



# LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

## ADVISORY COUNCIL MONTHLY MEETING

Thursday, November 14, 2024

Following the 9:30 a.m. Board Meeting

Please join us for “Lunch and Learn” after the meeting at approximately 10:45 a.m. The topic is Newsletters, and the presenters are from libraries with experience with digital and traditional formats. Water, snacks and dessert will be provided. Please register here: <https://llcoop.org/calendar/#/events/h28AnnMUV1/instances/SN7Sje87W5/>

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 OF THE OCTOBER 10<sup>TH</sup>, 2024 (m) PAGES 2-3
- 5) COUNCIL PRESIDENT REPORT – Elyshia Hoekstra, Chair
- 6) BOARD REPORT – John McNaughton, Board President (i)
- 7) ILS MANAGER’S REPORT -- Ann Langlois (i) PAGES 4-8
- 8) MEMBER SERVICES MANAGER’S REPORT – Amber McLain (i) PAGES 4-8
- 9) COOPERATIVE DIRECTOR’S REPORT -- Carol Dawe (i) PAGES 4-8
- 10) COMMITTEE REPORTS (f)
  - a) Adult Services Committee – Unofficial Minutes for October 2024 (i) PAGES 9-13
  - b) Youth Services Committee- Unofficial Minutes for October 2024 (i) PAGES 14-17
- 11) OTHER REPORTS (i)
  - a) MLA Legislative Committee Report – Dale Parus
- 12) ONGOING/NEW BUSINESS
  - a) Unique Management’s materials retrieval services discussion – Ann Langlois (m, if needed.) PAGES 18-21
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, January 9th, 2025, following the Board Meeting at Kent District Library Service Center.
- 15) ADJOURNMENT (m)

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL MINUTES – Unofficial  
Thursday, October 10, 2024 at 9:30 a.m.  
At the KDL Service Center**

Council Members Present:

Lakeland Staff Present: Amber McLain, Ann Langlois

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:00 AM by **Mary Cook**.
- 2) **APPROVAL OF AGENDA:** **Cierra Bakovka** moved, supported by **Jeffrey Babbitt** to approve the agenda - *motion carried*.
- 3) **ONGOING/NEW BUSINESS PART 1**
  - a) Advisory Council Officer Elections
  - b) Peggy moved Cierra Support
- 4) **PUBLIC COMMENTS:**
  - a) Jessica Hunt congratulated Amy Stockwell on being nominated for the Newaygo County Women in Leadership award.
  - b) Merri Jo Tuinstra shared that Sparta's Deb Pooling is retiring.
- 5) **APPROVAL OF MINUTES:** **Mary Johnson** moved, supported by **Merri Jo Tuinstra**, to approve the Advisory Council minutes from September 12 with the amendment to the Lunch and Learn discussion – *motion carried*.
- 6) **COUNCIL PRESIDENT REPORTS:** None.
- 7) **BOARD REPORT:** Nothing to report.
- 8) **ILS MANAGER'S REPORT:** Ann shared that our next quarterly meeting date has changed to October 24 to accommodate MLA, and the theme is year in review. Ann also shared that we will be hosting a webinar with Unique to go over new offerings. Ann also pointed out that the State Aid Report statistics training is the afternoon of this meeting (10-10).
- 9) **MEMBER SERVICE MANAGER'S REPORT:** See written report. Amber discussed statistics for Patron Point and its effectiveness, which Stef Reed also commented on. Amber also mentioned that she is working on training that will be as comprehensive as possible – including manuals and videos.
- 10) **COOPERATIVE DIRECTOR'S REPORT:** Carol discussed the consortia app and its rollout. She also discussed pursuing Unique products and gathering information on competing products in order to make informed and fiscally responsible decisions. Lastly, s
- 11) **COMMITTEE REPORTS:**
  - a) Continuing Education – Amber shared that the CE committee is always looking for new members.
- 12) **OTHER REPORTS:**
  - a) **MLA:** Dale shared that things in the government are sort of in limbo at the moment, and that we are waiting to see if these situations move past December 31.
- 13) **ONGOING/NEW BUSINESS PART 2**
  - a) Committee Discussion
    - i) Carol discussed the need for staff involvement in the established Lakeland committees, and also the need for these committees to follow a structure and Robert's Rules of Order.
- 13) **PUBLIC COMMENTS:**
  - a) Cierra Bakovka shared that Henika's 125<sup>th</sup> anniversary is on 10-14, and they are having an event to
  - b) Stef Reed shared that they will be hosting a webinar with MLA on November 7 about a amplifying library voices and doing outreach through podcasts.
  - c) Elyshia Hoekstra thanked Mary for her service on the Advisory board.
  - d) Virginia DeMumbrum asked if anyone was doing anything with the Palace Project.
  - e) Carol asked the
- 14) **NEXT MEETING:** Thursday November 14, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.

