LAKELAND LIBRARY COOPERATIVE
LEADING ◆ LEARNING ◆ LENDING

BOARD MONTHLY MEETING

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

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

AGENDA

1) CALL TO ORDER AND ROLL CALL

   a) Introduce New Board Member and Members

2) APPROVAL OF AGENDA *(m)*

3) QUESTIONS FROM MEMBERS TO BOARD PRESIDENT/COOPERATIVE DIRECTOR

4) PUBLIC COMMENTS

5) APPROVAL OF MINUTES

   a) April 11, 2024, Unofficial Board Minutes   *(m)*   PAGES 2-3

6) FINANCIAL REPORT

   a) April Financials and Monthly Check Registers   *(m)*   PAGES 4-10

7) PRESIDENT'S REPORT

   a) Committee Assignments   *(i)*

8) COOPERATIVE DIRECTOR'S REPORT   *(i)*   PAGES 11-17

9) COUNCIL/COMMITTEE REPORTS

   a) March 13th, Advisory Council Minutes   *(i)*   PAGES 18-19

10) NEW/ONGOING BUSINESS

   a) Committee Assignments   *(m)*   PAGE 20

   b) Strategic Plan Update   *(i)*   PAGES 21-29

11) PUBLIC COMMENTS

12) BOARD MEMBER COMMENTS

13) NEXT MEETING: June 13th, 2024 at the Kent District Library Service Center

14) ADJOURNMENT   *(m)*

f – file   i – information   m – motion   p – presentation

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

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

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 as presented - *motion carried.*
3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
4) **PUBLIC COMMENTS:** There were no public comments.
5) **APPROVAL OF MINUTES: Dale Parus** moved, supported by **Ron Suszek**, to approve the board minutes from **March 14, 2024**– *motion carried.*
6) **AUDIT PRESENTATION**:
   a) Lakeland received an unmodified opinion, which is ideal.
   b) The Fund balance is very healthy.
   c) There is a new checklist for software subscription agreements, so there is a complication with how the agreement cost is reported regarding revenue.
   d) Rob Bristow moved, supported by John McNaughton, to approve the audit – *motion carried.*
7) **FINANCIAL REPORT:**
   a) **March 2024** Financials and Check Register: **John McNaughton** moved, supported by **Diane Kooiker**, to approve the **March 2024** Financials as presented - *motion carried.*
   b) **Corrective Action Plan resulting from audit: John McNaughton** moved, supported by **Ron Suszek**, to approve the **March 2024** Financials as presented - *motion carried.*
   c) **2023 Retirement System Report:** John McNaughton moved, supported by Dale Parus, to approve the March 2023 Retirement System Report - *motion carried.*
8) **PRESIDENT'S REPORT**
   a) Nothing to report.
9) **DIRECTOR'S REPORT**
   a) Carol spoke about Advocacy Day and encouraged the members to reach out if they would like her to attend meetings with them.
10) **COUNCIL/COMMITEE REPORTS**
   a) Advisory Council minutes included for information.
11) **PUBLIC COMMENTS:**
   a) None.
12) **BOARD MEMBER COMMENTS:**
   a) Joe shared that is looking into replacing their open IT position with a managed IT position. They are also seeking a business manager.
   b) Rob Bristow had nothing to report.
   c) Dale Parus reported that Ionia received a $2.1 million appropriation.
   d) Ron Suszek reported that Muskegon is hosting a world-renowned Peleton instructor.
   e) Diane Kooiker had nothing to report.
   f) John McNaughton reported that GRPL will be looking at hiring an assistant director soon.
   g) Lance Werner reported that KDL received an award for client impact, and they are finalists for the IMLS medal.
13) **NEXT MEETING:** Thursday, **May 9,** at 9:30 a.m. at Kent District Library Service Center.

