



LAKELAND LIBRARY COOPERATIVE

LEADING ♦ LEARNING ♦ LENDING

BOARD MONTHLY MEETING
Thursday, October 10, 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 Members and Board Members
- 2) **APPROVAL OF AGENDA**
- 3) **ONGOING/NEW BUSINESS PART 1**
 - a) **ELECTION OF OFFICERS AND TRANSFER OF POWER** (m) PAGE 2
- 4) **PRESUBMITTED QUESTIONS FROM MEMBERS**
- 5) **PUBLIC COMMENTS**
- 6) **APPROVAL OF MINUTES**
 - a) September 12, 2024, Unofficial Board Minutes (m) PAGE 3
- 7) **FINANCIAL REPORT**
 - a) August Financials and monthly check register (m) PAGES 4-10
- 8) **PRESIDENT'S REPORT** (i)
- 9) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 11-16
- 10) **COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Council Official Minutes August 8, 2024 (i) PAGE 17-18
- 11) **ONGOING/NEW BUSINESS**
 - a) Strategic Plan 4th Quarter update (m) PAGE 19-30
 - b) Fund Depositories Designates (m) PAGE 31
 - c) Board Member Oath (m) PAGES 32
- 12) **PUBLIC COMMENTS**
- 13) **BOARD MEMBER COMMENTS**
- 14) **NEXT MEETING: November 14th at the Kent District Library Service Center**
- 15) **ADJOURNMENT** (m)



LAKELAND LIBRARY COOPERATIVE

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Board Officers Election: October 2024-September 2025

Board Meeting: October 10, 2024

Slate of Candidates for one-year terms:

Chair: John McNaughton (Grand Rapids Public Library, Class VI)

Write-in: _____

Results:

Vice Chair: Lance Werner (Kent District Library, Class VI)

Write-in: _____

Results:

Secretary: Ron Suszek (Muskegon Area District Library, Class VI)

Write-in: _____

Results:

Treasurer: Maggie McKeithan (Spring Lake Library District, Class IV)

Write in: _____

Results:

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, September 12, 2024 at 9:30 a.m.
Kent District Library Service Center**

Present: Ron Suszek (MADL), Maggie McKeithan (OS), Diane Kooiker (HO), Dale Parus (IC), John McNaughton (GRPL), Carol Dawe (LLC), Joe Zappacosta (SM), Rob Bristow (OG), Jessica Hunt (NG)

Lakeland Staff Present: Amber McLain, Ann Langlois

Absent: Lance Werner (KDL)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:29 by John McNaughton.
- 2) **APPROVAL OF AGENDA:** Maggie McKeithan moved, supported by Diane Kooiker, 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:** Rob Bristow moved, supported by Ron Suszek, to approve the board minutes from August 8 2024, *motion carried*.
- 6) **FINANCIAL REPORT:**
 - a) August 2024 Financials and Check Register: Diane Kooiker moved, supported by Rob Bristow, to approve the August 2024 Financials as presented - *motion carried*.
- 7) **PRESIDENT'S REPORT**
 - a) Lance Werner is absent, no report.
- 8) **DIRECTOR'S REPORT**
 - a) Carol shared that her self- evaluation will be completed this week or early next week. She also praised the current Lakeland team for how proactive they are. Carol also reminded everyone that the annual State Aid report opens on October 1 and Lakeland will be hosting training sessions in late September early October. Carol shared that she is helping several libraries with their strategic plans.
- 9) **COUNCIL/COMMITEE REPORTS**
 - a) Advisory Council minutes from July 2024 included for information.
- 10) **NEW BUSINESS:**
 - a) *FY24-25 Meeting Dates:* Maggie McKeithan moved, supported by Rob Bristow, to approve the FY24-25 Meeting Dates as presented - *motion carried*.
 - b) *FY2024-2025 Health Care Resolution:* Rob Bristow moved, supported by Jessica Hunt, to approve the FY2024-2025 Health Care Resolution as presented - *motion carried*.
 - c) *FY2023-2024 End of Year Budget Amendments:* Dale Parus moved, supported by Ron Suszek, to approve the FY2023-2024 End of Year Budget Amendments as presented - *motion carried*.
 - d) *FY2024-2025 Budgets:* Rob Bristow moved, supported by Dale Parus, to approve the FY2024-2025 Budgets as presented - *motion carried*.
- 11) **PUBLIC COMMENTS:**
 - a) None
- 12) **BOARD MEMBER COMMENTS:**
 - a) Joe Zappacosta shared that he has chosen not to renew his spot on the board and that he appreciated his time on the board.
- 13) **NEXT MEETING:** Thursday, October 10, at 9:30 a.m. at Kent District Library Service Center.
- 14) **ADJOURNMENT:** Dale Parus moved, supported by Rob Bristow to adjourn at 9:46 - *motion carried*.