15) **ADJOURNMENT:** name moved, supported by name, to adjourn at 10:20 AM - *motion carried.*

Respectfully submitted by,  
Amber McLain



## COOPERATIVE DIRECTOR'S REPORT November 14<sup>th</sup>, 2024

**Please make note that the Board and Advisory Council will NOT meet in December.**

Please join us at the November meeting to celebrate Peggy Hemerling's retirement and say our goodbyes and express our gratitude and well wishes. There will be cake.

### **Board and Agenda Items**

#### **Board:**

- We need to officially transfer power due to absences at the October meeting, vote on officers and discuss committee assignments. (John will be sending an email to the board with his suggestions.) Some board members still need to sign their oaths too.
- Janet has provided a snapshot of the year in regards to our financials.
- I thought it might be helpful to look at the slides from the Quarterly meeting since it gives a nice overview of the past year. I look forward to your comments and questions.

#### **Advisory:**

- The only agenda item is to discuss Unique. Ann sent a separate email to all directors with the material for discussion and it is including in the AC packet. Please send her questions in advance. Please note that each library can decide for themselves if they want to continue with Unique's services. This will not affect the cost of those that continue, since each library is billed separately and directly.

#### **Other items:**

- The LLC staff is spending November and December planning, meeting and catching up. Each manager is meeting with their reports. I continue to have one on ones but some are weekly now instead of bi-weekly or monthly. We are getting a lot accomplished.

- I hope to have our state aid survey completed by the day of the meeting. Janet has completed her part.
- I am helping libraries finish up their strategic plans and will start working with a few others on new plans. I travelled to White Lake and Hesperia and will be in Hopkins and Hastings soon too.
- New laptops are being configured for LLC staff. Ours are almost 5 years old.
- As Amber reports, the new Biblio Consortia App should be ready to roll out soon but we will probably wait until early next year. I think we can all agree that doing it at the holidays is not ideal.
- I'm finishing up my duties on the MLA nominating committee. It's fairly time consuming but it is important to serve.
- Janet and I are reviewing our policies and will have more for you to look at in the new year. Our 125 (Cafeteria) Plan is woefully out of date so Foster Swift is working with us to update it.
- Personnel Committee may be meeting to finalize my review prior to the meeting or shortly afterward and final decision can be discussed in January.
- I've attached a Washington Post article on libraries for your information at the very end of the packet. We live in interesting times and I think the politics of book banning and other restrictions may rear its head again so we must be vigilant even though people say they love libraries.

### **Manager/Specialist Reports:**

#### **Cataloging Services Manager - Jeff Lezman**

##### October 2024 activities

E-mail & telephone consulting contacts: 14

Sierra records manually edited: 85

We added 4,604 Hoopla records to the database.

##### September 2024 Statistics

The statistics for September 2024 show a decrease in the number of cataloging requests we received, with an increase in the number of records cataloged compared to September of last year.

The number of requests received to be cataloged in September was down by 10% compared to September 2023. The number of requests received that were already in the database increased by 143%.

The number of records copy-cataloged in September was up by 8% compared to September 2023, while the number of original records cataloged was up by 147%. The total number of records cataloged was up by 25% compared to September 2023.

Cataloging	September 2024	YTD	September 2023	YTD	Monthly %	YTD PCT
Requests Received	1523	20186	1695	21384	-10%	-6%
Requests already in database	146	1080	60	672	143%	61%
Requests to be cataloged	1377	19106	1635	18199	-16%	-8%
Copy Cataloging	1137	16424	1055	17144	8%	-10%
Original Cataloging	378	2694	153	2588	147%	4%
Total Cataloged	1515	19118	1208	20787	25%	-8%

### **Delivery & Facility Manager - Terry Cross**

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

	October – 2024	October – 2023	Difference	% Change
Total Book Bags & Bins	3,232	3,015	217	7%

In October 2024, there were 3,232 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 7% increase as compared to the 3,015 bags and bins that were sorted and delivered in October 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 209 MelCat bins in October 2024. This was an increase of 15 bins as compared to the 194 bins that were received in October 2023. These are MelCat bins that were received from the Rides courier and that were sorted and delivered to member libraries. Also in October 2024, we sent out 162 bins, which was 25 fewer bins as compared to the 187 bins that were sent out in October 2023. These are MelCat items that were received from member libraries and are being sent to libraries outside of Lakeland.

I drove 4 days in October, covering for a driver that was ill. Also in October, I helped sort for 10 days, covering for sorter time off.

In October, we received and started using new gray book bags. You will be receiving both the gray and green bags in delivery. We needed new bags as a lot of the bags that we were using

were getting very worn and torn. The green canvas material that the older bags are made of is no longer available and gray was the only color available in a durable and flexible material that we were looking for.