14) **ADJOURNMENT:** John McNaughton moved, supported by Rob Bristow, to adjourn at **9:49** - *motion carried.*

Respectfully submitted by,
Amber McLain

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of April 30, 2024

ASSETS

Current Assets

    Checking/Savings

001 · Checking Accounts	177,879
002 · Savings Accounts	532,960
Total Checking/Savings	710,839
Accounts Receivable	47,548
Other Current Assets	
084 · Due from Other Funds	74,429
123 · Prepaid Expenses	64,084
Total Other Current Assets	138,513
Total Current Assets	896,900
Fixed Assets	653,105
TOTAL ASSETS	**$ 1,550,005**

LIABILITIES & EQUITY

Liabilities

    Current Liabilities

Accounts Payable	8,751
Other Current Liabilities	
231 · Payroll Liabilities	2,304
237 · Benefit Liabilities	4,334
Total Other Current Liabilities	6,638
Total Current Liabilities	15,389
Total Liabilities	$ 15,389

Equity

370 · Nonspendable Funds	84,334
371 · Property	653,105
390 · Unassigned Funds	844,096
Net Income	(46,919)
Total Equity	$ 1,534,616
TOTAL LIABILITIES & EQUITY	**$ 1,550,005**

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

	YTD	Budget	%
Income			
566 · **State Aid Revenue**	353,592	709,000	49.9%
631 · **Administrative Services**	88,452	139,186	63.5%
632 · **Delivery Services**	82,804	117,496	70.5%
633 · **ILS & IT Services**	445,226	565,273	78.8%
665 · **Interest Revenue**	14,917	5,000	298.3%
672 · **Other Revenue**	125	100	125.1%
Total Income	$ 985,116	$ 1,536,055	64.1%
Expense			
702 · **Salaries & Wages**	441,423	811,730	54.4%
710 · **Benefits**	79,297	153,750	51.6%
719 · **Mileage**	1,995	3,500	57.0%
720 · **Professional Development**	2,380	9,000	26.4%
726 · **Supplies**	2,281	3,840	59.4%
801 · **Professional Services**	21,199	26,740	79.3%
810 · **Insurance**	17,821	17,480	102.0%
817 · **ILS & IT Expenses**	272,930	400,305	68.2%
831 · **RIDES**	-	8,580	0.0%
860 · **Delivery Expenses**	14,191	57,555	24.7%
880 · **Member Development**	2,460	6,000	41.0%
920 · **Facility Expenses**	20,384	37,575	54.3%
Total Expense	$ 876,362	$ 1,536,055	57.1%
Net Ordinary Income	$ 108,754	$ -	100.0%
Other Expense			
990 · **Debt Service**	110,673		
995 · **FB Transfers Out**	45,000	45,000	100.0%
Total Other Expense	155,673	45,000	345.9%
Net Other Income	$ (155,673)	$ (45,000)	345.9%
Net Income	$ (46,919)	$ (45,000)	104.3%

Lakeland Library Cooperative
Operating Checks for the Month
As of April 30, 2024

Date	Name	Memo	Account	Amount
001.01 · Main Checking-Sweep Acct				
04/03/2024	Cunningham Dalman PC		Legal	1,250.00
04/03/2024	Foster Swift Attorneys		Legal	1,029.00
04/03/2024	Heimler, Nick	IT operations	IT Consulting	3,485.00
04/03/2024	Saranac Public Library-Vendor	Reimbursed damaged book	Delivery Supplies	12.99
04/05/2024	MERS	Pension	Benefits	4,452.34
04/05/2024	State of Michigan--Vendor		Payroll Liabilities	2,583.07
04/05/2024	MI-Unemployment Insurance Agency		Payroll Liabilities	1,336.00
04/08/2024	Gabridge & Company PLC		Audit	6,200.00
04/08/2024	Coverall - New Dreams, Inc.	Janitorial service	Facility Contracts	170.00
04/08/2024	Langlois, Ann - Vendor		Mileage	278.72
04/08/2024	Lezman, Jeff - Vendor	Webinar	Conference/Training	71.10
04/08/2024	Amazon		Supplies	83.38
04/08/2024	Berger Chevrolet		Vehicle Repairs/Maintenance	165.00
04/08/2024	Comcast-XLine		Telephones	81.95
04/08/2024	First National Bank	IT, cell phones, supplies	-SPLIT-	1,019.18
04/08/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	1,028.19
04/08/2024	Granger	Trash Removal	Facility Contracts	114.63
04/08/2024	Healthiest You	Telehealth	Benefits	76.50
04/09/2024	Payroll		-SPLIT-	17,751.19
04/09/2024	United States Treasury		Payroll Liabilities	5,923.08
04/09/2024	MERS 401/457		Payroll Liabilities	2,006.22
04/17/2024	BiblioCommons Corp.	Biblio Apps	Bibliocore	1,950.00
04/17/2024	Delta Dental	Dental/Vision Insurance	Benefits	44.17
04/17/2024	Saranac Public Library-Vendor	Reimbursed damaged book	Delivery Supplies	28.00
04/19/2024	Grand Rapids Income Tax Dept.		Payroll Liabilities	109.98
04/19/2024	Walker City Treasurer		Payroll Liabilities	309.95
04/22/2024	Backstage Library Works		Authority Control	1,131.80
04/22/2024	Cornell, Janet - vendor		Mileage	20.77
04/22/2024	Langlois, Ann - Vendor		Mileage	10.72
04/23/2024	Payroll		-SPLIT-	17,927.98
04/23/2024	United States Treasury		Payroll Liabilities	5,951.62
04/23/2024	MERS 401/457		Payroll Liabilities	2,006.22
04/23/2024	Aflac		Payroll Liabilities	403.82
04/23/2024	BCBS	Health Insurance	Benefits	2,518.30
04/23/2024	BCN	Health Insurance	Benefits	2,727.73
04/23/2024	Cintas	Floor mats	Facility Contracts	119.20
04/23/2024	Comcast-Data Lines	Data Lines	IT Operations	575.00
04/23/2024	Consumers Energy		Utilities	408.79
04/23/2024	DTE Energy		Utilities	59.55
04/23/2024	DTE Energy		Utilities	265.68
04/23/2024	First National Bank	continuing ed, supplies, fees	-SPLIT-	379.88
04/23/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	1,036.81

