

**LAKELAND LIBRARY COOPERATIVE BOARD
MONTHLY MEETING**

**Thursday, August 8th, 2024
9:30 a.m.
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 Members
- 2) APPROVAL OF AGENDA** *(m)*
- 3) QUESTIONS FROM MEMBERS & BOARD PRESIDENT/COOPERATIVE DIRECTOR ANSWERS**
- 4) PUBLIC COMMENTS**
- 5) APPROVAL OF MINUTES**
 - a) July 11th, 2024, Unofficial Minutes *(m)* PAGES 2
- 6) FINANCIAL REPORT**
 - a) July financials and monthly check register *(m)* PAGES 3-8
- 7) PRESIDENT'S REPORT** *(i)*
- 8) COOPERATIVE DIRECTOR'S REPORT** *(i)* PAGES 9-14
- 9) COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Council, May 9th, 2023, Official minutes *(i)* PAGES 15-16
 - b) Finance Committee: July 20, 2023 Approved minutes *(i)* PAGES 17
 - c) Finance Committee: August 1, 2024 Draft minutes *(i)* PAGES 18
- 10) ONGOING and NEW BUSINESS**
 - a) Strategic Plan July 2024 Update *(i)* PAGES 19-29
- 11) PUBLIC COMMENTS**
- 12) BOARD MEMBER COMMENTS**
- 13) NEXT MEETING: September 12th, at the Kent District Library Service Center.**
- 14) ADJOURNMENT** *(m)*

LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, July 11, 2024 at 9:30 a.m.
Kent District Library Service Center

Present: John McNaughton (GRPL), Ron Suszek (MADL), Diane Kooiker (HDL), Jessica Hunt (NG), Lance Werner (KDL), Dale Parus (IC), Rob Bristow (OG), Maggie McKeithan (OS), Joe Zappacosta (SM)

Lakeland Staff Present: Carol Dawe, Ann Langlois, Amber McLain

Absent: None

- 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, 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:** Ron Suszek moved, supported by Jessica Hunt, to approve the board minutes from May 9– *motion carried.*
- 6) **FINANCIAL REPORT:**
 - a) May Financials and Check Register: Diane Kooiker moved, supported by Rob Bristow, to approve the May Financials as presented - *motion carried.*
 - b) June Financials and Check Register: John McNaughton moved, supported by Diane Kooiker, to approve the June Financials as presented - *motion carried.*
- 7) **PRESIDENT'S REPORT**
 - a) Nothing to report.
- 8) **DIRECTOR'S REPORT**
 - a) Carol reported that she will go on vacation next week.
- 9) **COUNCIL/COMMITEE REPORTS**
 - a) Advisory Committee minutes included for information.
- 10) **PUBLIC COMMENTS:**
 - a) No Public Comments.
- 11) **BOARD MEMBER COMMENTS:**
 - a) John McNaughton reported that GRPL is hitting record numbers for their summer reading program and they are in the second round of assistant director interviews.
 - b) Ron Suszek shared information on a visiting author program.
 - c) Diane Kooiker shared information about a program coordinated with the Sesame Workshop about difficult conversations with kids.
 - d) Jessica Hunt had nothing to share.
 - e) Rob Bristow shared that summer reading is going well.
 - f) Dale Parus shared that summer reading is going well.
 - g) Maggie McKeithan shared that one of the state's biggest flower shows will be at Spring Lake next Friday.
 - h) Joe Zappacosta shared that Hackley is nearing the end of the several hiring processes.
 - i) Amber McLain added that OG has a new youth services librarian.
- 12) **NEXT MEETING:** Thursday, August 8, 2024, at 9:30 a.m. at Kent District Library Service Center.
- 13) **ADJOURNMENT:** Rob Bristow moved, supported by John McNaughton, to adjourn at 9:39 - *motion carried.*

