



LAKELAND LIBRARY COOPERATIVE

LEADING ♦ LEARNING ♦ LENDING

ADVISORY COUNCIL MONTHLY MEETING

Thursday, September 12, 2024
Following the 9:30 a.m. Board Meeting

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

AGENDA

- 1) CALL TO ORDER AND ROLL CALL
- 2) APPROVAL OF AGENDA (m)
- 3) PUBLIC COMMENTS
- 4) APPROVAL OF MINUTES- AUGUST 8TH, 2024: (m) PAGE 2-3
- 5) COUNCIL PRESIDENT REPORT – Mary Cook, Chair
- 6) BOARD REPORT – Lance Werner, Board President (i)
- 7) ILS MANAGER’S REPORT : Ann Langlois (i) PAGES 4-9
- 8) MEMBER SERVICES MANAGER’S REPORT – Amber McLain (i) PAGES 4-9
- 9) COOPERATIVE DIRECTOR’S REPORT -Carol Dawe (i) PAGES 4-9
- 10) COMMITTEE REPORTS (f)
 - a) Continuing Education Committee- No meeting (i)
 - b) Circulation Committee-No meeting (i)
- 11) OTHER REPORTS (i)
 - a) MLA Legislative Committee Report –Dale Parus
- 12) NEW AND ONGOING BUSINESS
 - a) Board Elections for Class IV and V libraries (m) PAGES 10-11
 - b) *Fall and Winter Programming for CE (Please bring ideas.)* (i)
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, October 10th, 2024, following the Board Meeting at Kent District Library Service Center.
- 15) ADJOURNMENT (m)

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, August 8, 2024 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: Mary Cook, Elyshia Hoekstra, Stef Reed
Lakeland Staff Present: Amber McLain, Carol Dawe

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:55 by Mary Cook.
- 2) **APPROVAL OF AGENDA:** Peggy Hemerling moved, supported by Merri Jo Tuinstra to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) None
- 4) **APPROVAL OF MINUTES:** Cierra Bakovka moved, supported by Jeffrey Babbit, to approve the Advisory Council minutes from July 11, 2024, with the change of “Axe MI Tax” in number 11 – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Mary noted that elections for Board officer seats for Class 4 and 5 libraries are upcoming, and officer seats for Advisory are coming up to vote as well. Carol also shared that we need people for the Continuing Education, Adult Services, and Youth Services committees.
- 6) **BOARD REPORT:** None.
- 7) **REPORTS:**
 - a) **ILS MANAGER’S REPORT:** See written report.
 - b) **MEMBER SERVICE MANAGER’S REPORT:** In addition to the written report, Amber shared that Ill and BiblioCommons are currently working on fixing the self-checkout issue with the app. She also shared that she will be sending purchase suggestions from the LLC parent catalog to directors the first Friday of each month. She asked each library to check their directory page to make sure it is up to date.
 - c) **COOPERATIVE DIRECTOR’S REPORT:** Carol shared that MADL is going to become a cataloging center. We are also looking into acquisitions technology with Ill and Baker and Taylor. Carol also discussed the process of budgeting and the Library Cooperatives of Michigan retreat, which will be in
- 8) **COMMITTEE REPORTS:**
 - a) Adult Services Committee unofficial minutes included for information.
- 9) **OTHER REPORTS:**
 - a) **MLA:** Project 2025 has been added to MLA’s watch list. Project 2025 suggests that librarians should be listed as “sex offenders” for providing materials that some may find objectionable. Obviously, this is harmful and problematic for a multitude of reasons.
- 10) **ONGOING AND NEW BUSINESS:**
 - a) Budget 2025-2026 – Ellen Peters moved, supported by Dale Parus, to approve the proposed budget for FY 2025-2026 – *motion carried*.
 - b) Summer Reading Sharing Session
 - i) Cierra Bakovka shared that Henika had a huge participation jump this year. They also gave out lanyards in the welcome packs to encourage library card sign-up.
 - ii) Stef Reed shared that the foam party at Flat River was a hit. Peggy Hemerling, Dale Parus, Cierra Bakovka, Jen Salgat, and more also chimed in with their experiences.
 - iii) Abby Black shared that Allendale started a maternal support group that is thriving. Abby also offered to train others to run the program. Peggy Hemerling also suggested reaching out to your Health Department to see if they have resources to support a support group.
- 11) **PUBLIC COMMENTS**
 - a) Jen Salgat asked if there was a way in Sierra to auto-close an Patron Record after a certain amount of time.