In October, I started updating and creating policies and procedures pertaining to delivery, facilities management and general office functions. In addition to improving efficiency and communication, the updated policies and procedures should also facilitate staff training and onboarding.

In October, there were six e-mail and or phone contacts with member libraires. These communications were related to drivers' access to buildings, pickup and delivery of separate Mel items, and supply orders.

### **Digital Services Specialist – Nicki Johnson**

Working with the Overdrive RLA groups to discuss consistencies in practices, selection and reports. Completed all renewals for 23-24 group purchases. Working on moving forward in 2024 and keeping track of renewal dates, etc.

### **Finance & HR Assistant - Janet Cornell**

The final transactions for FY24 have been posted and are reflected in the financial reports this month. There may be a few adjustments yet to come during the audit but I have done my best to account for those anticipated.

Also included with the final reports are visual graphs showing the revenue and expenses by fund, as well as the banking and investment activity made during the year. The financial activity has also been uploaded into our state aid report.

I am still finalizing reports for the field work of our financial audit which should get under way in late December or early January. In addition to preparing for the financial audit, I was also able to complete and send reports for our workers comp audit. Most of the contacts made this month were to touch base with our service vendors in getting updated certificates of insurance to include with this audit. The workers comp audit firm will review the activity provided and issue a final audit summary in February or March.

Now that most of the year end activity is completed, I am updating internal procedures to reflect any changes so that there is continuity moving forward.

Email and phone consults with member libraries and vendors: 15

### **ILS Manager – Ann Langlois**

*October email, Zoom, and phone consults:* member libraries: 78; vendors: 1

*October help tickets opened:* 169

*October help tickets closed:* 165

**MeLCat Issue:** the issue where an item that's already checked out will get paged for a MeLCat hold still happens intermittently. This is a known issue by MeL and Innovative; we've reported it to both and Innovative has informed us that it is still with their Engineering department. I sent an email earlier about how to handle this; please cancel the MeLCat hold on the checked out item if this issue occurs.

**Clean Up Projects:** to make sure that our system runs more effectively, and also to help keep our data in good shape in the event that we migrate to a different system, I am going to ask members to work on some clean up projects, mostly with patron and item records; I will include

instructions. Some examples include looking for patron records that have an item barcode and vice versa; deleting old notes that are no longer necessary in patron records, etc.

**ILS Policy Review:** we are going to start reviewing some of the ILS policies, in whole. Members will have the opportunity to give feedback on proposed language changes in the event that something is unclear in the policy; we'll use some surveys to collect this data. More information will follow via email.

#### **Member Services Manager – Amber McLain**

*Email/Phone Consults with Libraries: 27*

*Email/Phone Consults with Vendors: 13*

#### **BiblioCommons**

BiblioCommons is functioning as expected.

#### **BiblioApp**

The BiblioApp is functioning as expected. BiblioApps is continuing to work on a fix for retrieving self-checkout circulation statistics - projected fix date: Q4 2024. Ill is investigating the long response time that is causing the issues with self-checkout - projected fix date: Q1 2025. We are continuing to work with developers at BiblioCommons to refine the consortia app before rollout.

*Total Number of Apple App Users: 3,726*

*Total Number of Android App Users: 1,563*

#### **BiblioSuggest**

BiblioSuggest is functioning as expected. Monthly suggestions from the LLC catalog are being sent out per usual. With the new BiblioApp, suggestions made under your library will be sent to your library rather than the parent catalog.

#### **Patron Point**

Patron Point is currently having an issue with juvenile form submissions. When a minor is issued a card via patron point, their records in Sierra are not complete. The preferred name and guardian ID are not mapping into Sierra. **While this information is not being mapped into Sierra, it is documented and recorded on Patron Point.** You can log into the patron point to retrieve the information or ask when the patrons come in.

*Number of Applications in October: 848*

*Number of Auto-Renews in October: 734*

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Respectfully submitted,

Carol Dawe



Lakeland Library Cooperative  
Adult Services Committee Meeting  
October 22, 2024  
Loutit District Library  
2pm