Respectfully submitted by,
 Amber McLain

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of July 31, 2024

ASSETS

Current Assets

Checking/Savings

001 - Checking Accounts 156,370

002 - Savings Accounts 877,471

Total Checking/Savings 1,033,841

Accounts Receivable 23,938

Other Current Assets

084 - Due from Other Funds 74,429

111 - Undeposited Funds 4,999

123 - Prepaid Expenses 64,084

Total Other Current Assets 143,511

Total Current Assets 1,201,291

Fixed Assets 653,105

TOTAL ASSETS \$ 1,854,396

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Other Current Liabilities

214 - Due to Other Funds 20

231 - Payroll Liabilities 3,497

237 - Benefit Liabilities 6,275

Total Other Current Liabilities 9,792

Total Current Liabilities 9,792

Total Liabilities \$ 9,792

Equity

370 - Nonspendable Funds 84,334

371 - Property 653,105

390 - Unassigned Funds 844,096

Net Income 263,069

Total Equity \$ 1,844,604

TOTAL LIABILITIES & EQUITY \$ 1,854,396

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

	YTD	Budget	%
Income			
566 · State Aid Revenue	716,519	709,000	101.1%
631 · Administrative Services	117,936	139,186	84.7%
632 · Delivery Services	110,405	117,496	94.0%
633 · ILS & IT Services	593,635	565,273	105.0%
665 · Interest Revenue	22,547	5,000	450.9%
672 · Other Revenue	125	100	125.1%
Total Income	\$ 1,561,167	\$ 1,536,055	101.6%
Expense			
702 · Salaries & Wages	638,807	811,730	78.7%
710 · Benefits	104,497	153,750	68.0%
719 · Mileage	2,371	3,500	67.7%
720 · Professional Development	2,557	9,000	28.4%
726 · Supplies	2,539	3,840	66.1%
801 · Professional Services	29,346	26,740	109.7%
810 · Insurance	17,821	17,480	102.0%
817 · ILS & IT Expenses	281,278	400,305	70.3%
831 · RIDES	8,550	8,580	99.6%
860 · Delivery Expenses	25,368	57,555	44.1%
880 · Member Development	2,460	6,000	41.0%
920 · Facility Expenses	26,831	37,575	71.4%
Total Expense	\$ 1,142,424	\$ 1,536,055	74.4%
Net Ordinary Income	\$ 418,742	\$ -	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 Income	\$ 263,069	\$ (45,000)	-584.6%

Lakeland Library Cooperative
Operating Checks for the Month
As of July 31, 2024

Date	Name	Memo	Account	Amount
001.01 - Main Checking-Sweep Acct				
07/01/2024	MCLS		Memberships	125.00
07/02/2024	Payroll		-SPLIT-	17,649.96
07/02/2024	United States Treasury		Payroll Liabilities	6,029.98
07/02/2024	MERS 401/457		Payroll Liabilities	2,006.22
07/12/2024	MERS	Pension	Benefits	4,337.30
07/12/2024	State of Michigan--Vendor		Payroll Liabilities	1,895.02
07/12/2024	MI-Unemployment Insurance Agency		Payroll Liabilities	163.00
07/12/2024	BCBS	Health Insurance	Benefits	2,518.30
07/12/2024	BCN	Health Insurance	Benefits	2,727.73
07/12/2024	Cintas	Floor mats	Facility Contracts	119.20
07/12/2024	Consumers Energy		Utilities	573.98
07/12/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	1,009.75
07/12/2024	Granger	Trash removal	Facility Contracts	114.63
07/12/2024	Mitel		Telephones	486.23
07/12/2024	SS Power Wash	Truck wash	Vehicle Repairs/Maintenance	90.00
07/15/2024	Backstage Library Works		Authority Control	231.00
07/15/2024	Coverall - New Dreams, Inc.	737-7928	Facility Contracts	170.00
07/15/2024	Dawe, Carol - vendor	Mileage and supplies	-SPLIT-	94.00
07/15/2024	Healthiest You	Telehealth app	Benefits	76.50
07/15/2024	Superior Pest Control, Inc.	Pest control	Facility Contracts	58.00
07/16/2024	Payroll		-SPLIT-	17,720.93
07/16/2024	United States Treasury		Payroll Liabilities	6,047.00
07/16/2024	MERS 401/457		Payroll Liabilities	2,006.22
07/24/2024	Delta Dental	Dental/Vision Insurance	Benefits	259.21
07/26/2024	Grand Rapids Income Tax Dept.		Payroll Liabilities	163.84
07/26/2024	Walker City Treasurer		Payroll Liabilities	229.00
07/29/2024	Backstage Library Works		Authority Control	978.00
07/29/2024	Heimler, Nick	IT operations	Consulting	3,485.00
07/29/2024	Springshare LLC (Patron Pt)	card verifications	Patron Point	3,885.90
07/29/2024	Aflac		Payroll Liabilities	403.82
07/29/2024	Berger Chevrolet		Vehicle Repairs/Maintenance	204.17
07/29/2024	Comcast-Data Lines	Data Lines	IT Operations	575.00
07/29/2024	DTE Energy		Utilities	63.80
07/29/2024	DTE Energy		Utilities	60.42
07/29/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	988.47
07/29/2024	First National Bank	IT, supplies, bank fees	-SPLIT-	1,223.17
07/29/2024	Grand Rapids City Treasurer		Utilities	271.48
07/29/2024	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	261.96
07/30/2024	Payroll		-SPLIT-	18,061.81
07/30/2024	United States Treasury		Payroll Liabilities	6,240.92
07/30/2024	MERS 401/457		Payroll Liabilities	1,818.65
			TOTAL	105,424.57