Respectfully submitted by,
Amber McLains

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

ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 49,142

002 · Savings Accounts 836,692

Total Checking/Savings 885,834

Other Current Assets

084 · Due from Other Funds 74,429

123 · Prepaid Expenses 105,239

Total Other Current Assets 179,668

Total Current Assets 1,065,502

Fixed Assets 653,105

TOTAL ASSETS \$ 1,718,607

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 42,481

Other Current Liabilities

231 · Payroll Liabilities 2,374

237 · Benefit Liabilities 4,336

257 · Accrued Payroll 27,692

258 · Accrued Payroll Taxes 1,946

Total Other Current Liabilities 36,348

Total Current Liabilities 78,828

Total Liabilities \$ 78,828

Equity

370 · Nonspendable Funds 84,334

371 · Property 653,105

390 · Unassigned Funds 844,096

Net Income 58,244

Total Equity \$ 1,639,779

TOTAL LIABILITIES & EQUITY \$ 1,718,607

Lakeland Library Cooperative
Operating Budget vs. Actual
 October 2023 through September 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	32,940	5,000	658.8%
672 · Other Revenue	125	100	125.1%
Total Income	\$ 1,571,560	\$ 1,536,055	102.3%
Expense			
702 · Salaries & Wages	780,745	794,730	98.2%
710 · Benefits	117,622	126,650	92.9%
719 · Mileage	2,985	3,500	85.3%
720 · Professional Development	3,850	9,000	42.8%
726 · Supplies	2,893	9,540	30.3%
801 · Professional Services	41,191	43,740	94.2%
810 · Insurance	17,821	17,890	99.6%
817 · ILS & IT Expenses	306,502	312,405	98.1%
831 · RIDES	8,225	8,580	95.9%
860 · Delivery Expenses	35,962	51,645	69.6%
880 · Member Development	5,129	6,000	85.5%
920 · Facility Expenses	34,718	41,375	83.9%
Total Expense	\$ 1,357,643	\$ 1,425,055	95.3%
Net Ordinary Income	\$ 213,917	\$ 111,000	192.7%
Other Expense			
990 · Debt Service	110,673	111,000	99.7%
995 · FB Transfers Out	45,000	45,000	100.0%
Total Other Expense	\$ 155,673	\$ 156,000	99.8%
Net Income	\$ 58,244	\$ (45,000)	-129.4%