UNAPPROVED MINUTES

Agenda

- I. Call to Order (2:02pm)
  - a. Carol will act as chair for this meeting
- II. Introductions/other
  - a. Participants introduced themselves and their library
  - b. Explanation on how committees work
    - i. One vote to change
    - ii. Chair and vice chair meet with Carol 2 weeks before meeting to establish agenda
- III. Additions/Changes to the Agenda
  - a. No additions
- IV. Approve the Agenda
  - a. Motion by Abby from Allendale, second by Jake from Herrick, motion carried
- V. Approve the Minutes of the August 2024 meeting
  - a. Motion by Jake from Herrick, second by Kim from Spring Lake
- VI. Officer Elections
  - a. Table chair and vice chair until next meeting
  - b. Secretary
    - i. Motion Shanni from Ionia, second by Katie from Loutit, motion carried
- VII. Discussion
  - a. MLA: Ben Whiting opening keynote explained how library workers are important in forming connections and relationships with our patrons
    - i. What we all do is magic: Engaging people we don't know and giving them resources
- VIII. Adult Programming Roundtable Discussion
  - a. Discussion in 2 parts, with participants answering three questions at a time
    - i. Do you have adult programming and if so, how many programs per year? Who plans the programs? Which staff members? Where do your ideas come from? Is their patron input?
      1. Jamie from Patmos: Yes; 2/month, 30ish/year; Jamie plans and executes; always looks at ideas from other libraries, online (Pinterest); uses patron input and does yearly survey of patrons and ask specifically about programs
      2. Pam from Tamarack: Yes; 40/year and more in fall; Pam plans; finds ideas from the internet, other libraries, and online (Pinterest); survey at every program and at front desk; have found that patrons want more craft programs
      3. Alison from Spring Lake: Yes; 40ish/year, 2 crafts a week, weekly crochet group, music 1/month, heavier in fall and winter; They have an events coordinator but everyone works together (if someone has idea they run with it); ideas from other libraries; could be better with surveys; try to

program with current events that matter to the community (historical, political, seasonal)

4. Annaka and Jake from Herrick: Yes; 265 adult programs (a lot of small programs and recurring; 4 adult librarians and 4 assistant librarians to do programming as well as 3 adult programmers spread out between departments; ideas from other libraries, trying different types of programs to see what gets patron interest, what gets people in seats will repeat (try not to repeat unless it's successful); Do many puzzle competitions, sci-fi fantasy book club at local bar
5. Tawnee from Allendale: Yes; 129/year, 50/weekly programs (support group that includes youth); library director and Tawnee plans programming; ideas from online, thrift stores, Pinterest; listen to patron interactions
6. Shanni from Ionia: Yes; Shanni started in Jan/2024 and works with community service team that includes Shanni; goes to book club (He-Man Book Lovers Club) for input, ideas from other libraries, Pinterest, surveys (would like to be implemented more); goal to have programs 1/month; currently do quarterly programs, cookbook club, jigsaw puzzle club, unsuccessful program was cards, coffee, and reading (no participants); looking for times of day that are better
7. Katie and Kevin from Loutit: Yes; 250-300/year; a lot of recurring, Friday matinee every Friday (low staff effort but constantly going), monthly recurring (coffee and coloring, book club, film club, silent book club), a lot of seasonal, regular trivia with local brewery, speed friending, senior social hours; almost all staff has hand in programming, 3 depts involved in adult programming (adult services, genealogy, marketing and outreach), collaborate between depts, encourage staff to run with programming, almost everyone has a recurring program; brainstorm session with staff, patron input from program attendance, collect ideas for movie matinees by having film club propose 3 films and trailers are shown the next matinee and patrons vote on next month's film
8. Nancy from Salem Township: Yes; library is small and Nancy is new in role; 2 book clubs (morning and evening that meet monthly), successful CPR class, just starting to schedule monthly programs; asks patrons and gets good input and gets good turnout but is looking to engage more patrons
9. Miranda from Saranac: Yes; this year 116 programs at 2 locations; Miranda does adult programs and partners with community outreach, before didn't have adult programs run by staff they were ran by an outside person who came into the library; does a lot in community, use Creativebug resource, Painting with Pam continuing, continuing education programs (GED, using Mel), going to adult care facilities and senior living facilities and doing coloring classes and connecting to online resources, murder mystery every month and that's how they do book clubs (come in for the murder mystery and vote on next book for next month, meet for coffee)
10. Kristin from Flat River: Yes; 40ish/year plus all recurring (book clubs, craft-in, drop-in tech help, etc), Kristin plans and works with

programming and outreach team, takes patron input from surveys and other libraries, online

11. Questions addressed to all

- a. (unsure who asked) When do you host adult programs?
  - i. Mostly evening with some 50/50 day and evening
- b. (unsure who asked) For those who meet with other staff members, what does that entail?
  - i. Monthly meetings to discuss when multiple people, if it's your idea run with it (you do the work)
- c. (unsure who asked) Can surveys be shared?
  - i. Send surveys to Amber (amber@llcoop.org), or email adult services committee mailing list, will send email on how to email the list