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of July 31, 2024

	Pass Through	Capital
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	49,992	1,957
001.3 · eCommerce - Checking	5,242	
Total 001 · Checking Accounts	55,233	1,957
002 · Savings Accounts		47,386
Total Checking/Savings	55,233	49,343
Accounts Receivable	3,923	
Other Current Assets		
084 · Due From Other Funds	99	
123 · Prepaid Expense		10,712
Total Other Current Assets	99	10,712
Total Current Assets	59,255	60,055
TOTAL ASSETS	\$ 59,255	\$ 60,055
 LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Other Current Liabilities		
214 · Due To Other Funds	40,000	34,429
Total Other Current Liabilities	40,000	34,429
Total Current Liabilities	40,000	34,429
Total Liabilities	\$ 40,000	\$ 34,429
Equity		
370 · Nonspendable Funds		10,712
390 · Unassigned Funds		113
Net Income	19,255	14,801
Total Equity	\$ 19,255	\$ 25,626
TOTAL LIABILITIES & EQUITY	\$ 59,255	\$ 60,055

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

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	6,919	8,700	79.5%			
629 · Group Collections	88,905	92,000	96.6%			
635 · Group Services	21,756	86,000	25.3%			
637 · Ecommerce Fines	24,832	28,000	88.7%			
645 · IT Services	-	350	0.0%			
665 · Interest Revenue				2,724	2,000	136.2%
672 · Other Revenue	1,675	750	223.3%			
Total Income	\$ 144,087	\$ 215,800	66.8%	\$ 2,724	\$ 2,000	136.2%
Expense						
728 · Library Supply Expense	6,919	8,700	79.5%			
729 · Collection Expenses	74,947	92,000	81.5%			
805 · Group Subscriptions	21,756	86,000	25.3%			
807 · Fines Paid	19,534	28,000	69.8%			
830 · IT Services Expense	-	350	0.0%			
880 · Member Development	1,675					
965 · Information Technology				66,523		
969 · Other Services	-	750	0.0%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				5,500	7,500	73.3%
975 · Technology				6,400	85,000	7.5%
Total 970 · Capital Outlay	-	-	0.0%	11,900	92,500	12.9%
Total Expense	\$ 124,832	\$ 215,800	57.8%	\$ 78,423	\$ 92,500	84.8%
Net Ordinary Income	\$ 19,255	\$ -	100.0%	\$ (75,699)	\$ (90,500)	83.6%
Other Income						
699 · Fund Balance Transfers In						
699.1 · FB Transfers In-from Operating				45,000	45,000	100.0%
699.2 · FB from Capital Reserves				45,500	45,500	100.0%
Total 699 · Fund Balance Transfers In	-	-	0.0%	90,500	90,500	100.0%
Total Other Income	\$ -	\$ -	0.0%	\$ 90,500	\$ 90,500	100.0%
Net Income	\$ 19,255	\$ -	100.0%	\$ 14,801	\$ -	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
As of July 31, 2024

Date	Name	Memo	Account	Amount
001 · Checking Accounts				
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
07/29/2024	OverDrive	audio and ebooks	-SPLIT-	5,025.82
Total 001.11 · Checking - Pass Through				5,025.82
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				0.00
Total 001.1 · Fund - Checking				5,025.82
001.3 · eCommerce - Checking				
Total 001.3 · eCommerce - Checking				0.00
TOTAL				5,025.82



LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

COOPERATIVE DIRECTOR'S REPORT August 8, 2024

Email/Phone Consults with Libraries: 33
Email/Phone Consults with Vendors: 6

And now it is August.