- b) Mary Cook shared that Hudsonville's youth librarian – Katie Kirk – will be presenting at MLA regarding serving tweens.
 - c) Stef Reed shared that every educational millage in Montague was voted down. Stef also recorded a podcast with Amanda Jones.
- 12) **NEXT MEETING:** Thursday September 12, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.
- 13) **ADJOURNMENT:** Cierra Bakovka moved to adjourn at 10:31 - *motion carried.*

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT September 12, 2024

September is the time to sharpen pencils, pack lunches and get your Emmy speeches and outfits ready. Okay, maybe not, but MLA is coming and I hope to see many of you in October in Traverse City. Beautiful time to be in TC.

Board Agenda Items:

Meeting Calendar: Dates for next year as required by law. We post these online and at the office.

Health Care Resolution: This is an annual requirement to make sure that we follow the law as we provide health care to our employees. Nothing has changed from last year.

End of Year Budget Amendments: These are necessary in order to balance all accounts and close the fiscal year. The endnotes explain it well.

Budgets: The Finance Committee reviewed the budget and approved it. The Advisory Council voted in August to send the budgets to the board. These endnotes should also help with questions but please reach out to me with specific questions or I can answer questions at the board meeting too.

Advisory Agenda Items:

Board Elections. Class IV and V libraries, come ready to caucus! Democracy in action!

Fall Programming Ideas: Please come ready to share so the CE committee can move forward. We do a survey but I like to hear from you as well. Thanks in advance.

As you can see there are a lot of year-end items to address but nothing new. I actually lifted the agenda items from last year's report. I'd like to thank Janet once again for all her work on the budget, finances and end of year amendments. It's a complicated process and she makes it all seem very easy. Bravo, Janet.

Items to note:

Email/Phone Consults with Libraries: 39

Email/Phone Consults with Vendors: 8

Board and Advisory Council Officers will be elected in October as per our bylaws and plan of service. If you are interested, please let the current chair or me know. Thank you. It's a great opportunity to serve. We will have committee chair openings as well. More about that in October.

I am working with a number of libraries on board and staff development and have multiple presentations, workshops, and programs that I can modify for your library. Please let me know if you are interested. I am finishing up strategic planning at a few libraries and starting at one soon.

The LCM directors met in Muskegon in August for our annual retreat. It was fantastic if I do say so myself. Hackley Public Library hosted us and Joe gave an amazing tour of the library and the building next store! Everyone was so impressed not only by the actual buildings but Joe's knowledge and enthusiasm. We stayed at the Shoreline Resort and enjoyed the "Big Lake." We talked about how we can do more to engage communities and we are working on a proposal. More in October. We also shared information and concerns about our own work environments and we helped each other as much as possible. It is such an amazing group of people.

The next big thing is to start working on the ILS section of the strategic plan. Ann, Amber and I will be getting some plans together to bring to the board and advisory later this year.

This is short not because there is nothing to report but because there is just too much to share. Suffice it to say, we are moving forward on all levels in all departments.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

August 2024 activities

E-mail & telephone consulting contacts: 34

Sierra records manually edited: 83

We added 7,536 Hoopla records to the database.

July 2024 Statistics

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

The number of requests to be cataloged in July was down by 4% compared to July 2023. The number of requests received that were already in the database increased by 28%.

The number of records copy-cataloged in July was down by 18% compared to July 2023, while the number of original records cataloged was up by 16%. The total number of records cataloged was down by 15% compared to July 2023.