12. Carol discussion on strategic planning planning

- a. Has been working well, works with directors and hosts focus groups with staff and community members
  - b. Hesperia put survey on Facebook and made sure to post when users were active and received great feedback
    - i. Find what interactive avenues your community likes/uses such as Facebook, newsletters, etc
- ii. Best program? Most challenging program? How do you tie your programs into your other resources such as the collection, online databases, Mel, Overdrive, Hoopla, etc.? Next steps.
- 1. Kristin from Flat River: Anything crafts and miniature (fairy garden terrariums and mini coffin of curiosities, take and makes, seasonal (Halloween), paranormal related, cultural history (Reg Pettibone Native American Dances), challenge is dealing with registration (long waiting lists)
    - a. Kristin asked about how other libraries handle registration
      - i. Amber: Local Hop and the calendar and event registration system that allows for a waiting list, allows overflow, easy to use, ticket types
      - ii. Miranda from Saranac: Changed take and makes to laying out materials for patrons to make their own kits and have the materials out all day long (patrons used to come in the morning and take everything)
  - 2. Miranda from Saranac: Crafting programs, Cricket crafts (can bring your own item to use or use what library has), sewing group (increased from knitting to open to other crafts, making hats to give to the community), murder mystery popular, partner with local coffee shop; challenge is looking at ebooks and making sure enough are available for book clubs
  - 3. Abby from Allendale: Support group for adults (Abby has training for maternal wellness and has offered to come to train staff at other libraries), Mom's support group that's very popular that has formed a community
  - 4. Nancy from Salem Township: Has taught adult programs on how to learn Mel and Hoopla, has a lot of people who come in for tech help, there

was a large gap between the last person to do programming and trying to grow it now

5. Katie and Kevin from Loutit: Pop culture trivia with local brewery (kids and up), 14-15 teams with 60 at least, Star Wars 150 people, library prepares questions and bar has emcee that hosts, 10 questions and have 10 mins to discuss and then turn in, has directly led to library card sign-ups, people come from all over, hosted at the brewery on slower nights (Thursdays), library has themed prizes and brewery also throws in prizes, reaching emerging adult demographic, allows library patrons to bring outside food and drink, has led to other programs silent book club and speed friending at the same brewery; craft programs are also popular; wicked cemetery tours that are pre-recorded and have signs with QR code leading to recording, self-led tours and also a few in-person (have a huge waiting list); coffee and coloring good turnout and low effort (morning every other Thursday, mostly ages 50+ and a few 20/30s), use higher quality colored pencils (one-time cost) and print out images on nicer paper; ereaders and library resources program to connect patrons with eresources to explain differences and have a lot of staff for 1 on 1 to help patrons download resources on devices
6. Kevin from Loutit: Trying to partner with community more; working with county parks to have hikes, often have waiting list when partnering with community organizations; going to senior living centers and play records; Loutit does not charge for events and they fill up quick, problem in that there is no incentive for people to let the library know when they're not coming
7. Shanni from Ionia: Learning where there is space in the community to partner on existing events; best programs are paint and sip classes, senior social hour, try to tie into collection (cookbooks kept at desk for cookbook club, one person wins a copy of that month's cookbook), also have drawing for a book that everyone signs; no waiver required for cooking programs but places cards that state ingredients/allergens/etc for dishes
8. Tawnee from Allendale: Adult book discussions popular, mom support group, coffee and crafts (would like to offer morning and night); will be having eresources classes, seed library; biggest challenge was the show and snack (how to get people to come)
9. Jake from Herrick: Very popular theme week for Lord of the Rings partnered with county parks for a storywalk LOTR, craft of the day for LOTR and trivia night; most challenging are lectures (getting people in seats)
10. Annaka from Herrick: Puzzle competitions every quarter (asked the group if anyone would be interested in swapping puzzles); themed initiates every quarter, miniature renaissance fair that was very well attended but was very expensive (end of summer and very hot)
11. Kim from Spring Lake: Crafts, monthly concerts on Sundays featuring different musicians, block party (end of summer/mid fall) that includes local musicians, food trucks, and fire trucks; book clubs; looking for more depth of programming; most difficult were doing classes for

resources put pivoted to going to senior centers (teaching Zoom, etc) and that helped, expanded to one on one tech help with tech librarian, one on one tutoring for free

12. Alison from Spring Lake: Crafternoons with same craft for a few weeks in a row was successful
13. Pam from Tamarack: crafts, lectures, nature, adventure, swordsmanship museum, least successful tend to be programming with local authors (author expo)
14. Jamie from Patmos: Craft programs on Saturday mornings for adults (best time for them) and allow teens to come with an adult, most successful were programs that tied into the seed library (Michigan Heirlooms, how to have successful vegetable garden); quilt month display popular with related programming (quilt guild classes), foraging; most challenging was meet your library board candidates program (turned it over to league of women voters), had over 45 people so that was successful
  - a. Jamie asked the group to share craft ideas

IX. Next Meeting Topic

- a. Program recommendations

X. Adjournment (3:27pm)

- a. Motion by Jake from Herrick, second by Katie from Loutit, motion carried

LLC Youth Services Committee  
10/7/24 Meeting Minutes  
Minutes written by Justine Wiegers