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

Date	Name	Memo	Account	Amount
001.01 - Main Checking-Sweep Acct				
09/04/2024	Detroit Zoological Society	Event	Continuing Education	1,800.00
09/04/2024	Seaman's Air Conditioning/Refrige HVAC		Facility Contracts	1,804.00
09/05/2024	Berger Chevrolet		Vehicle Repairs/Maintenance	1,922.23
09/05/2024	Cintas	Floor mats	Facility Contracts	119.20
09/05/2024	Consumers Energy		Utilities	596.73
09/05/2024	Flyers Energy (Fuel Mgt)		Vehicle Fuel	1,032.42
09/05/2024	Granger	Trash removal	Facility Contracts	114.63
09/05/2024	Healthiest You	Telehealth	Benefits	63.75
09/05/2024	Ricoh USA Inc.	Copier	IT Operations	25.12
09/05/2024	SS Power Wash		Vehicle Repairs/Maintenance	90.00
09/09/2024	MERS	Pension	Benefits	4,334.35
09/09/2024	State of Michigan--Vendor		Payroll Liabilities	1,967.83
09/09/2024	Backstage Library Works		Authority Control	451.70
09/09/2024	Coverall - New Dreams, Inc.	Janitorial service	Facility Contracts	170.00
09/09/2024	Cross, Terry - Vendor		Mileage	45.56
09/09/2024	Superior Pest Control, Inc.	Pest control	Facility Contracts	58.00
09/10/2024	Payroll		-SPLIT-	17,411.99
09/10/2024	United States Treasury		Payroll Liabilities	6,049.54
09/10/2024	MERS 401/457		Payroll Liabilities	2,041.22
09/18/2024	Meekhof Tire Sales & Service, Inc.		Vehicle Repairs/Maintenance	1,647.18
09/20/2024	Grand Rapids Income Tax Dept.		Payroll Liabilities	163.84
09/20/2024	Walker City Treasurer		Payroll Liabilities	236.34
09/23/2024	Allied Universal (Midstate)	Building security	Facility Contracts	121.56
09/23/2024	Heimler, Nick	IT operations	IT Consulting	3,655.00
09/23/2024	Innovative Interfaces, Inc.	Sierra training	Ill Maintenance	3,600.00
09/23/2024	Langlois, Ann - Vendor		Mileage	10.72
09/24/2024	Payroll		-SPLIT-	17,518.85
09/24/2024	United States Treasury		Payroll Liabilities	6,035.14
09/24/2024	MERS 401/457		Payroll Liabilities	2,006.22
09/24/2024	Aflac		Payroll Liabilities	255.28
09/24/2024	BCBS	Health Insurance	Benefits	2,947.76
09/24/2024	BCN	Health Insurance	Benefits	3,016.15
09/24/2024	Berger Chevrolet		Vehicle Repairs/Maintenance	849.48
09/24/2024	Comcast-Data Lines	Data Lines	IT Operations	575.00
09/24/2024	Delta Dental	Dental/Vision Insurance	Benefits	260.76
09/24/2024	DTE Energy		Utilities	18.68
09/24/2024	DTE Energy		Utilities	40.61
09/24/2024	First National Bank	IT, bank fees, supplies, phones	-SPLIT-	1,544.69
09/24/2024	Michigan Insurance Company	Vehicle, Property, Workers Comp	Insurance	15,645.00
09/24/2024	Standard Insurance	LTD & Life Insurance	Benefits	269.55
			TOTAL	100,516.08

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

	Pass Through	Capital
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	32,221	2,078
001.3 · eCommerce - Checking	5,434	
Total 001 · Checking Accounts	37,655	2,078
002 · Savings Accounts		48,026
Total Checking/Savings	37,655	50,104
Accounts Receivable	12,214	
Other Current Assets		
123 · Prepaid Expense		11,087
Total Other Current Assets	-	11,087
Total Current Assets	49,870	61,191
TOTAL ASSETS	\$ 49,870	\$ 61,191
 LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	2,741	
Other Current Liabilities		
214 · Due To Other Funds	40,000	34,429
223 · Due to Members	1,607	
Total Other Current Liabilities	41,607	34,429
Total Current Liabilities	44,348	34,429
Total Liabilities	\$ 44,348	\$ 34,429
Equity		
370 · Nonspendable Funds		10,712
390 · Unassigned Funds		113
Net Income	5,522	15,937
Total Equity	\$ 5,522	\$ 26,762
TOTAL LIABILITIES & EQUITY	\$ 49,870	\$ 61,191

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

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	11,082	11,800	93.9%			
629 · Group Collections	87,297	92,000	94.9%			
635 · Group Services	32,073	81,225	39.5%			
637 · Ecommerce Fines	31,055	28,000	110.9%			
645 · IT Services	-	350	0.0%			
665 · Interest Revenue				3,485	2,000	174.3%
672 · Other Revenue	1,675	2,425	69.1%			
Total Income	\$ 163,182	\$ 215,800	75.6%	\$ 3,485	\$ 2,000	174.3%
Expense						
728 · Library Supply Expense	11,082	11,800	93.9%			
729 · Collection Expenses	87,297	92,000	94.9%			
805 · Group Subscriptions	32,073	81,225	39.5%			
807 · Fines Paid	25,534	28,000	91.2%			
830 · IT Services Expense	-	350	0.0%			
880 · Member Development	1,675	1,675	100.0%			
965 · Information Technology				66,148	70,000	94.5%
969 · Other Services	-	750	0.0%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				5,500	7,500	73.3%
975 · Technology				6,400	15,000	42.7%
Total 970 · Capital Outlay	-	-	0.0%	11,900	22,500	52.9%
Total Expense	\$ 157,661	\$ 215,800	73.1%	\$ 78,048	\$ 92,500	84.4%
Net Ordinary Income	\$ 5,522	\$ -	100.0%	\$ (74,563)	\$ (90,500)	82.4%
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	\$ 5,522	\$ -	100.0%	\$ 15,937	\$ -	100.0%