Date	Name	Memo	Account	Amount
04/23/2024	Grand Rapids City Treasurer		Utilities	276.03
04/23/2024	Mitel		Telephones	485.84
04/23/2024	SS Power Wash		Vehicle Repairs/Maintenance	90.00
04/23/2024	Standard Insurance - MERS	LTD/Life Insurance	Benefits	261.96
			TOTAL	**88,217.34**

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of April 30, 2024

	Pass Through	Capital
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · **Fund - Checking**	44,046	1,751
001.3 · **eCommerce - Checking**	7,584	
Total 001 · Checking Accounts	51,630	1,751
002 · Savings Accounts		58,622
Total Checking/Savings	51,630	60,373
Accounts Receivable	4,841	
Other Current Assets		
123 · **Prepaid Expense**		10,712
Total Other Current Assets	-	10,712
Total Current Assets	56,471	71,085
TOTAL ASSETS	$ 56,471	$ 71,085
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	1,723	5,500
Other Current Liabilities		
214 · **Due To Other Funds**	40,000	34,429
Total Other Current Liabilities	40,000	34,429
Total Current Liabilities	41,723	39,929
Total Liabilities	$ 41,723	$ 39,929
Equity		
370 · **Nonspendable Funds**		10,712
390 · **Unassigned Funds**		45,613
Net Income	14,748	(25,168)
Total Equity	14,748	31,156
TOTAL LIABILITIES & EQUITY	$ 56,471	$ 71,085

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

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	5,548	8,700	63.8%			
629 · Group Collections	66,583	92,000	72.4%			
635 · Group Services	7,613	86,000	8.9%			
637 · Ecommerce Fines	21,114	28,000	75.4%			
645 · IT Services	-	350	0.0%			
665 · Interest Revenue				1,855	2,000	92.7%
672 · Other Revenue	-	750	0.0%			
677 · Group Training	1,675					
Total Income	$ 102,532	$ 215,800	47.5%	$ 1,855	$ 2,000	92.7%
Expense						
728 · Library Supply Expense	5,548	8,700	63.8%			
729 · Collection Expenses	59,488	92,000	64.7%			
805 · Group Subscriptions	7,613	86,000	8.9%			
807 · Fines Paid	13,461	28,000	48.1%			
830 · IT Services Expense	-	350	0.0%			
880 · Member Development	1,675					
969 · Other Services	-	750	0.0%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				5,500	7,500	73.3%
975 · Technology				66,523	85,000	78.3%
Total 970 · Capital Outlay	-	-	0.0%	72,023	92,500	77.9%
Total Expense	$ 87,784	$ 215,800	40.7%	$ 72,023	$ 92,500	77.9%
Net Ordinary Income	$ 14,748	$ -	100.0%	$ (70,168)	$ (90,500)	77.5%
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 Other Income	-	-	0.0%	45,000	90,500	49.7%
Net Income	$ 14,748	$ -	100.0%	$ (25,168)	$ -	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
As of April 30, 2024