Attending: Alex Larson (IS/IV), Amber McLain (LLC), Ashley Johnson (OA), Barbara Root (IB), Brenda Jones (OC), Carol Dawe (LLC), Chris Stegink (AL), Deb Morrison (IL), Erin Hill-VanHorn (AS), Erin Quada (BH), Ingrid Boyer (AS), Julianne Klumps (IC), Justine Wiegers (AL), Katie Kirk (OH), Liz Emery (OG), Melissa Osickey (OS), Michele Wittkopp (UM- MADL), Stephanie Inglehart (NG), Tiffany Ohman (MG), and Zach Ludge (OC)

1. Greetings- Zach started the meeting.
2. Introductions
3. Approval of agenda:
  - a. Motion to approve: Tiffany
  - b. Seconded: Ingrid
  - c. Motioned passed
4. Approval of May Minutes
  - a. Motion to approve: Katie
  - b. Seconded: Julianne
  - c. Motioned passed
5. Summer Reading Program Workshop Update
  - a. November 22, 2024 at Howard Miller Library (14 S Church St, Zeeland, MI 49464)
  - b. Most everything is figured out.
    - i. Still working on some breakout session and presenters for the showcase.
    - ii. Some breakout sessions will be split up via class size in order have discussions with libraries around the same size.
6. Carol Dawe: Committee Discussion
  - a. We are working on creating consistency over all our committees. This discussion is to highlight what we should continue doing, what we need to edit, and what we need to start doing as a committee.
  - b. We reviewed the bylaws (attached- page 3)
    - i. We fall under Advisory Council
    - ii. Minutes are to be sent to Amber, and she will post them.
  - c. We reviewed the Vision and Mission Statement of the cooperative (attached- page 4)
    - i. We are all working together on this committee and have an equal voice.
    - ii. We have established that we are allowed to have sub committees i.e. Summer Reading Workshop Planning Committee.
  - d. Purpose needs assessment
    - i. We have found the committee members value the following in regards to the purpose of this committee:
      1. Support
      2. Programming ideas and details
      3. Networking
      4. Sharing what has done well at their library
      5. Sounding board and learning from others

- 6. Perspective on what others do
- 7. Problem solving
- e. Expectations and Requirements for the committee and officers
  - i. Officers will meet 2 weeks prior to meeting to discuss agenda, create packet, and discuss any issues that need to be brought up to the group.
- f. Meetings
  - i. Meetings are typically held on the 1<sup>st</sup> Monday of March, May, and October. We do have permission to add more meetings if we feel like we need them.
  - ii. Summer Reading Workshop is typically held on a Friday towards the end of November
  - iii. We have been asked to make sure we register for these meetings on the Lakeland calendar of events. This information is used by Lakeland for statistic reporting.
  - iv. For those who need to be added to the youth serve email list, please email tech help to be added
- 7. Elections- voted on via blind vote
  - a. Chair- Ashley Johnson
  - b. Vice Chair- Katie Kirk
  - c. Secretary- Justine Wieggers
  - d. Motion to approve: Erin Q
  - e. Seconded: Barbara
  - f. Motioned passed
- 8. Zach mentioned that the Chair should consider someone to be a liaison to Maranda
  - a. This will be discussed amongst the officers on whether would be beneficial or not.
- 9. Round Table
  - a. Discussion ensued
  - b. Topics to note
    - i. Barbara did a school visit where she read a codebreaker picture book and brought along codes for the students to break
    - ii. Barbara hosted a Frankendoll and Zombie Barbie programs
    - iii. Katie did a haunted gingerbread house
    - iv. Liz did a recycled robot building contest where people brought in their own recycled robot and patrons voted on their favorite. This connects well with The Wild Robot movie release.
- 10. Next meetings:
  - a. March 3 at 1:00pm at Flat River Community Library (200 W Judd St, Greenville, MI 48838)
    - i. Motion to approve: Erin Q
    - ii. Seconded: Chris
    - iii. Motioned passed
- 11. Adjournment
  - a. Motion to approve: Barbara
  - b. Seconded: Erin Q
  - c. Motioned passed

## 1. Council Committees

- All committees are composed of volunteer members from various Class libraries (I-VI). Membership is not term limited. Each committee must have at least 8 members. A simple majority of committee members constitutes a quorum. Officers are elected by a majority of the committee in attendance. Officers shall hold a two-year term. No officer shall serve more than two consecutive terms in the same office. The role of secretary will rotate between committee members or provided by LLC staff. Minutes of each meeting shall be recorded and distributed to the full Lakeland Library Cooperative membership by the Committee Secretary. Membership is open to any paid staff at a member library. Each committee works to promote, educate and support the focus of the group for the member libraries and the cooperative as a whole. All committees shall only have advisory powers.
- Standing committees shall be reviewed at the designated Annual Meeting(s) with chairpersons approved or appointed by the Council Chairperson. Additional standing committees can be formed with approval of the Council membership. The following are existing Advisory Council Standing Committees:
  - Adult Services
  - Circulation
  - Continuing Education
  - Lakeland Digital Library (Overdrive and other vendors)
  - Youth Services
- Ad-Hoc or Special Committees with limited scope and duration may be formed at any time with appointments made by the Chairperson with approval of the Council.