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

Date	Name	Memo	Account	Amount
001 - Checking Accounts				
001.1 - Fund - Checking				
001.11 - Checking - Pass Through				
09/04/2024	Better Containers Mfg	Love my library bags	Library Supplies	1,421.44
09/23/2024	Coopersville Area District Library-Vendor	efines	Fines paid	192.75
09/23/2024	Fennville District Library-Vendor	efines	Fines paid	55.34
09/23/2024	Freeport District Library - Vendor	efines	Fines paid	11.98
09/23/2024	Gary Byker Memorial Library-Vendor	efines	Fines paid	132.68
09/23/2024	Hesperia Community Library-Vendor	efines	Fines paid	20.58
09/23/2024	Hopkins District Library-Vendor	efines	Fines paid	27.63
09/23/2024	Ionia Community Library-Vendor	efines	Fines paid	96.18
09/23/2024	Leighton Township Library-Vendor	efines	Fines paid	48.27
09/23/2024	Patmos Library-Vendor	efines	Fines paid	321.89
09/23/2024	Saranac Public Library-Vendor	efines	Fines paid	193.91
09/23/2024	Saugatuck--Douglas District Library-Vendo	efines	Fines paid	117.09
09/23/2024	Sparta Township Library--Vendor	efines	Fines paid	31.29
09/23/2024	Swank Movie Licensing USA	movie licenses	Group Subscriptions	10,317.00
09/23/2024	TCH Reynolds Township Library-Vendor	efines	Fines paid	81.75
09/23/2024	White Cloud Community Library-Vendor	efines	Fines paid	53.42
09/23/2024	White Lake Community Library-Vendor	efines	Fines paid	58.91
09/24/2024	OverDrive	audio and ebooks		7,355.35
Total 001.11 - Checking - Pass Through				20,537
001.12 - Checking - Capital				
Total 001.12 - Checking - Capital				-
Total 001.1 - Fund - Checking				20,537
001.3 - eCommerce - Checking				
09/16/2024	Allendale Township Library-Vendor	efines	Fines paid	233.08
09/16/2024	Alvah N. Belding Library--Vendor	efines	Fines paid	27.86
09/16/2024	Carson City Public Library-Vendor	efines	Fines paid	31.20
09/16/2024	Cedar Springs Public Library-Vendor	efines	Fines paid	109.75
09/16/2024	Croton Township Library - Vendor	efines	Fines paid	13.74
09/16/2024	Dorr Township Library-Vendor	efines	Fines paid	27.83
09/16/2024	Flat River Community Library-Vendor	efines	Fines paid	128.20
09/16/2024	Fremont Area District Library-Vendor	efines	Fines paid	96.97
09/16/2024	Fruitport District Library - Vendor	efines	Fines paid	33.84
09/16/2024	Georgetown Twp Public Library-Vendor	efines	Fines paid	1,112.25
09/16/2024	Grant Area District Library-Vendor	efines	Fines paid	110.94
09/16/2024	Hackley Public Library-Vendor	efines	Fines paid	120.66
09/16/2024	Hastings Public Library-Vendor	efines	Fines paid	87.70
09/16/2024	Henika District Library-Vendor	efines	Fines paid	10.02
09/16/2024	Herrick District Library-Vendor	efines	Fines paid	805.13
09/16/2024	Home Township Library - Vendor	efines	Fines paid	8.39
09/16/2024	Howard Miller Library-Vendor	efines	Fines paid	169.67
09/16/2024	Lake Odessa Community Library-Vendor	efines	Fines paid	21.50
09/16/2024	Loutit District Library--Vendor	efines	Fines paid	254.99