Date	Name	Memo	Account	Amount
001 · Checking Accounts				
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
04/23/2024	OverDrive	audio and ebooks	-SPLIT-	5,162.11
			Total 001.11 · Checking - Pass Through	5,162.11
001.12 · Checking - Capital				
			Total 001.12 · Checking - Capital	0.00
			Total 001.1 · Fund - Checking	5,162.11
			TOTAL	**5,162.11**

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

Council Members Present:
Lakeland Staff Present:

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~~ 16. 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) **COMMITEE 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

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.

See you all on Thursday!

Respectfully submitted,

Carol Dawe

Lakeland Cooperative Board Committee Assignments 2023-2024

Finance:

- Maggie McKeithan, Chair
- Dale Parus
- Ron Suszek
- Lance Werner (Ex Officio)

Personnel

- Lance Werner, Chair
- Rob Bristow,
- John McNaughton
- Joe Zappacosta

Standards:

- Diane Kooiker, Chair
- Maggie McKeithan
- Jessica Hunt
- Lance Werner

LAKELAND LIBRARY COOPERATIVE
Activity Plan
2023 – 2025
April 2024 UPDATE

Staff Key:
CD=Cooperative Director
CS=Cataloging Services
DS=Digital Services

FD=Facilities & Delivery
FHR=Finance & Human Resources
IT=Information Technology
ILS=Integrated Library System

MS=Member Services
Grey shading means completed.
Current/New Activity is in bold text.

LEADING

Goal 1.1 Ensure barrier-free, two-way communication between members and with LLC.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Develop a Communication Plan that includes email and other upgrades to improve access to information, troubleshooting, and networking	LLC Team	Begin 4/1/2023	**All libraries are migrated to their own e-mail. LLC is no long on Zimbra and has our own Google Workspace account. We are fine tuning distribution e-mail lists. We will now focus on a communication plan in the next several months.**
Consider a platform like Slack, Jira or Teams	IT, MS	Begin 4/1/2023	**LLC Team will address this in the next few months if the need is still there. Email is working quite well in tandem with the ticketing system and Google Docs now that all LLC staff have full access.**

Update LLC marketing/promotional materials	CD, FD, MS, DS, IT	Completed by 12/31/2023	This project is completed and we will continue to add branding as needed. We are updating our webpage.

Goal 1.2 Model diversity, equity, and inclusion practices for deeper understanding of the library's role in embracing inclusion in all aspects of their operations.			
Activity	**Staff_Responsible**	**Timeline**	**Update**
Review LLC policies for DEI practices and integration	CD, MS, FHR	TBD	**Looking at cataloging and budgeting and other standards for equity among members**
Review marketing language	CD, DS, FHR, MS	TBD	
Support members in learning about and integrating DEI practices	CD, FHR	Ongoing	**Nicki is reworking the 2022-23 2022 LM State Aid Survey Data for LLC Libraries and learning to extract data that can be helpful to member libraries. This helps address equity in terms of budgets, millages, etc.**

Goal 1.3 Incorporate intellectual freedom into our Plan of Service, bylaws, policies, and training plans.			
Activity	**Staff_Responsible**	**Timeline**	**Update**
Consult ALA Office for Intellectual Freedom and other partners for resources and guidance	CD, DS, FHR	TBD	**As needed.**
Conduct an audit/review of all bylaws, policies, and training plans	CD, DS, FHR	TBD	**Ongoing**

Edit and update bylaws, policies, and training plans to incorporate intellectual freedom concepts and practices	CD, DS, FHR	TBD	Bylaws and Plan of Service completed. **We are still waiting on LM for approval of our recent POS changes.**

LEARNING

Goal 2.1 Create comprehensive training to provide a multi-format, standardized curriculum for member library staff.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Create a training plan - consider different levels of staff, web portal and corresponding curriculum that incorporates on-demand, remote, regional, and in-person training for the current ILS, reports and statistics and other requests from recent and future surveys with built in measurements from evaluations/surveys for every session	MS, LLC TEAM	Begin in 10/2023 Late 2nd Quarter	**Amber has set up BiblioApps training documentation, videos, promotional materials etc. Ann has done training for reports and this work is ongoing. Nicki has provided OD updates and tips and tricks etc. Web based Training Plan is implemented for PatronPoint, BiblioSuggest and BiblioApps. Working on Sierra.**
Seek out volunteers (at all levels of library staff) to give input/Beta test, badging	MS, LLC TEAM	Begin in 2/2024	**Testing for BiblioApps was a great success. We had 20 testers split between Android and IOS. We will continue to use members as needed and fit their expertise to our projects.**

