to March 2023, while the number of original records cataloged was down by 52%. The total number of records cataloged was down by 38% compared to March 2023.

Cataloging	March 2024	YTD	March 2023	YTD	Monthly %	YTDPCT
Requests Received	**1567**	**10007**	1915	10,530	-18%	-5%
Requests already in database	**70**	**565**	72	362	-3%	56%
Requests to be cataloged	**1497**	**9442**	1843	10,168	-19%	-7%
Copy Cataloging	**1138**	**8627**	1758	9707	-35%	11%
Original Cataloging	**140**	**1389**	290	1390	-52%	0%
Total Cataloged	**1278**	**10016**	2048	11,097	-38%	-10%

Delivery and Facility Manager - Terry Cross
<u>April 2024 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland</u>

	April – 2024	April – 2023	Difference	% Change
Total Book Bags & Bins	3,055	2,802	253	9%

In April 2024, there were 3,055 book bags and bins sorted, loaded, and delivered to member libraries. The 3,055 bags and bins that were delivered in April 2024 were 9% less than the 2,802 bags and bins that were sorted and delivered in April of the prior year. Each day, the drivers load and deliver an average of 147 book bags and bins for delivery. Overall, the number of book bags and bins that are sorted, loaded, and delivered to member libraries on any given day remains very consistent.

RIDES statistics: In addition to the book bags and bins that were received from member libraries, we also received and sorted 185 MelCat bins in April 2024. This was an increase of 15 bins as compared to the 170 bins that were received in April 2023. These are sorted MelCat items that are distributed to member libraries. Also in April 2024, we sent out 170 bins, which was a decrease of 3 bins as compared to the 173 bins that were sent out in April 2023. These are MelCat items that have been received from member libraries and are being sent to libraries outside of Lakeland. Similar to book bags and bins, the number of MelCat items distributed to and received from member libraries on any given day of the week is very consistent.

Two of the trucks received oil changes in April and all three trucks are current with their respective required regularly scheduled maintenance. The older 2016 Chevy Express that is rotated into the delivery schedules at least once a month and that is also used as a back-up is currently in for maintenance related to the Anti-lock Braking System. The issue is related to some broken wires for the passenger front wheels and the total cost of the repairs are estimated at $750. We should have the truck back in the first week of May.

I drove two days and helped sort three days in April, covering for driver and sorter time off.

After reviewing one quote from a wood deck installer and three quotes from concrete patio companies and based on cost and durability, it was decided to replace the wood deck located off the back west side of the building with a concrete patio. The old patio was removed and replaced by a new 22 ft. by 13 ft concrete patio. The new concrete patio turned out to be very appealing and should be functional for an exceptionally long time.

During the quarterly preventative maintenance for the heating and cooling system, the compressor contactor in one of the units was found to be electrically burnt and pitted and was replaced.

Other building maintenance included installation of weather stripping and door sweeps, yard work and office spring cleaning.

The Love My Library poly bag order continues to be well received as there were ten cases ordered and delivered to member libraries. The bags are ordered three times per year, in April, August and December.

I drove the new delivery truck to Advocacy Day at the State Capital on April 16 in support of Lakeland. Lakeland's delivery truck was one of eleven delivery trucks and bookmobiles on display in front of the Capital Building.

I participated in the Inaugural Quarterly Meeting for Lakeland Members on April 18 by giving an overview of the delivery routes and instructions on the proper use of and packing of library bags and bins.

In April, there were thirteen e-mail and or phone 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 and items that were damaged in delivery.

Finance & HR Assistant - Janet Cornell

Email and phone consults with member libraries and vendors: 7

At the board meeting last month, the auditor explained that our financials were affected by our Subscription-Based IT Arrangements (SBITA) with BiblioCommons. Since it is a multi-year contract, the financials are affected during the life of the agreement and our use of their products. I met with Matt to discuss how to account for it in this and future fiscal years, receiving the amortization schedule used to calculate it for last year's audit and for the life of the contract.

I have made the adjustment for the Bibliocore payment this fiscal year, transferring it to Debt Service on the Agreement. You will see this adjustment in the monthly financial statements. We will still need to make a budget adjustment for this, but since the payment is also subject to prepaid expense calculations which are done at fiscal year-end, I will submit the budget amendment then with the other year-end adjustments.