Vacation was delightful. I drove over 1200 miles solo through Canada and visited 7 museums or public galleries and then spent several days with my dearest life-long friend laughing our way through eastern Ohio and Western Pennsylvania. If you love modern art, the Buffalo AKG Art Museum and its new 2023 addition is not to be missed. PHENOMONAL, as are the ROM, AGO and McMichael Canadian Art Collection in Ontario. The Group of 7 (Canadian Artists from 1920-33) are amazing and they finally acknowledged a few woman from that time too....ahem.

Because my vacation dates changed a little, I came back to budget and finance preparation, the new adult services committee, board development responsibilities, advisory and board packets and a few libraries that needed my assistance. This is all to say, no detailed written report from me this month.

I do want to share some director news. We welcome Alex Larson as the new director of the Saranac Clarksville District Library. She started July 24th and made her way here from Iowa. We welcome her. I must also report that Leah Kirshhoff resigned from her position at the Patmos Library in Jamestown Township after 6 weeks. Her last day was Wednesday, July 24th.

MADL, Hackley and White Lake will not be pursuing a new ILS at this time but other options such as their own instances of Bibliocommons, BiblioApps, and some changes in Sierra to better utilize their shared delivery and other options are being explored.

The LLC staff continues to amaze me, working so hard on so many projects, services and issues in order to help all of you do your best for the communities you serve. Please let us know how we can help and remember how you can help us help you, which was the theme of the 2nd quarterly meeting that occurred while I was on vacation. Here's a link to the video: https://youtu.be/1JQihY_3WeE and a link to the slides: <https://llcoop.org/wp-content/uploads/2024/07/July-Quarterly-Meeting.pdf> The next meeting will be October 17, 2024. I am so pleased with the success of this initiative.

Agenda Items:**Board:****Finance Committee Update**

Strategic Plan Quarterly Update: The entire team has contributed to the success of this plan. I love it. Plan the work and work the plan. More to come this fall!

Advisory:

Adult Services Inaugural Meeting Unofficial Minutes: 30 people attended and we will meet quarterly beginning in October, both in person and on Zoom. Great initial discussion.

2024-2025 Budget Review: The Finance committee reviewed the draft budget and voted to send it to Advisory for review. Please see the budget documents, including the committee minutes, detailed endnotes and the service formula within the AC packet for further information. State Aid has helped a great deal and we can now preserve our fund balance and plan ahead for new ILS/Patron Interface Initiatives. Please let me know if you have specific questions.

Summer Reading Discussion**Manager/Specialist Reports:****Cataloging Services Manager - Jeff Lezman**July 2024 activities

E-mail & telephone consulting contacts: 49

Sierra records manually edited: 72

We added 5,239 Hoopla records to the database.

June 2024 Statistics

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

The number of requests to be cataloged in June was down by 28% compared to June 2023. The number of requests received that were already in the database increased by 6%.

The number of records copy-cataloged in June was down by 28% compared to June 2023, while the number of original records cataloged was down by 51%. The total number of records cataloged was down by 22% compared to June 2023.

Cataloging	June 2024	YTD	June 2023	YTD	Monthly %	YTDPCT
Requests Received	1295	15153	1774	15864	-27%	-4%
Requests already in database	56	739	53	507	6%	46%
Requests to be cataloged	1239	14414	1721	15357	-28%	-6%
Copy Cataloging	1168	12714	1408	14183	-17%	-10%
Original Cataloging	126	1931	256	2065	-51%	-6%
Total Cataloged	1294	14645	1664	16248	-22%	-10%

Delivery & Facility Manager - Terry Cross

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

	July – 2024	July – 2023	Difference	% Change
Total Book Bags & Bins	3,293	2,999	294	10%

In July 2024, there were 3,293 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 10% increase over the 2,999 bags and bins that were sorted and delivered in July of the prior year. In July, the two drivers loaded and delivered a combined average of 143 book bags and bins per day for delivery.

RIDES statistics: In addition to the book bags and bins that were received from member libraries, we also received and sorted 164 MelCat bins in July 2024. This was an increase of 22 bins as compared to the 142 bins that were received in July 2023. These are MelCat bins that were received from the Rides courier and that were sorted and distributed to member libraries. Also in July 2024, we sent out 158 bins, which was an increase of 3 bins as compared to the 155 bins that were sent out in July 2023. These are MelCat items that were received from member libraries and are being sent to libraries outside of Lakeland.