## LAKELAND LIBRARY COOPERATIVE

**Our Vision:** Leading, Learning, Lending. Libraries working together to empower, enhance, and enrich our communities.

**Our Mission:** We strengthen libraries through expertise, services, and shared resources for the benefit of communities and individuals.

**Our Membership:** 42 public libraries providing access and services to 1.4 million residents throughout Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, Newaygo, and Ottawa counties in West Michigan.

### What is a Cooperative?

Michigan Library Cooperatives work with the Library of Michigan, Michigan Library Association and other partners to develop and coordinate high-quality services for the benefit of Michigan's residents in the most cost-effective manner.

### Resource Sharing

The Cooperative provides member libraries with access to an automated circulation system of library materials, centralized cataloging of materials, a shared catalog for patrons of physical and digital resources, online patron registration and library card renewal, and daily delivery between libraries to meet the needs of every individual served by Lakeland.

### Continuing Education and Support

Lakeland offers training, professional development, leadership and advocacy training, consulting and board development for trustees, directors and staff.

### Advocacy

Guided by the Lakeland Library Cooperative Board, the staff assists in implementing local and statewide advocacy initiatives by working with our members, local groups, organizations and partners throughout the state.

## Suspending Using Unique Collections

*Description of Unique's Services:* Unique Management offers a materials recovery service to attempt to retrieve library materials that have gone to a status of billing from patrons who have \$80 or more of outstanding materials. Unique's notifications are in addition to Sierra's existing notices and Unique charges \$9.85 per patron account.

*Problem:* some LLC member libraries wish to stop using Unique Management's material recovery services. Some libraries have received negative feedback from patrons from being contacted by a collections company. In other cases, if the patron ignores the collections process and never pays Unique's fee, the library must pay this fee out of its own funds. Using collections does not necessarily mean that the patron will actually pay for or return materials. Additionally, in the past, Unique was able to submit unpaid accounts to credit reporting agencies and in some cases, this was more encouragement to patrons to resolve their unreturned materials. After the 2016 change in the law, Unique is no longer allowed to notify credit reporting institutions of delinquent patrons. Participating in using Unique's material recovery services was an all-in requirement; members reviewed the service in April 2022 and by vote, decided to continue using the company's services, with the threshold raised to \$80.

*Current rules and procedures:* per Lakeland Circulation Policy 3.8, "A patron must have at least one item at billing (63 days overdue) and owe over \$80 to qualify for collections."

*Recent developments:* we learned that there is a way to allow libraries to participate or not participate in Unique's material recovery service. The ILS Manager can make adjustments in a Sierra table to exclude certain PYPES from being sent to collections, thus allowing individual libraries to opt out of using these services.

*Way forward:* if libraries would like to suspend using Unique's materials recovery services, please submit a help desk ticket to request this. If libraries would like to continue using the service, no action is necessary. Current Circulation Policy 3.8 will remain to define which patrons will be sent to collections if the patrons' home library still uses the service.

*Question: how will my library get its materials back?* There have always been procedures in place within Sierra to notify patrons of unreturned items. Courtesy notices, overdue notices, and billing notices will continue to go out to patrons from Sierra as they always have. Using collections does not necessarily mean that the patron will actually pay for or return materials.

## **LAKELAND LIBRARY COOPERATIVE COLLECTION AGENCY PROGRAM WITH UNIQUE MANAGEMENT**

Lakeland member libraries' relationship with Unique Management began in the late 1990's. At first participation was optional for member libraries but the membership shortly thereafter voted to make participation mandatory for all members. This was because all members circulate materials from all member libraries.

Patrons receive one overdue notice followed by a billing notice. These notices both indicate to the patron that Lakeland members participate in a "Materials Recovery Program" and warn the patrons that charges on their accounts could qualify them for submission to that program. The billing notice also states that submission to the program will result in an additional \$8.95 fee.

### **Lakeland Collection Agency report parameters**

1. The Standard program:  
Items must be at least 63 days overdue. The patron must owe \$40.00 or more and must have at least one item checked out (usually this is the overdue item mentioned). Under this program, the ILS system automatically sends new accounts to Unique every Sunday morning. The c-blocks (Collection Agency block) are set on patron accounts at that time and the \$8.95 fee is assessed.