One of the things not mentioned at the board meeting is why interest expense is included with the SBITA financial adjustments. Reporting financials is tricky when accounting for the passage of time, so interest expense is used as the equalizer in reconciling past and future values. Most of us are used to seeing cash-basis financials (when the cash transactions take place), whereas the year end audit reports them on a modified accrual basis (when the expense actually was incurred). In order to reconcile those amounts, the difference between the past and future values is calculated as interest expense.

Along with my regular duties, April was rounded out with record retention – especially email with the recent migration, recording job-related procedures, and HR webinars.

ILS Manager – Ann Langlois

Email, Zoom, and phone consults- member libraries: 46; vendors: 4
Tickets opened: 193
Tickets closed: 198

Changing the home library: questions have come up about patrons who live in one service area but would like to change their home library within Lakeland. Some libraries have reciprocal agreements with neighboring LLC libraries to do this. Per existing LLC Circulation policy, viewable here: https://llcoop.org/ils-information/ this is already allowed and doesn't require any additional agreements, once the patron has registered for and received a library card at their legal service area library.

CIRC 2.1.2. Change of Home Library/Pickup Location. Member libraries in the LLC shared ILS may mutually agree to allow their patrons to change their pickup location by changing both the home library code and the corresponding ptype on the patron record. Holds on new books and audiovisual, except audiobooks, will then

be restricted to the newly designated home library. Interlibrary loan of materials, including MeLCat, will follow the new home library designation.

Please remember to only change the *home library* and the *ptype* to the new location on the patron record; *pcode 4* and *pat[ron] agency* should reflect the legal service area where the patron lives/originally signed up for a card.

Policy reminder: we are working to update and create policy and procedures documents for approval, but don't forget that existing, approved Cooperative policy documents are already up on the Lakeland website and are a helpful resource: ILS Information (llcoop.org)

Help desk tickets: LLC staff have been working to close out some outstanding help desk tickets. Thanks to Nick Heimler for addressing the IT area.

Inaugural quarterly meeting: was held on April 18 and 33 people registered. The next meeting will be on July 18 at 1:30 p.m. We welcome your feedback and contributions.

Shoutbomb/Messagebee Monthly Reports: Reminder: as mentioned in other meetings, to streamline operations we won't be including Shoutbomb/Messagebee monthly reports any more. We've heard from many members that these reports are not being used.

Member Services Manager – Amber McLain

Email/Phone Consults with Libraries: 29
Email/Phone Consults with Vendors: 9

BiblioApps: The new Lakeland app is now available for both iphone and android users.

Training Materials
Training materials can be found at https://llcoop.org/biblioapps-faq. There is a fairly extensive written document that goes over use and features of the app, and a video demo and walkthrough will be coming soon. These will be available indefinitely for you to return to as you get used to using the app and teaching your patrons how to use the app.

Promo Materials
Promotional materials can be found at https://llcoop.org/biblioapps-faq. If you would like the Canva files to add your own logo to any of the promo material, please let me know. (Also note: the promotional flyer has Spring Lake's logo as an example of placement, so be mindful when downloading that one).

Reporting Issues
If you experience issues with app functionality, please submit a ticket to Tech Help with **BiblioApps** in the subject line. Include as much information as possible - what were you doing when the error occurred? Is it happening on multiple accounts? Were you on wi-fi or using a cell network? Include screenshots if possible.

BiblioCommons
There have been no service interruptions to BiblioCommons service. If you experience issues (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.

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.

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

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See you all on Thursday!

Respectfully submitted,

Carol Dawe

Municipal Law News

Q&A: New DOJ Rule Requires State & Local Government Websites, Apps to be ADA Accessible

April 22, 2024

Introduction

Earlier this month, the U.S. Department of Justice (DOJ) released new regulations that provide detailed standards designed to improve the accessibility and navigability of state and local government websites. A much-needed enhancement to the 34-year-old Americans with Disabilities Act (ADA), the new guidelines mean that most websites and mobile applications hosted by governmental units must be easily accessible and navigable to people with disabilities.