In July, the sorters started packing dedicated RIDES totes for KDL. This will allow the RIDES courier to deliver the totes directly to KDL and eliminates the need for the courier to take the totes to the RIDES sorting center to be re-sorted, packed, and delivered to KDL. This will allow KDL to receive MelCat items that were requested from Lakeland Libraries a couple of days sooner.

Our longtime and highly esteemed sorter, Brian Gale, has announced his retirement. Brian picked August 9, the date of his 25th anniversary, as his retirement date. Over 25 years, Brian has worked with a multitude of Lakeland employees, including sorters, sorter/drivers and drivers and has obviously been part of a lot of changes at Lakeland. Brian has truly proven to be an excellent employee and asset to Lakeland. Brian will be missed, and we wish him the best of luck in his retirement.

With Brian's retirement, we are currently recruiting for a 3 day a week, 5 hour a day sorter. An employment ad was posted during the last week of July and interviews will begin shortly.

The Delivery section on Lakeland's website was updated in July. The Delivery section of the website is found under the "Resources" tab located on top of the main page. After clicking on "Delivery Services" on the "Delivery" page, there is a link "Contact Delivery" where instructions of when and how to contact Delivery are located. The updated "Delivery" section also includes Delivery Policies, the Delivery Routes, and Delivery Holidays. The last page of the LLC Delivery Policies is a "Guidelines for Preparing Outgoing Delivery" summary. This guideline could be used for new employee training on how to prepare outgoing delivery. And again, thank you to everyone, from the drivers and entire delivery staff for continuing to do an excellent job in packing the bags and bins and for all of your efforts in facilitating delivery.

As compared to June, when extensive maintenance and repairs was performed on all 3 of the trucks, July repairs were more normal as one of the trucks received a routine oil change. All of the trucks are current with their regularly scheduled maintenance.

In July, I drove five six days, covering for driver time off.

Budget work for the upcoming budget was completed in July for the Delivery, Facilities and Supply budgets. A review of the current year's budget reflects actual expenditures in Delivery and Facilities are well within budgeted parameters.

In July, 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 and supply orders.

Semi-annual generator maintenance was performed in July by Wolverine Power Systems. The maintenance included a four-hour load test, hose and clamp repairs to the block heater system and replacement of antifreeze.

Digital Services Specialist – Nicki Johnson

This month, I met with Howard Miller Library after their Overdrive purchaser left. I will be meeting again in August after their new hires are in. Overdrive will be doing some updating to the Libby site soon. This includes improved searching and new badging on the pages. August will also bring the renewal of Swank, our movie licensing vendor. A new RLA Content Group is in the works. St. Clair is working on being added. Overdrive Group will meet in September instead of August. Please check your e-mail.

Financial and HR Specialist – Janet Cornell

This month in between our vacation times, Carol and I worked on drafting the budget for the next fiscal year. Each year we start out slow working through different scenarios but still manage to put together a decent budget that meets our needs, while minimizing the effects on per library costs.

I have also started to go through the budget line items for this year's budget as we wind down the fiscal year, to project year end spending and to get ready for year-end adjustments. With the changes in our IT department and the GASB adjustment from the audit, we will have a couple of year end amendments to account for those in our books.

revenue but that is par for the course when most of our spending takes place before we receive our projected revenue. It helps to have a good understanding of cash flow to manage it!