Cataloging	July 2024	YTD	July 2023	YTD	Monthly %	YTD PCT
Requests Received	1929	17082	1980	17844	-3%	-4%
Requests already in database	77	816	60	567	28%	44%
Requests to be cataloged	1852	16266	1920	17277	-4%	-6%
Copy Cataloging	1394	14108	1700	15883	-18%	-11%
Original Cataloging	194	2125	167	2232	16%	-5%
Total Cataloged	1588	16233	1867	18115	-15%	-10%

Delivery & Facility Manager - Terry Cross

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

	August – 2024	August – 2023	Difference	% Change
Total Book Bags & Bins	3,199	3,273	(74)	(2%)

In August 2024, there were 3,199 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 2% decrease as compared to the 3,273 bags and bins that were sorted and delivered in August of the prior year. In August, the two drivers loaded and delivered a combined average of 145 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 174 MelCat bins in August 2024. This was one more bin as compared to the 173 bins that were received in August 2023. These are MelCat bins that were received from the Rides courier and that we sorted and the drivers delivered to member libraries. Also in August 2024, we sent out 162 bins, which was a decrease of 5 bins as compared to the 167 bins that were sent out in August 2023. These are MelCat items that were received from member libraries and are being sent to libraries outside of Lakeland.

As previously mentioned, Brian Gale retired from his sorting position on August 9, which was also Brian's 25th anniversary. Craig Anderson was hired to replace Brian. Craig's first day was August 13 and he will be working 3 five-hour days, for a total of 15 hours a week. Craig is a recently retired post-office Rural Carrier where he delivered mail and packages for the Rockford Post Office for 34 years. He was trained by the current delivery staff and is doing an excellent job.

Regularly scheduled maintenance was performed on Truck #37 in August. After being driven for 18 months and 76,331 miles, the service included automatic transmission service and flush, brake fluid flush, the power steering fluid was replaced, the fuel system was cleaned and the oil was changed. All of the trucks are current with their regularly scheduled maintenance.

In August, I drove 2 days, covering for driver time off.

In August, there were five 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.

The tri-annual Poly-Bag order was made in August. Poly-bag orders are made 3 times per year, in August, December and April. A total of 8 cases were ordered for 4 different libraries.

Building maintenance in August included yard work, removal of tree branches that were hanging low over the side walk and were impairing street vision, and DTE changed the gas meter.

Digital Services Specialist – Nicki Johnson

Year-end Overdrive purchases are in the works. An Overdrive meeting will be scheduled in the new year once we have agenda items to talk about. One-on-one Overdrive Zoom training was done with Howard Miller Library's new purchasers. Swank movie licensing subscriptions have been renewed for 2024-2025 with 26 libraries participating. Two Lakeland libraries have signed up for a new collection development service offered through Brodart. This is part of a state-wide deal brokered by TLN and presented to Lakeland directors. The service looks like it will be a very helpful tool, especially for libraries with limited staff. I also worked with hoopla in August to add another Lakeland library to the service.

Finance & HR Assistant - Janet Cornell

August was a busy month, going through reconciling accounts and projecting the spending expected yet this fiscal year. Included in this month's packet are the resulting year-end budget amendments. There were quite a few adjustments needed this year, including the GASB 96 rule on subscription-based IT agreements, personnel changes in IT and Delivery, a new phone system, and other higher than expected costs on services. Since we monitor our budget throughout the year, I was able to make some of these known adjustments in the new budget moving forward and simplify this detailed process.

I was also able to get into the office this past month to do some cleanup work on physical files. Since moving to electronic paperwork and working from home, my office was like a picture frozen in time – in this case to March of 2020 with the calendar still on the wall! I hope to get in there a few times each month to maintain what physical files we still have and need to retain.

Email and phone consults with member libraries and vendors: 8

ILS Manager – Ann Langlois

August email, Zoom, and phone consults: member libraries: 39; vendors: 2

August help tickets opened: 198

August help tickets closed: 211

Quarterly meeting: the next Zoom meeting will be October 17 at 1:30 p.m. As always, we welcome you to submit information about renovations, new or leaving staff members, and other going-ons at your library. Please get them to Ann by October 15. All member library staff are encouraged to attend. A registration link and more information will be sent out.

LX Starter: earlier this year I had mentioned a product, LX Starter, that iii was going to give us to offer customized circulation notices via email to patrons. We started the initial setup but then

heard from other consortia who had adopted the product that it has a significant problem currently: if a patron's email bounces a notice several times, even if the patron addresses the issue with the email (usually a Gmail account that has hit the storage limit), the patron will be blocked from receiving future email notices. There's no way in Sierra/LX Starter to unblock it; iii's solution is to ask the patron to provide a different email address. Lakeland staff concurred that this is not a satisfactory workaround and at this time, we will not pursue using LX Starter until the issue is resolved.