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

Date	Name	Memo	Account	Amount
09/16/2024	Muskegon Area District Library-Vendor	efines	Fines paid	743.93
09/16/2024	Newaygo Area District Library-Vendor	efines	Fines paid	14.95
09/16/2024	Salem Township Library-Vendor	efines	Fines paid	319.12
09/16/2024	Spring Lake District Library-Vendor	efines	Fines paid	37.46
09/16/2024	Tamarack District Library-Vendor	efines	Fines paid	4.18
			Total 001.3 - eCommerce - Checking	<u>4,523.36</u>
			TOTAL	<u><u>25,060.82</u></u>



LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

COOPERATIVE DIRECTOR'S REPORT OCTOBER 10, 2024

Zoom, e-mail, telephone consulting contacts: 64

Autumn is my favorite time of year. The rustling of the leaves, a little chill in the air and lets not forget the pumpkins and sunflowers!

- **The Board agenda has items that we address each year. Officers, Oaths, Bank Depositories (no change from last year) and another quarterly update of the strategic plan. Thanks to all the who volunteered to be officers. We are following this years slate and Lance has agreed (if approved) to be VP for 24-25, as Dale did for 23-24. It really adds some continuity and consistency. Next month committee assignments will be discussed by the new chair.**
- **Advisory will also elect officers and I hope we can have a discussion about committees and their purpose and the role of the membership.**

Items to note:

- **Please read all the manager/specialist reports** below. We are accomplishing so much in so many areas and all for you! Lots of training and learning opportunities ahead!
- **The Cataloging Centers** are now 4 with MADL joining Herrick, Hackley and Loutit. Jeff is having quarterly meetings with them and Julie and Allison and working closely to make sure all this works out equitably and efficiently. Stay tuned.
- **Above and beyond:** A delivery truck took out our back up internet cable and Terry was there within an hour and it was fixed by Comcast the next day. They are going to come back and move the internal cable to our computer room. Nick and Terry are working together on this. Its so great to witness this effortless teamwork. The delivery staff is also a rock solid team....everything moves like clockwork. We are so fortunate to have this group of individuals!
- **BiblioApp for Consortia:** We are testing the new Consortia App from Bibliocore. Android testers were able to jump right in but we hit a few snags for IOS users. All seems to be ready to go. We hope to finish testing on October 11th. Many thanks to all

involved! Go Live will most likely be before the end of the year. We will keep you informed!

- **The grass isn't always greener:** Amber, Ann and I met with another consortium/coop that was having issues with BiblioCommons. We are not! Thanks to all of you and your forward thinking, open minds and willingness to change. That's all I'll say until the memoir is written. (I joke, of course but we are very, very grateful for all of you, and we don't say it enough.)
- **Ann and I reviewed our Sierra contract with our support rep.** We were able to save about \$10,000 a year and they committed to a 2 year plan while we decide what direction we want to take with our ILS. We were able to add a test server BUT they wanted to charge \$7,000 for implementation so we said no. We can always address it if a need comes up but after a lot of thought, Ann and I just didn't see that it would be beneficial. We can always use that money for training and specific support issues if needed. Ann has also asked if they will add in some added functionality and we are waiting to hear. Since this money was already budgeted and we are only extending our contract, I didn't think board approval was needed. We can't be without support but we did get them to accept 2 years in lieu of 3 with cost savings. Toot toot!
- **FY 24-25:** We begin our new Fiscal Year. Janet is closing out the books and will prep for the audit.
- **The State Aid Survey** opened up October 1st. Ann, Nicki and Amber are working on a training session on the afternoon of our meeting on 10/10 to help you gather the data needed so that we are consistent in how we use the reports and report the data.
- Amber shares more **training opportunities** in her report as well!
- I submitted my self-evaluation to the board president, along with the strategic plan update. I hope that the LLC staff can take the next several weeks to catch up and then plan for next year. I look forward to a discussion with the board about next steps. LLC staff were reviewed this summer but we will be working on shared and individual goals in the next several weeks.
- **I will be helping Hesperia, and White Lake complete their strategic plans.** Hopkins will start theirs in November and a few others are in the planning stages. For larger libraries, I think a consultant really is beneficial because you are talking about a large population and the survey should really show results from all sectors of the service area.
- Heading to MLA with Amber on the 14th. Looking forward to seeing many of you. Let me know if you want to meet up!
- By the time we get back, we will all have new laptops. Our last ones are 4 years old and with extra money in the 23-24 IT budget AND discounts from Dell, Nick was able to purchase upgrades, new scanners and docking stations.
- So much more to share but the packet needs to go out! Please don't hesitate to ask questions, ask for help or just ask for ears to vent!