Email and phone consults with member libraries and vendors: 6

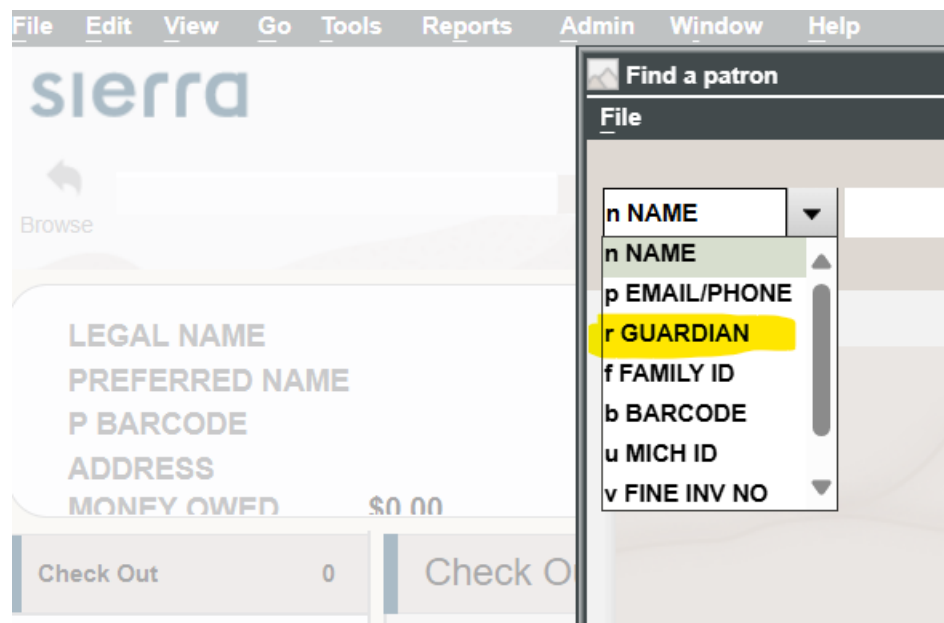
ILS Manager – Ann Langlois

July Email, Zoom, and phone consults- member libraries: 66; vendors: 1

July help tickets opened: 118

July help tickets closed: 132

Guardian ID & additional searches in patron record: iii has completed the indexing work to make the guardian ID # searchable under Find a Patron in Sierra's circulation module. Staff can now use these to help find patrons; they're available under Check Out (Circulation Desk) > [Next to Key or Scan Patron Barcode] click Search > Use the dropdown to choose the desired search index, such as Guardian



Member Services Manager – Amber McLain

Email/Phone Consults with Libraries: 45

Email/Phone Consults with Vendors: 12

BiblioCommons

BiblioCommons continues to function as expected.

BiblioApp

The BiblioApp continues to function consistently, apart from a few known issues that we are aware of and that bibliocommons is currently working on fixes for (self-checkout on newer iPhones and some Android devices, most notably). For a list of current known issues, please visit <https://lcoop.org/biblioapps-faq> - the latest updates are listed in blue. If you experience an issue that is listed under current known issues on this page, you do not need to open a ticket. If your issue is not listed, please open a ticket with tech help with as much information as possible (your phone type, what the error is, does it happen consistently, etc).

BiblioSuggest

BiblioSuggest continues to function as expected. Please check your suggestions consistently! Suggestions made through the app will be sent to the LLC Parent catalog (llc.bibliocommons.com) bibliosuggest module. You are free to log into the parent catalog with your admin account and respond to requests for your library. Otherwise, I will be sending spreadsheets of requests from your patrons to you **on the first Friday of each month.**

Patron Point

Patron Point continues to function as expected with applications and auto-renew. If you encounter an issue, please email me or open a ticket by emailing Tech Help (tech-help@llcoop.org).

Continuing Education

The Continuing Education Committee hosted an inaugural Adult Services Committee Meeting on August 1. The meeting was attended by 30 people and the recording of the meeting is available.

The CE Committee will be hosting a Youth Services STEM workshop on September 9 at Spring Lake. More information about this program is coming soon, so keep an eye on your emails.

Respectfully submitted,

Carol Dawe

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, May 9, 2024 at 9:30 a.m.
KDL Service Center**

Council Members Present: Mary Cook (OH), Elyshia Hoekstra (OC), Stef Reed (MG)