Questions & Answers on New Rule

Q: What is contained in the new online accessibility regulations?

A: The DOJ regulations, which total 300+ pages, are based on a globally recognized set of requirements and standards for evaluating the accessibility of website and mobile application content to persons with disabilities. These international standards are known as the [Web Content Accessibility Guidelines – Version 2.1, Level AA](#), or WCAG. Developed worldwide over decades, these guidelines present detailed, granular criteria for creating and posting digital content that is more accessible to disabled persons.

Q: Why are new guidelines being required at this time?

A: Ensuring web accessibility for people with disabilities is crucial. In an age when essential information for U.S. residents can only be found online, any barriers preventing access to it can result in less than full civic engagement. When government websites and mobile apps aren't appropriately accessible to this population, they are deprived of vital information and prevented from taking advantage of public benefits and programs. The fairness and equality of our system are compromised if everyone can't enjoy equal access to all available information and programs.

Q: Which governmental units are subject to these new DOJ regulations?

A: The regulations apply to all governmental entities at the state and local levels. This includes public schools and libraries, social service agencies, health care agencies, law enforcement agencies, public transportation authorities, regulatory agencies, senior citizen authorities and voter registration agencies. In addition, all outside vendors that provide online content or pass-through services to government entities or residents must ensure that the websites and mobile apps they offer meet the DOJ standards.

Q: How long do the government entities that are subject to the DOJ regulations have to bring their websites and mobile applications into compliance with the new rules?

A: Governmental units serving total populations of 50,000 people or more will have two years to comply. Those entities serving populations of less than 50,000 people will have three years to comply. Outside vendors of digital content and services will be required to meet the same compliance deadlines as their client/customer organizations.

Q: What are the penalties for non-compliance with the DOJ rule?

A: The DOJ has yet to finalize specific penalties for non-compliance, but some key points to consider regarding enforcement:

- Focus on resolution – The DOJ's priority is not enforcement but achieving its website accessibility objectives through voluntary compliance and ample technical assistance.
- Potential lawsuits – Individuals with disabilities still have the right to sue government entities under the ADA for inaccessible websites and apps.
- Damages and injunctions – Courts are empowered to order any legal website modifications and payment of monetary damages and attorney fees for ADA violations related to website and app accessibility.

Q: Now that government entities are being required to comply with digital accessibility standards, should private companies and organizations expect a similar set of regulations from DOJ ordering a significant upgrading of the digital accessibility for all their websites and mobile apps?

A: It's not on the immediate horizon, but all the prevailing conditions and trends indicate that the U.S. government – at some point – will issue a set of digital accessibility standards for the websites and apps hosted by private industry and organizations. And they'll probably look very much like the new rules recently issued for government websites and apps.

Over the past several years, the business community has been forced to face this issue, as a tsunami of civil lawsuits has been filed by disabled persons or their advocates regarding inaccessibility issues with their websites or mobile apps.

Most successful private businesses already recognize the competitive advantage of digital platforms that are accessible and inviting for everyone -- and continue to make significant investments toward that end.

Q: How much is all of this going to cost?

A: The Department of Justice estimates that U.S. counties could face a bill of about $967 million to comply. For cities, the price tag will be upwards of $2 billion. The ongoing, annual average costs after implementation could reach $81.6 million for counties and $252 million for cities. Similarly, townships, school districts and higher education institutions could also face compliance costs in the billions. DOJ admits this is a lot of money, but once fully implemented it claims state and local governments will save hundreds of millions of dollars per year due to reduced contact time required to serve members of the public and lower costs for decreased mail, phone and in-person services.

Useful Resources from DOJ

DOJ Fact Sheet: www.ada.gov/notices/2024/03/08/web-rule/

[The Full DOJ Rule: https://www.ada.gov/assets/pdfs/web-rule.pdf](https://www.ada.gov/assets/pdfs/web-rule.pdf)

The attorneys in Foster Swift's Administrative and Municipal Law Group are well-versed in the new regulations requiring government websites and apps to be accessible to disabled persons and can respond to your questions and concerns.

To discuss how to comply with the new digital access regulations for government websites, please contact Michael Homier at mhomier@fosterswift.com / 616-726-2230 or another member of the municipal practice team.

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