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman
August/September 2024 activities

E-mail & telephone consulting contacts: 27

Sierra records manually edited: 70

We added 7,298 Hoopla records to the database.

The five Cataloging Centers met on August 21 to discuss new standards and requirements for bibliographic records, Cataloging Center staffing, and an equitable sharing of the cataloging workload among the centers. The new standards will be implemented in October 2024 in a year-long trial. Lakeland will monitor how the new standards are working out, and will hold meetings with the other Cataloging Centers for feedback and guidance. The next Cataloging Center meeting is scheduled for October 16.

August 2024 Statistics

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

The number of requests to be cataloged in August was down by 14% compared to August 2023. The number of requests received that were already in the database increased by 162%.

The number of records copy-cataloged in August was down by 7% compared to August 2023, while the number of original records cataloged was down by 6%. The total number of records cataloged was down by 6% compared to August 2023.

Cataloging	August 2024	YTD	August 2023	YTD	Monthly %	YTD PCT
Requests Received	1581	18663	1845	19689	-14%	-5%
Requests already in database	118	934	45	612	162%	53%
Requests to be cataloged	1463	17729	1800	19077	-19%	-7%
Copy Cataloging	1179	15287	1261	17144	-7%	-11%
Original Cataloging	191	2316	203	2435	-6%	-5%
Total Cataloged	1370	17603	1464	19579	-6%	-10%

Delivery & Facility Manager - Terry Cross

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

	September – 2024	September – 2023	Difference	% Change
Total Book Bags & Bins	2,910	2,872	38	1%

In September 2024, there were 2,910 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 1% increase as compared to the 2,872 bags and bins that were sorted and delivered in September of the prior year

RIDES statistics: In addition to the book bags and bins that were received from member libraries, we also received and sorted 176 MelCat bins in September 2024. This was 11 fewer bins as compared to the 187 bins that were received in September 2023. These are MelCat bins that were received from the Rides courier and that were sorted and delivered to member libraries. Also in September 2024, we sent out 158 bins, which was the same amount as the 158 bins that were sent out in September 2023. These are MelCat items that were received from member libraries and are being sent to libraries outside of Lakeland.

Truck maintenance and repairs in September included an oil change on Truck #36, replacing the windshield on Truck #36 and the installation of six new tires on both of the trucks. Total miles driven for all of the trucks during the fiscal year ending September 30, were 96,130 which is 1,870 miles less than budgeted miles of 98,000. There was no charge for the windshield replacement as our commercial auto carrier waives the \$500 deductible for windshield replacements.

In September, I drove 9 days, covering for driver time off.

The insurance renewal process was completed in September for the upcoming coverage period of 10/1/2024 to 10/1/2025 and our agent recently received confirmation that coverage has been bound for all of the policies. The policies that were renewed were, Commercial Property, Commercial General Liability, Commercial Automobile, Workers Compensation, Umbrella, Directors & Officers and Cyber Liability. On a positive note, the total premium cost all of the policies, was \$466 or 2% less than the cost of last year's total premiums.

In September, there were four e-mail and or phone contacts with member libraires. These communications were related to drivers' access to buildings, items lost in delivery, changes in delivery schedules due to renovations and supply orders.

Finance & HR Assistant - Janet Cornell

The final month of our fiscal year was a whirlwind of activity as the final transactions are put on the books. We are still waiting for a few invoices to come in to close out the year. I will process those final transactions this month and include an updated year-end financial report in next month's packet.