Staff Present: Ann Langlois, Amber McLain, Carol Dawe

Absent: None

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at Mary Cook at 10:00 a.m.
- 2) **APPROVAL OF AGENDA:** Cierra Bakovka moved, supported by Matt Lubbers-Moore, to approve the agenda with the removal of the linked patron functionality - *motion carried*.
- 3) **PUBLIC COMMENTS**
 - a) Jen Salgat (IS) brought up the idea of eliminating physical library cards.
 - i) Jessica Hunt (NG) brought up the idea that not everyone has devices.
 - ii) Cierra Bakovka (AW) brought up that not every patron will be comfortable with the technology required for this.
 - iii) A discussion ensued about how to set up records without physical cards.
 - iv) A discussion ensued regarding how to service users in the hypothetical situation where digital cards are the norm.
 - b) A discussion ensued regarding active card users and how to increase this number.
 - i) Foot traffic vs. Card Holder numbers were discussed.
 - c) Stef Reed announced that Flat River received a \$35,000 grant for hot spots.
 - d) Mary Johnson shared that first amendment auditors visited MADL and were killed with kindness.
 - e) Abby Black shared that Allendale's rotary club donated \$5,000 for teen furniture and has committed to donating \$1,500 yearly.
- 4) **APPROVAL OF MINUTES:** Peggy Hemerling moved, supported by Mary Johnson, to approve the Advisory Council minutes from April 11, 2024 as presented – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORT:** Nothing to report.
- 6) **BOARD REPORT:** There was nothing to report from the Board President.
- 7) **ILS MANAGER'S REPORT:** Ann shared that we are reviewing the Home Library policy language presented in her report. She also shared plans for future quarterly meetings.
- 8) **MEMBER SERVICES MANAGER REPORT:** Amber shared news about the app, how it works, and current issues. BiblioSuggest, Patron Point, and BiblioCommons are all functioning as expected. Please see the written report for more details.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Linking patron record discussion will be tabled until July. Carol discussed an issue with Lakeland email. Carol also shared that she will be sending the requirements for posting minutes per the OMA out to directors. Carol also discussed the Cooperative Association's planned webinars regarding new web accessibility requirements.
- 10) **COMMITTEE REPORTS:**
 - a) None.
- 11) **OTHER REPORTS:**
 - a) MLA Legislature Committee Reports – A senator has been found to champion the freedom to read initiative. The data collected within the last year regarding the public's attitude towards book banning will be presented to the house speaker. There will be an MLA Advocacy hour with Bob DeVries on May 16 at 10 AM speaking about legislative issues.
- 12) **NEW BUSINESS:**
 - a) Fines Waiving/Fines Free Policy – A discussion regarding a multitude of scenarios regarding waiving fines at home libraries for home patrons, for visiting patrons, for hotspots, etc. A variance in opinions was presented and no action was taken at this time. The Advisory Council will look into the scenarios presented within this discussion and draft a new set of options for policy language.

13) **PUBLIC COMMENTS:**

- a) Jessica Grant brought up a question about truth in taxation. This was determined to be a legal question and Jessica was advised to consult her lawyer, but was also advised by Dale to consider that the taxation entity may be her township or city, rather than the library itself.

14) **NEXT MEETING:** Thursday, June 13, 2024, following the board meeting at Kent District Library Service Center

15) **ADJOURNMENT:** Peggy Hemerling moved, supported by Matt Lubbers-Moore, to adjourn at 11:08 a.m. - *motion carried.*

Respectfully submitted by,
Amber McLain

**LAKELAND LIBRARY COOPERATIVE
FINANCE COMMITTEE MINUTES – Official
Thursday, July 20, 2023, at 11:00 a.m.
VIA ZOOM**

Present: Karen McKinnon (AL) Chair, Maggie McKeithan (OS), Joe Zappacosta (SM), Lance Werner, Ex Officio (KU)

Staff Present: Carol Dawe, Janet Cornell

Absent: None

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 11:02 a.m. by Karen McKinnon.
- 2) **APPROVAL OF AGENDA:** Maggie McKeithan moved, supported by Joe Zappacosta, to approve the agenda as presented - *motion carried*.
- 3) **APPROVAL OF MINUTES:** Maggie McKeithan moved, supported by Karen McKinnon, to approve the Finance Committee minutes from October 6, 2022, as presented – *motion carried*.
- 4) **NEW BUSINESS:**
 - a) 2023-2024 Budget Packet: Carol Dawe and Janet Cornell presented the packet highlighting some of the changes. Questions were addressed during discussion and mostly pertained to the endnotes. These included the reductions in delivery due to reduced maintenance on the new trucks, cost savings to continuing education with more opportunities being offered at the state level and moving \$8,000 from unassigned to assigned reserves to reimburse the new ILS Manager's moving expenses in the new fiscal year. Maggie McKeithan moved to approve the budget packet as presented, supported by Joe Zappacosta – *motion carried*.
- 5) **NEXT MEETING:** There will not be another meeting scheduled until the next budget planning process unless it becomes necessary.
- 6) **ADJOURNMENT:** Maggie McKeithan moved to adjourn at 11:17a.m. - *motion carried*.