### **How Lakeland Works with Unique**

When Unique receives the new submissions files from the Lakeland ILS system, their software divides and assigns each patron to the various member library accounts based on the p-type in the patron record. The ILS system assesses the \$8.95 charge on the patron record based on the home library set in the patron record. We do NOT take into consideration ownership of the materials for which the patron has been submitted. Unique Management then bills each library \$8.95 per account based on the new accounts assigned to each library.

The reports sent to Unique by the ILS system never include title information. Following is an example of what is sent in the file to Unique:

PATRON RECORD NUMBER: .p1234567  
NAME: ANYONE USA  
TELEPHONE: xxx-xxx-xxxx  
PTYPE: xxx  
PATRON HOME LIB: zz  
MONEY OWED: \$xx.xx  
ITEMIZED CHARGES: inv659650 \$25.00,inv659657 \$8.95,inv659641 \$16.95  
TOTAL ITEM COST: \$0.00  
FIRST FINE DATE: 03-28-03 08:36PM

ADDRESS: ANYWHERE USA  
ALT ADDRESS: IF IN PATRON RECORD  
GUARDIAN: IF IN PATRON RECORD  
BIRTH DATE: mm-dd-yyyy (this is the birthdate field in the patron record)  
MBLOCK: c

RECORD #: 1234567 (this is the patron ID without the p and the check digit on the end)

RETURNED BILLED MATERIAL: \$0.00

CHARGES PAID: \$20.00

CHARGES WAIVED: \$0.00

NEW CHARGES: \$0.00

SYSTEM REMOVED: \$0.00

If patrons have moved and the library has returned mail, staff members should change the ZIP Code in the patron record to 99999. This flags newly submitted accounts for automatic skip tracing, a process normally used as part of a secondary procedure by Unique following the initial contact procedures if they are unable to contact the patron.

Once patrons have been submitted to the collections process, the ILS system automatically sends updates on collection accounts daily. The update process checks for any patron with account activity the previous day. This update runs automatically on the server each morning before 7:00 AM. Patrons who have paid their accounts in full have their c-block removed at that time. Patrons who have made payments or returned materials the previous day, trigger an account update so that Unique can adjust the balances on their end. Lakeland and Unique work closely to maintain accuracy and synchronization of account balances, including special quarterly reports created by the ILS Manager that are specifically designed to make sure account balances stay in sync.

Often staff members manually remove or overwrite the c-blocks in the patron records and this results in the end of any further automatic updates on account balances. We work to encourage staff training so that this does not happen. In addition, staff members often merge patron records that have been submitted to Unique. This results in a change to the patron ID number (pxxxxxx). Unique tracks accounts by this Patron ID number and when it changes, they are no longer able to keep their side of things in sync. These are caught when the ILS Manager and Unique run the quarterly synchronization reports. Never manually remove a c-block and check with tech-help at LLC before merging patron records in collections.

### **HOW LONG A PATRON STAYS IN COLLECTIONS**

Patrons who have been submitted to Unique Management remain in collections until their account balance is \$0.00 and they have been identified by the ILS system as paid in full. Patrons who pay in full normally have their c-block removed automatically by the ILS system in the update that runs the following morning.

Unique has an established procedure for contacting patrons throughout the collections process, usually a series of letters and phone calls. The entire process takes about 6 months from the time of initial contact by Unique.

As of June 1, 2016, because of changes to rules at the credit bureaus, Unique no longer credit reports patrons. However, the processes that they use to contact patrons remained in place but references to credit reporting were removed from all contact letters.

### **GRAND RAPIDS PUBLIC LIBRARY AND KDL PATRONS ON LAKELAND SHARED ILS**

Grand Rapids Public Library and Kent District Library are no longer part of the shared system. Their patrons still have reciprocal borrowing privileges with other Lakeland libraries. Therefore, some of their patrons end up in collections with Unique through the shared system. Reciprocally, other Lakeland patrons using GRPL or KDL branches end up in collections on their ILS systems.

GRPL and KDL are responsible for any patron including Lakeland patrons who end up in collections on their Evergreen ILS system or Sirsi/Dynix Symphony system. Lakeland shared ILS members are responsible for the collection agency charges incurred because of a GRPL or KDL patron being sent to Unique from our shared ILS system.

New GRPL and KDL accounts are sent to Unique once a month on the second Monday of each month. The ILS Manager reviews the charges on each new account and re-assigns the \$8.95 collection agency fee to the library where the patron owes the charges. If the GRPL or KDL patron has been designated as a shared ILS patron with your home library, the account will be assigned to the designated home library. The library is notified that the patron has been assigned to their account. Unique Management is also notified as to which libraries should be assigned those new accounts.

Updates to GRPL/KDL patron accounts are sent daily and treated the same as all other accounts following their initial submission (see above).