Annual Patron and Charges Purge: in August following the summer reading programs, we conducted the annual patron and charges purges as provided in the LLC Circulation policy. Patrons whose records expired longer than three years ago AND who had no circ activity for three years were deleted. Circ. activity includes not only check in, check out and holds, but also activity such as validation through the patron API for third party resources and log in to their records in the public catalog. 32,862 patron records were removed (648 were KDL patrons; 579 were GRPL patrons). Old charges from 7 years ago (outside of the Michigan statute of limitations – 2017) were also purged. Following the charges purge, we conducted a synchronization of accounts in collections with Unique Management. There were about 9,800 patrons with charges from 2017 and earlier on their records. Of these patrons, 6,676 of them met the record purge criteria so they were also removed.

Member Services Manager – Amber McLain

Email/Phone Consults with Libraries: 29

Email/Phone Consults with Vendors: 22

BiblioCommons

BiblioCommons has been functioning as expected.

BiblioApp

BiblioApps has been functioning to the level we are expecting, with one small blip - there was a day in late August in which fine payments were resulting in long wait times or an error message. After some investigation, BiblioCommons believes there was a brief communication disconnect between the app and Paypal, through which payments are processed. The issue has been fixed. If an error is encountered in the app while paying fines in the future, please attempt to pay (or have the patron attempt to pay) the fines through the web catalog.

Sierra/III has added the response time issue to their roadmap and it is expected to be fixed in the 6.4 release in Sierra, which will release in Q1 of 2025. BiblioCommons is still working on their fix as well, which is expected to be implemented in Q4 of 2024. As a reminder, this is both to address the self-checkout issues on the app, as well as the stat groups for checkouts from the app.

Total Number of Apple App Users: 3,386

Total Number of Android App Users: 1,447

BiblioSuggest

BiblioSuggest has been functioning as expected. LLC catalog suggested purchases have been sent out.

Patron Point

Patron Point's integration with Sierra went down for a few days in late August, meaning that applications were unable to be processed and welcome emails were not sent out. This was due to an expiration date being put on the Sierra API and not being updated due to the many

changes in staff in the recent past here at Lakeland. We remedied the situation as soon as it was identified, and have developed a process to renew API credentials to ensure that it does not happen again. For applications that were sent in during this downtime, Patron Point and I have resubmitted them all, so things should be back on track.

Number of Applications in August: 1082

Number of Auto-Renews in August: 1425

Training

Last month I visited Lake Odessa for their staff in-service day to go over BiblioCommons, BiblioSuggest, BiblioApps, and Patron Point. I just want to remind everyone that I am available for both in-person and zoom visits for training or Q&A sessions on these programs.

Respectfully submitted,

Carol Dawe

BOARD ELECTIONS FOR CLASS IV AND CLASS V LIBRARIES

Thursday, September 12th, 2024 - Meeting of LLC Advisory Council

ADVISORY COUNCIL CAUCUSES FOR LLC BOARD MEMBERS-ELECTION

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

Library Group **Board Candidates: Term 10/2024 - 9/2026**

CLASS IV **Maggie McKeithan, Spring Lake District Library, Incumbent**

Other Candidates can be nominated or self-nominate.

Member Class IV Libraries (Quorum 6)

Library Name	Population
Carson City Public Library	13,145
Coopersville Area District Library	12,679
Fennville District Library	14,496
Flat River Community Library	18,223
Fremont Area District Library	13,885
Fruitport District Library	14,575
Hastings Public Library	13,514
Ionia Community Library	23,680
Spring Lake District Library	19,868
Thornapple Kellogg School and Community Library	18,577
White Lake Community Library	12,381
	175,023

Pleas see next page for Class V Slate

Library Group **Board Candidates: Term 10/2024 - 9/2026**

CLASS V **No Incumbent running**

Other Candidates can be nominated or self-nominate.

Member Class IV Libraries (Quorum 3)

Library Name	Population	
Allendale Township Library	35,384	
Hackley Public Library	40,907	
Howard Miller Library	26,133	Revised 7/2024
Loutit District Library	39,331	
	141,755	

RESULTS from CAUCUSES:

CLASS IV: _____

CLASS V: _____