**LAKELAND LIBRARY COOPERATIVE
FINANCE COMMITTEE MINUTES – Unofficial
Thursday, August 1, 2024, at 10:00 a.m.
VIA ZOOM**

Present: Lance Werner, Ex Officio (KU), Dale Parus (IC), Ron Suszek (UM)

Staff Present: Carol Dawe, Janet Cornell

Absent: Maggie McKeithan, Chair (OS)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:01 a.m. by Carol Dawe.
- 2) **APPROVAL OF AGENDA:** Dale Parus moved, supported by Ron Suszek, to approve the agenda as presented - *motion carried*.
- 3) **APPROVAL OF MINUTES:** Ron Suszek moved, supported by Dale Parus, to approve the Finance Committee minutes from July 20, 2023, as presented – *motion carried*.
- 4) **NEW BUSINESS:**
 - a) 2024-2025 Budget Packet: Carol Dawe presented the packet asking for any questions or concerns. Dale Parus had a few questions regarding possible energy cost increases and sorter hour reductions in payroll. Janet Cornell answered the questions regarding fuel and utilities in that both items are below budget for this fiscal year and that Terry tracks both items in different spreadsheets so that he can submit those budgets within costs. Carol mentioned that the end note was incorrect in stating sorter hours were decreased as the hours are the same as this current year and she will update the end notes to address these items. The budget includes revenue from state aid and some from the libraries being allocated to the capital fund to go towards shared system options. Dale Parus moved to approve the budget packet with the corrections to the end notes as presented, supported by Ron Suszek – *motion carried*.
- 5) **NEXT MEETING:** There will not be another meeting scheduled until the next budget planning process.
- 6) **ADJOURNMENT:** The meeting adjourned at 10:07a.m. - *motion carried*.



Activity Plan 2023 – 2025 July, 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 Communication Plan starts October, 2024	All libraries are migrated to their own e-mail. LLC is no longer 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. New phone system is ported over

			in early August. A text feature is provided. We will experiment but we feel our needs are being met between our NEC phone service and GoogleWorkspace.
Update LLC marketing/promotional materials	CD, FD, MS, DS, IT	Completed by 12/31/2023 Updating Webpage is ongoing.	This project is completed and we will continue to add branding as needed. We are continuing to update 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. Cataloging and Budgeting are almost completed.
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. We need to

			provide easier access to these documents.
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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. We will submit the 2024-2025 copy in September and see if we get a response.

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 2 nd 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

			<p>is implemented for PatronPoint, BiblioSuggest and BiblioApps. Working on Sierra.</p> <p>Biblioapps and BiblioSuggest are working. Patronpoint autorenewal is also working. A FAQ of known issues for BiblioApp is being utilized. We are working with BC on the beta of the consortia app. Offer Beginners' Create Lists training in Fall '24. Create a training series on daily, weekly, monthly maintenance in Sierra. We are developing foundational training such as a new director workshop, state aid workshop and policy workshops.</p>
<p>Seek out volunteers (at all levels of library staff) to give input/Beta test, badging</p>	<p>MS, LLC TEAM</p>	<p>Begin in 2/2024. Completed</p>	<p>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.</p>

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 has been provided at 4 libraries since January. Strategic Planning is active at 5 libraries and completed at 1. Hiring is completed at 2 libraries. A STEM program for youth services will be held on September 9th at Spring Lake.
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. Adult Services had their first meeting. Amber, Ann and Carol are visiting libraries. Jeff is working with MADL and Herrick on Cataloging standards for the Cataloging Centers. Loutit and Hackley will join in. The Library Cooperatives of MI will meet in August. LLC is

			hosting in Muskegon. Amber and Ann are offering networking/professional discussion opportunities at the end of the Quarterly Meetings, starting July '24.
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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	Completed!	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 3 rd 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	<p>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.</p> <p>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. Ann</p>

			(ILS Mgr) has completed 4 training sessions from iii and has attended IUG. Migration to Sierra 6.1 successfully completed in April.
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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. Investigate addl ILS features: ILS Mgr started investigating Acquisitions efficiencies and improvements via the Sierra Acquisitions API. In July '24 additional search indexes (guardian ID/name and email/phone number) were added to ease searching for patrons in Circulation.
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, Ancestry. 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. Now that the Muskegeon Libraries will be remaining in the ILS, Terry will look at new models BUT there we are limited unless we want to invest in another truck. We will investigate further.
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	
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