The September ecommerce fines were disbursed last month. Since it was the last one in our fiscal year, any activity was disbursed even if it was under our \$25 check threshold. There weren't any disbursement totals that were under a few dollars, but I can see that being a possibility in the future. If this does happen to come up in the future, any amounts under \$1 will be applied as a credit on your quarterly billing. Also, the ecommerce reports I emailed with information on your distribution showed an error on the fees and amount due as they were still linked to the main spreadsheet on our server. Big thanks to Ann for fixing the errors and resending the reports!

Quarterly billing went out in the first week of this month. Included in that email is the quarterly Library Summary and the annual Library Budget. The quarterly report shows the activity in the last quarter along with the previous 4 quarters. These are sent with the quarterly billing and are useful in guiding your budgeting process. The annual Library Budget report summarizes activity for our fiscal year and shows any anticipated changes for the next year along with the new fees to be billed in the coming year. Please let me know if you have any questions on these reports.

Email and phone consults with member libraries and vendors: 8

ILS Manager – Ann Langlois

September email, Zoom, and phone consults: member libraries: 71; vendors: 4

September help tickets opened: 199

September help tickets closed: 222

Quarterly meeting change of date: please note that we moved the date of the next Zoom meeting to October 24 at 1:30 p.m. MLA will be occurring on the original date we had scheduled so we are moving it a week later. 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 21. All member library staff are encouraged to attend. A registration link and more information will be sent out.

Unique Management Visit: Teri Lynn Bullock, our representative from Unique, came to talk to members on September 19 at the Georgetown Township Library. She presented the various services that Unique offers, more than just efforts to recover library materials. We forwarded her email with information about these services to the directors.

Afterward, Director Rob Bristow took attendees on a tour of the recently built library. Many thanks to Rob for hosting and for the tour!

Member Services Manager – Amber McLain

Email/Phone Consults with Libraries: 31

Email/Phone Consults with Vendors: 37

BiblioCommons

BiblioSuggest has been functioning as expected.

BiblioApp

BiblioSuggest has been functioning as expected - with the known flaws. BiblioCommons and III continue to work on developing their fixes for the known issues. I will send out an email and update our FAQ page when there is more information available.

BiblioCommons has given us the first test build for their consortia app, which we are currently in the process of testing with a selected group.

Total Number of Apple App Users: 3,510

Total Number of Android App Users: 1,498

BiblioSuggest

BiblioSuggest has been functioning as expected.

Patron Point

Patron Point has been functioning as expected with a few exceptions - there have been two instances in which a card was erroneously issued to a patron outside of a library's service area due to an issue that is being looked into on Patron Point's side. This seems to only be happening when the address the patron provides is near a library's boundary.

Number of Applications in September: 804

Number of Auto-Renews in September: 1429

Continuing Education

The Continuing Education committee has reconvened and is happy to announce that we will be continuing our Lunch and Learn series of programs this winter. The first session will take place after Advisory in November, and will cover the topic of Newsletters.

If you or anyone on your staff is interested in joining the Continuing Education committee, please let me or Carol know. The more the merrier!

Training

I am currently working on developing a suite of comprehensive training for the third-party software that we use - i.e. BiblioCore, BiblioApps, BiblioSuggest, Patron Point, and MessageBee. This training will include manuals for staff, as well as video walkthroughs that will be available for patron use as well, where relevant.

I am hoping to have all of this training material ready by the end of October.

Respectfully submitted,

Carol Dawe

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Official
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 Muskegon at Hackley.
- 8) **COMMITEE 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 2024-2025** – 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 **a 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 Montcalm 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



Activity Plan 2023 – 2025 September, 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. Completed 8/31/24	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

			<p>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.</p> <p>Complete. No plans to move to Slack or another platform.</p>
Update LLC marketing/promotional materials	CD, FD, MS, DS, IT	Completed by 12/31/2023 Updating Webpage is ongoing.	<p>This project is completed and we will continue to add branding as needed. We are continuing to update our webpage.</p>

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	<p>Looking at cataloging and budgeting and other standards for equity among members. Cataloging and Budgeting are complete for this year. We will look at data to adjust for next year. This is a year to study the cataloging centers and see how it is working with the addition of MADL and special projects for each group on an as need basis.</p>

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.