Goal 2.2 Work with library-related partners across the state to create a shared method of informing member library staff about training opportunities.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Partner with MCLS, MLA, LOM, school association to determine best communication methods	CD	TBD	**We are sharing more information, but a digital framework seems to be out of reach due to the number of partners and now with accessibility issues for webpages becoming a priority. We will continue to pursue sharing information.**
Work with partners to create a statewide CE calendar, newsletter, or other communication vehicle	CD, MS, DS	TBD	The Coop. Directors are working a on a shared internal document as a draft before we try a full calendar. This draft will be reviewed in March. **We are still fine-tuning this and will continue to do so over the summer. Cooperative Director is chairing the LCM CE committee.**

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

LENDING

Goal 3.1 Ensure a cohesive vision for the future of the ILS by capturing institutional knowledge and creating a succession plan to fill key roles.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Document current key roles/positions/procedures	LCC TEAM	Completed 8/1/23	Job description, job posted, procedures and documentation and current ILS recommendations
Determine hiring needs and potential timelines for future openings	CD	Completed by 6/1/2023	Interviews
Hire new ILS Manager		Completed 8/1. Waiting for onsite onboarding .	Make an offer and set start date, develop onboarding plan
Onboarding of new ILS Manager on site.	CD, LLC TEAM	Plan completed and **onboarding is ongoing until mid Dec.**	Develop onboarding plan and follow the plan. **Ann is now stateside and living close to the LLC office! Hiring is complete!**

Goal 3.2 Improve the functionality of the ILS by investigating ways to streamline and maximize the features of the existing ILS and 3ʳᵈ party add-ons.			
Activity	**Staff Responsible**	**Timeline**	**Update**
LLC staff learn more about ILS functionality and integrations	**LLC TEAM with lead by ILS and MS**	**2024—exact TBD**	**24 Training hours were purchased from Innovative for staff use to commence in December.** Meet with Innovative staff in November with Ann. Reports are being reviewed as are all current practices. This will take a lot of time in 2024. Ann

			continues to work with Innovative trainers/consultants and make assessments and we will continue to do so and develop the best ways to share with members. One example is a new Sierra upgrade will happen in March and members will be provided with information on improved and new functionality ahead of the upgrade. **Ann and Amber have started quarterly meetings for all library staff members. We will see how these evolve and may allow training opportunities as well.**

Goal 3.3 Develop a wish list of ILS features and functionality desired by members to inform future ILS decision-making.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Create a Task Force to inform process and develop feedback mechanisms	ILS, MS, CS, IT, CD, DS	TBD	**Still exploring best practices and next steps with this.**
Investigate additional potential ILS features and functionalities	ILS, MS, CS, IT, CD, DS	TBD	**Ongoing, ILS Manager brings back new functionality from various meeting etc. Open dialog with members with every system upgrade. Waiting on decision from Muskegon 3.**
Survey members	MS	TBD	

Goal 3.4 Find ways to share resources and services to benefit all members.			
Activity	**Staff Responsible**	**Timeline**	**Update**
Investigate additional shared collections, i.e., library of things, STEM kits, other rotating collections	CS, DFS, ILS, MS	2024, TBD	**Creating an Adult Services Committee and will work with AS and YS to assess needs.**
Investigate additional group purchases and subscriptions, i.e., HR Source, Board Source	DS, CD	ONGOING	Renewals, new products etc. Crafty is new. Vox, Ancestory. **BiblioSuggest is complete. Hoopla records are available for most libraries in Bibliocore. BiblioApp goes live on 5/15.**
Feedback mechanism, decision-tree creation, work on formalizing process for group purchases.	DS, CD, MS	1/1/2024--	Google Spreadsheets have been implemented. **Others are being explored.**

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

Communicate and implement new delivery procedures based on study findings	FDS, DS, MS, ILS	TBD	