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
<p>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</p>	<p>MS, LLC TEAM</p>	<p>Begin in 10/2023 Late 2nd Quarter</p>	<p>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.</p> <p>Biblioapps and BiblioSuggest are working. Patronpoint autorenewal is also working. A FAQ of known issues for BiblioApp is being utilized. Offer Beginners' Create Lists training is complete. We are working with BC on the beta of the consortia app. Testing starts week of 9/23/24.</p> <p>Create a training series on daily, weekly, monthly maintenance in Sierra.</p> <p>We are developing foundational training such as a new director workshop, state aid workshop and policy workshops and Patronpoint overview and Overdrive tips to be ready by years end.</p>

Seek out volunteers (at all levels of library staff) to give input/Beta test, badging	MS, LLC TEAM	Begin in 2/2024. Completed	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.
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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. An online calendar doesn't seem realistic at this time. There are too many groups involved and not

			<p>enough resources. We will continue to explore options. Cooperative Director is co-chairing the LCM CE committee. LCM is working on making it easier to get a library card by providing GIS mapping for all libraries. LLC is taking the lead in this.</p>

<p>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.</p>			
Activity	Staff Responsible	Timeline	Update
<p>Determine CE/PD needs that are currently not met by other sources</p>	<p>CD, MS & CE COMMITTEE</p>	<p>ONGOING Schedule for 2023 is set.</p>	<p>New programs/webinars etc. Back to Basics: Collection Development. Beyond Book bans. A STEM program for youth services will be held on September 9th at Spring Lake. Board Development has been provided at 5 libraries since January. Intellectual</p>

			<p>Freedom Training at one. Strategic Planning is active at 5 libraries and completed at 3. Hiring is completed at 2 libraries.</p>
<p>Develop additional networking opportunities for members</p>	<p>CD, MS and CE COMMITTEE</p>	<p>Ongoing.</p>	<p>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.</p> <p>ONGOING</p>

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 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

			<p>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 (ILS Mgr) has completed 4 training sessions from iii and has attended IUG. Migration to Sierra 6.1 successfully completed in April.</p> <p>LLC Staff will meet with other coops about migration experiences. Will create a draft schedule/ plan by end of year. Additional training hours were purchased for</p>
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			<p>2024-25 for ILS Manager and other staff as needed. Test Server was secured for 2 years from Sierra for no additional charge. This will help with testing.</p>
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<p>Goal 3.3 Develop a wish list of ILS features and functionality desired by members to inform future ILS decision-making.</p>			
<p>Activity</p>	<p>Staff Responsible</p>	<p>Timeline</p>	<p>Update</p>
<p>Create a Task Force to inform process and develop feedback mechanisms</p>	<p>ILS, MS, CS, IT, CD, DS</p>	<p>TBD</p>	<p>Still exploring best practices and next steps with this.</p>
<p>Investigate additional potential ILS features and functionalities</p>	<p>ILS, MS, CS, IT, CD, DS</p>	<p>TBD</p>	<p>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. More functionality to be explored. Unique Management Solution to be introduced.</p>

Survey members	MS	TBD	
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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	Created an Adult Services Committee and will work with AS and YS to assess needs. New Committee chairs to be appointed for all committees.
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—09—01/24 Completed.	Google Spreadsheets have been implemented. Others are being explored. Spreadsheets on Google Drive work best.

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 Muskegon 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. Ongoing.
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	



LAKELAND LIBRARY COOPERATIVE

LEADING ♦ LEARNING ♦ LENDING

**LAKELAND LIBRARY COOPERATIVE BOARD DESIGNATION
OF FUND DEPOSITORIES
OCTOBER 10, 2024**

The Lakeland Library Cooperative Board hereby designates the following banks as the authorized depository for the Cooperative's funds for Fiscal Year 2024-2025:

- Flagstar Bank
- Macatawa Bank
- Michigan Cooperative Liquid Assets Security System (Michigan CLASS)



OATH OF OFFICE

Name: _____
[Print]

I do solemnly swear (or affirm) that I will support the Constitution of the United States and the Constitution of the state of Michigan and that I will faithfully discharge the duties of my position on the Lakeland Library Cooperative Board in accordance with the Plan of Service, Bylaws and associated documents, laws and policies to the best of my ability.

Signature: _____

Date Signed: _____

Notary Stamp and Signature: