Patron Point
Patron Point is a fully featured marketing automation platform built to attract, engage, and retain users. It connects with your ILS and other patron data sources thus allowing you to focus and target library messaging by any number of specific user segments. The built-in automation features amplify the power of your day-to-day patron messaging.

- **Key Patron Point Features**
    - Patron Sync™ data management tool that connects Patron Point to your ILS and other data sources
    - Dynamic distribution lists support user segmentation and automatic updates
    - Verify™ identity verification for seamless online library card registration and card renewals

From: https://www.springshare.com/patronpoint/

Patron Point's Purpose
The purpose of Patron Point within Lakeland is to provide an easy and uniform digital card application process across all Lakeland Libraries to supplement patron registration practices in-house at the library. This is to ease the registration process for patrons who are unable to visit the library or for use-cases such as students.

From Sheryl's original white paper explaining why we sought out Patron Point:
> *One of the greatest needs made apparent by COVID-19 was the need for a way to allow patrons to register online and receive a local barcode immediately so they can access library e-resources and our online catalog immediately, without visiting the library. With the new Bibliocore catalog and increased visibility of e-resources, the need will continue to grow. In addition, it is important to make patron registration for students in our school systems easy and seamless as libraries work more and more with their local districts for access to e-resources.*

What Patron Point Can Do
- Be used as a supplemental form of registration for convenience.
- Send emails
    - Based on the campaigns above.
- Automatically Renew Cards
    - In order to be eligible for auto-renewal, a patron must be 1) an adult, 2) in good standing, and 3) have an email attached to their account.

What Patron Point Can't Do
- Be used to change patron records
    - Patron Point does not have permission to edit records, only to create new ones.
    - Therefore, if a patron has moved from one Lakeland library to another, they must visit their new library to switch their card over.
- Be used to renew child cards
    - Auto-Renew is restricted to adult cards.
- Be used to fully take the place of humans for card registration
    - The verify service is not reliable enough to take the place of human record registration, and does not record all patron information (such as decade of birth and pcode 4).

How Patrons Apply
- The Application Process
  - Patrons enter their own information and receive a decision within 5-10 minutes typically.
  - The library does not have to do anything.

- The Verification Process
  - Patron Point sends the patron's entered information to Ekata, a third party verification system that uses the National Address database to confirm that the patron lives in the library's service area. For more information: https://www.patronpoint.com/verify_launch/

- What Happens When Someone Is Approved
  - When a person's information matches up with what the verification services have on file for them, and they do not match an existing record in Sierra, then they will receive an email with their new barcode, expiration date, and pin number.

- What Happens When Someone Is Rejected
  - When a person's information does not match up with what the verification services find for the person applying, their application is rejected out of an abundance of caution.
  - Sometimes, people who should have been issued a card are rejected out of this abundance of caution - **this is not a bug; it is a feature to protect libraries.**

  - Currently, rejected patrons are stored only on the patron point backend. However, we are working with patron point to get rejected patrons' information into Sierra - this will make finding their information easier, and issuing a card or redirecting them more simple.

- What Happens When Someone Already Has A Record In Sierra
  - If someone has a record in Sierra, they will receive an email notifying them that they already have a card. This email will also have the patron's barcode and expiration date, and a reminder of what their pin number was when we issued the card originally.
  - Because Patron Point flags any already existing records that match the entered information, this means that patrons who move from one library's service area to another's **will need to visit the new library to get their new card.**

- What Happens If They Have An Expired Card Already
  - If a patron has a record in Sierra but their card is expired, they will get an email notifying them that they already have a card.

- **Email Outcomes**
  - Congrats

Congratulations on your new library card!

Hi [First Name] [Last Name]!
Barcode: **[Barcode]**
Expiration Date: [Expiration Date]
PIN: Last four digits of Phone number

Your New Card

Your library card can be used with our app if your library participates!

eBooks and Audiobooks

Your new digital barcode gives you

Digital Resources

Your digital barcode also gives you access

- Need More Info

MADL

MUSKEGON AREA DISTRICT LIBRARY

THANK YOU!

## Thank you for applying, but we need a little more info...

Hi {contactfield=firstname} {contactfield=lastname}!
You're one step closer to getting your card!
However, we were unable to verify your identity, so please contact your library for instructions on how to finish the application process.

- Already Have a Card

LAKELAND LIBRARY COOPERATIVE
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YOU ALREADY HAVE A CARD!
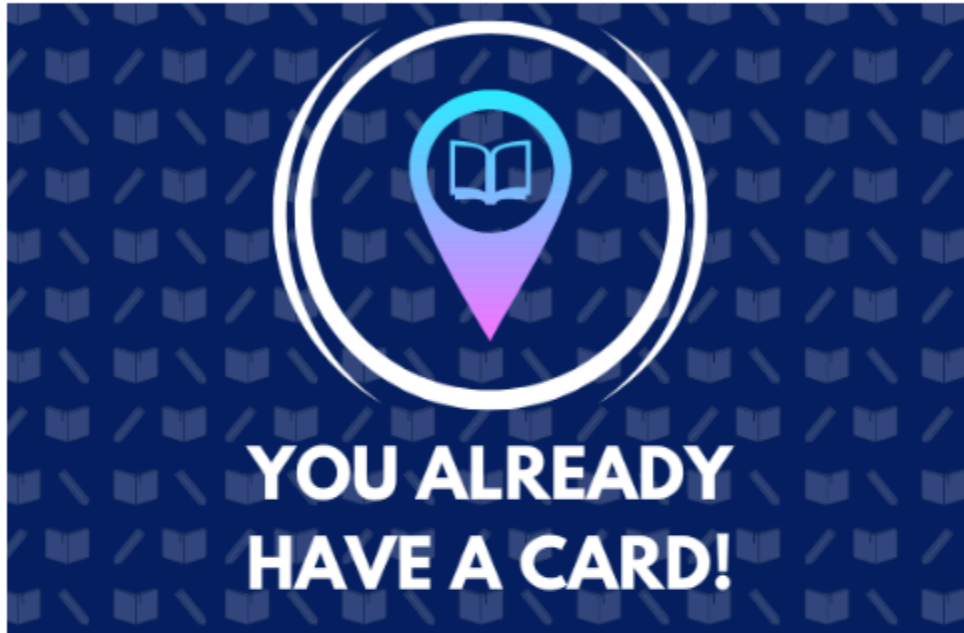
Wait, you already have a library card!

Barcode: **[Barcode]**
Expiration Date: [Expiration Date]
PIN: Last four digits of Phone unless changed

Resources

You now have access to your library's electronic resources - check their website to see what they offer, and dive into ebooks, audiobooks, databases, and more!

- Oops

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Sorry, something went wrong with your application.

Let's fix this!

What Do I Do Now?

Don't worry, a card may still be available to you. To figure out what went wrong, please contact the library you applied at for further assistance. Be sure to provide your Name and address so we can look into your application.

Email Us For Help!

Call Us For Help!

- Can we change what the emails look like and/or say?
    - Yes. We can edit emails based on what the patron's home library is set to. We currently have the emails customized to show your library's information (logo, website, address, etc.), and we can customize text and graphics as well. If you would like to work on customizing emails for your library, reach out to Amber (amber@llcmail.org).

Record Types
- Approved
  - All information is transferred to the Sierra record as it is entered on the application form.
  - Patron Point records that are approved are all automatically given the PMESSAGE q - Patron Point Registration.
  - Approved patron records are fully functional records with all the permissions of a physical card. They do not have any blocks and will have access to digital resources immediately.

- Rejected
  - Rejected Records are created when a patron's address is in your service area but their identity cannot be verified.
  - Rejected patron point records are dummy records that exist to make it easy to look up applicant information when a patron asks for assistance with their application.
  - You know there will be a rejected patron record when a patron has received the "needs more info" email as a result of their application.
  - All information is transferred to the Sierra record as it is entered on the application form.
  - Patron Point records that are approved are all automatically given the PMESSAGE o - Patron Point Rejection.
  - Rejected patron records have no barcode and are under the Lakeland agency.

- Best Practice: PP Patron Records
  - Patron Point records in Sierra will be designated with pmessage q. You can run reports using this to pull your Patron Point patrons to keep track of them.
  - Patron information is pulled directly from form **as it is typed**. It should be formatted correctly in terms of address, but it likely will not be in all caps, like our usual records.
  - **It is not necessary to retype everything in all caps. You can leave it in sentence case or lowercase.** This may help you differentiate Patron Point patrons from in-person registered patrons at a glance, as well.
  - **The only thing that needs to be changed is the last name - it should be all one word for indexing and searchability within Sierra.**

- Best Practice: Duplicate Records
  - If you come across a duplicate record, let Amber know **before** merging the records.
  - This will allow for isolation of factors that allow for duplication to hopefully prevent it in the future.
  - After she gets the information she needs, she will let you know to merge the records.

- Marge TO the patron point record, as that is the barcode they have most recently received.
  - NOTE: The exception to this would be if the old record has fines or a block.

Cleaning Up Records (Recommended but not Required)
- Patron Point records are always missing a few components. This is because coding these components would have been too time and labor intensive. There are a few things you can add or change to clean up PP records:
    - Patron Name: You can change last names entered with spaces to be one word for ease of searching.
    - PCODE 3: Decade of Birth can be added for statistical purposes.
    - PCODE 4: Municipal area of residence can be added for statistical and list purposes.

- How to Pull Lists of PP Patrons
    - On the Create lists menu, select an empty entry and double click it, a new window will open that looks like this:

Term	Operator		Type	Field	Condition	Value A	Value B
1			PATRON	P BARCODE	starts with (exact)	212980	
2	AND		PATRON	PMESSAGE	equal to	q	

PATRON P BARCODE starts with (exact) "212980" AND PATRON PMESSAGE equal to "q"

- Make sure the Review File Name lists your library
- The Store Record Type needs to be "PATRON p"
- You will have two search parameters
    - Patron, P Barcode, starts with (exact), and your barcode prefix
    - AND patron, PMESSAGE, equal to, q (note that q needs to lowercase)
- The resulting list will pull all patrons with your barcode prefix and the pp PMESSAGE - meaning ever patron who applied and was approved through patron point.

How to Help Patrons
- Best Practice: Helping Rejected Patrons
    - If a patron receives an **OOPS** email, it means their address is outside of your service area. You can use the Lakeland Google map to find which library they need to go to.
        - Lakeland Map: https://www.google.com/maps/d/u/0/edit?mid=1XyB2i-whxTjPF_Vu6zJJEh_osyaSbyc&usp=sharing
        - Map Tutorial: https://www.youtube.com/watch?v=Jxmm2VpNPoU

    - If a patron receives a **NEEDS MORE INFO** email, that means that their address is within your service area, but their identity could not be verified.
        - When this happens, Sierra creates a dummy record, which have all patron information, but no barcode. These records are also listed under the Lakeland agency.
        - Once you have verified the patron's identity, you can edit this existing record to your library's codes and insert a barcode to get the patron all set.

- Best Practice: Assisting PP Patrons In-House With cards
    - Some patrons may want to swap out their digital barcodes for a physical card. To do this, follow your usual procedure for replacing cards.
        - **NOTE - MERGING CARDS IN OVERDRIVE:**
            - If the patron has been using the old barcode for OverDrive, you will need to merge the old barcode with the new barcode when you swap them out.
            - To merge barcodes in OverDrive: Sign in to Overdrive Marketplace, Click "support" on the blue ribbon, and click "merge user ids". It will ask for the old and the new barcode, enter them. Click "search", if everything looks right, go ahead and click "merge".
                - Most libraries have one or two people with access to the OverDrive Marketplace. It is suggested that circulation staff make a note of barcodes that need to be merged as they are replacing the barcode, and then hand those notes off to someone with OD Marketplace access to do the merging.
                    - Ex: "Patron X came in and switched barcodes, so they need to be merged on OverDrive. Old barcode: xxxxxx, New barcode: xxxxx"
                    - To add another user to OverDrive Marketplace, please contact Nicki at nicki@llcoop.org.
    - Patrons can put their barcode into the app to get a digital card. Or you can look them up as your policy allows.

Auto-Renew
- Patrons who are adults (i.e. your adult resident PTYPE), in good standing (i.e. owe less than $10), and have an email on their record will be eligible for auto-renew through Patron Point.
- The auto-renew process begins 8 days prior to the patron's expiration date. Here's a general overview of the timeline:
  - **8 days before expiration:** eligible patrons are run through Patron Point's verify service to see if their identity can be verified as still living at the address we have on file for them.
    - If the patron can be **verified** - their card is renewed for your library's renewal period. No further action is taken and patrons will receive no further emails regarding renewal.
    - If the patron **cannot** be verified - the are placed in the renewal email pipeline
  - **7 days before expiration:** Patrons who were unable to be verified will receive an email informing them that their library card will expire in 7 days. The email instructs them to contact their library directly for further instructions to renew their card.
  - **7 days after expiration:** Patrons who have not renewed their card in the time since the last email will receive notification that their card expired 7 days ago. The email instructs them to contact their library directly for further instructions to renew their card.
  - **30 days after expiration:** Patrons who have not renewed their card in the time since the last email will receive notification that their card expired 7 days ago. The email instructs them to contact their library directly for further instructions to renew their card.

Patron Point Access Setup (Login and 2FA) - Optional
- Best Practice: Choosing Who Has Access to Patron Point
  - Only those who can be trusted to not fall for spam emails should have access to patron point to avoid the possibility of compromising accounts.
    - **Why?** Patron Point contains sensitive patron data, and only accounts that are secure (i.e. not susceptible to spam) should have access.
  - Two-Factor authentication is required via app, so those who are selected to have access to Patron Point's backend must also have a device able to download a two-factor app.

- Once you have been invited to patron point, you will receive an email with a link to create an account. Click the link to set up a password.
- After creating your account, you will be able to login and view the dashboard at **llxmi.patronpoint.com**. Bookmark this page - it is where you will login from here on out.

- When you log in for the first time, you will be prompted to set up Two Factor Authentication (aka 2FA). You will see this message:

1. Install one of the following applications on your mobile
   - FreeOTP
   - Google Authenticator
2. Open the application and scan the barcode

Unable to scan?

3. Enter the one-time code provided by the application and click Submit to finish the setup

Provide a Device Name to help you manage your OTP devices.

| One-time code * | |
| Device Name | |

Submit

- Go to your app store and download one of the apps suggested in the above screenshot. I highly recommend Google Vault, but either works. Please note that the following instructions are general, and your device may vary slightly.
  - Google Vault Instructions
    - Download the Google Vault Authenticator and log in.
    - Press the Plus sign and then Scan a QR code.

- - - The token will be added under the name Patron Point: your email.
  - ○ Free OTP Instructions
    - ■ Download the Free OTP Authenticator from your App Store
    - ■ When you open the app, click the qr code at the top of the screen
    - ■ Allow access to your camera
    - ■ Scan the QR code provided by Patron Point
    - ■ Select an Icon and hit Next
    - ■ You will be prompted to choose whether you must unlock your phone to view the token - this is up to you
    - ■ On the next screen, your Patron Point Token will be displayed
    - ■ Tap the token to display to 2 Factor Authentication number.
    - ■ Enter the Number in the "one-time code" field on patron point and give a Device Name to the device you're currently using, then hit submit
    - ■ You can now log into the dashboard.
- ● After getting Patron Point set up in your app, enter the one-time code displayed in the app and enter a name for the device you are using.
- ● When logging in to Patron Point after setting up 2FA, you will be prompted to open your app and enter the provided code.
- ● You're all set to head to the dashboard!

Patron Point Dashboard (not necessary for use, but available)
- ● On the dashboard, you will have access to two things: Patrons and Forms.
- ● To view patrons:
  - ○ Click on patrons in the left-hand menu
  - ○ Note: this shows ALL patrons, both created by Patron Point and pulled from Sierra.
  - ○ You can search for any patron attributes, or by library by typing "home_library:" and your two letter code:
    - ■ Ex: home_library:oz for Zeeland
    - ■ For libraries with multiple branches, put each code in quote (Ex: home_library:"hn""ho")
  - ○ To change the sorting, click on the header you wish to sort by.
- ● To view forms:
  - ○ Click on components in the left-hand menu
  - ○ Click forms from the submenu
  - ○ Enter your library name or two letter code into the search bar to narrow results down. You can also organize forms alphabetically by clicking the "Name" header.
  - ○ Click the "View X Results" button in the "Results" column to see submissions to your form.
  - ○ In the upper righthand corner of this page, you can export these submissions into an excel sheet.
    - ■ Note that this is not necessary, as Patron Point preserves the submissions for you.

Appendix A - Application Links

- Allendale Township Library - https://llcoop.org/library-card-application/oa-app/
- Alvah N. Belding Memorial Library - https://llcoop.org/library-card-application/ib-app/
- Carson City Public Library - https://llcoop.org/library-card-application/ma-app/
- Cedar Springs Public Library - https://llcoop.org/library-card-application/ec-app
- Coopersville Area District Library - https://www.coopersvillelibrary.org/get-a-library-card
- Croton Township Library - https://llcoop.org/library-card-application/nc-app/
- Crystal Community Library - https://llcoop.org/library-card-application/mc-app/
- Dorr Township Library - https://llcoop.org/library-card-application/ad-app/
- Fennville District Library - https://llcoop.org/library-card-application/af-app/
- Flat River Community Library - https://www.flatriverlibrary.org/digital/library-card-application/
- Freeport District Library - https://llcoop.org/library-card-application/bf-app/
- Fremont District Library - https://www.fremontlibrary.net/about-us/library-card-application
- Fruitport District Library - https://llcoop.org/library-card-application/sf-app/
- Gary Byker Memorial Library - https://llcoop.org/library-card-application/oh-app/
- Georgetown Township Library - https://llcoop.org/library-card-application/og-app/
- Grant Area District Library - https://llcoop.org/library-card-application/ng-app/
- Hackley Public Library - https://llcoop.org/library-card-application/sm-app/
- Hastings Public Library - https://llcoop.org/library-card-application/bh-app/
- Henika District Library - https://www.henikalibrary.org/get-a-library-card
- Herrick District Library - https://herrickdl.org/get-a-library-card/
- Hesperia Community Library - https://llcoop.org/library-card-application/nh-app/
- Home Township Library - https://llcoop.org/library-card-application/me-app/
- Hopkins Public Library - https://llcoop.org/library-card-application/ah-app/
- Howard Miller Public Library - https://llcoop.org/library-card-application/oz-app/
- Ionia Community Library - https://www.ioniacommunitylibrary.org/copy-of-digital-resources-icl-ecard
- Lake Odessa Community Library - https://llcoop.org/library-card-application/il-app/
- Leighton Township Library - https://llcoop.org/library-card-application/al-app/
- Loutit District Library - https://llcoop.org/library-card-application/ol-app/
- Muskegon Area District Library - https://www.madl.org/new_card/index.php
- Newaygo Area District Library - https://llcoop.org/library-card-application/nn-app/
- Patmos Library - https://llcoop.org/library-card-application/oj-app/
- Salem Township Library - https://salemtownshiplibrary.org/get-a-library-card/
- Saranac Clarksville District Library - https://llcoop.org/library-card-application/is-iv-app/
- Saugatuck-Douglas District Library - https://www.sdlibrary.org/about-us-1/library-card-application/library-card-application
- Sparta Carnegie Township Library - https://llcoop.org/library-card-application/es-app/
- Spring Lake District Library - https://sllib.org/borrow/your-library-card/
- Tamarack District Library - https://llcoop.org/library-card-application/ml-app/
- Thornapple-Kellogg School & Community Library - https://llcoop.org/library-card-application/bm-app/

- Timothy C. Hauenstein Reynolds Township Library - https://llcoop.org/library-card-application/mh-app/
- White Cloud Community Library - https://llcoop.org/library-card-application/nw-app/
- White Lake Community Library - https://llcoop.org/library-card-application/sw-app/

Appendix B - Map Links

- How to Use Maps - ▶ How To Use Service Area Maps
- All Lakeland Map -
  https://www.google.com/maps/d/u/0/viewer?mid=1XyB2i-whxTjPF_Vu6zJJEh_osyaSbyc&ll=43.093186848537805%2C-85.8740759523537&z=8

- County Maps
  - Allegan -
    https://www.google.com/maps/d/u/0/viewer?mid=1CpihlApCWFEb5v0BePU54zgXL64t16E&ll=42.68150496616324%2C-85.9085375&z=10
  - Barry -
    https://www.google.com/maps/d/u/0/viewer?mid=1XEveyLTmsHSw7w9jzndmTI-dFgJb3Jw&ll=42.70126220640453%2C-85.42361397696334&z=9
  - Ionia -
    https://www.google.com/maps/d/u/0/viewer?mid=1q3dUR-FQldm7BgvI41xqmtxLWVgUw8I&ll=43.049667271364875%2C-84.9564435&z=10
  - Kent -
    https://www.google.com/maps/d/u/0/viewer?mid=1niaMbfsq1UMogg2LFU-8PLQrf0sTqyI&ll=43.02530734923408%2C-85.67313721650295&z=8
  - Montcalm -
    https://www.google.com/maps/d/u/0/viewer?mid=1S_OxY1PMlVn5sN4XleE45yy4hAASXRQ&ll=43.29745253592861%2C-85.08153899999998&z=9
  - Muskegon -
    https://www.google.com/maps/d/u/0/viewer?mid=14o-w8V7hj9tHWu750ckeXDC-XltE-TQ&ll=43.257311412812726%2C-86.18226304882452&z=8
  - Newaygo -
    https://www.google.com/maps/d/u/0/viewer?mid=1mMc8J7gIekqY0dPL_CXofGMM4GJnM1Q&ll=43.50622889210535%2C-86.032902907596&z=8
  - Ottawa -
    https://www.google.com/maps/d/u/0/viewer?mid=1c4vPwJFjIBXJxvwdZ6RJsodMSQQaHAM&ll=42.90786542158699%2C-86.02699600000001&z=10

- Individual Libraries
  - Allendale Township Library -
    https://www.google.com/maps/d/u/1/edit?mid=1u_zZkybY6dviT_GWA5duOhmNMzFPmBM&ll=42.97138509823036%2C-85.90434349999998&z=12
  - Alvah N. Belding Memorial Library -
    https://www.google.com/maps/d/u/1/edit?mid=1VqfrI1K5gi_AnOnZe3OO2gVuYhJp4Dw&ll=43.05004291403639%2C-85.2087475&z=12
  - Carson City Public Library -
    https://www.google.com/maps/d/u/1/edit?mid=1jFoxBNuRwMNcblwoULzLnfu-Q2RVHrc&ll=43.18376908332573%2C-84.819838&z=11

- ○ Cedar Springs Public Library - https://www.google.com/maps/d/u/1/edit?mid=17hY3sseCbYBzE1LneLImFKiiSmS4qHo&ll=43.249467568755094%2C-85.6043715&z=12
- ○ Coopersville Area District Library - https://www.google.com/maps/d/u/1/edit?mid=1P5kEJOUjkNbXbSnNkBN1Je2uNzlr5IU&ll=43.10363926428208%2C-85.907593&z=11
- ○ Croton Township Library - https://www.google.com/maps/d/u/1/edit?mid=1SyYS6S9esdRcFZsFjuCltZrw9bob9I0&ll=43.424626423186574%2C-85.62270000000002&z=12
- ○ Crystal Community Library - https://www.google.com/maps/d/u/1/edit?mid=1jFoxBNuRwMNcblwoULzLnfu-Q2RVHrc&ll=43.18376908332573%2C-84.819838&z=11
- ○ Dorr Township Library - https://www.google.com/maps/d/u/1/edit?mid=18Ok47uTVgiKOqzyeb6DteQX-0ld6-cQ&ll=42.724667493697055%2C-85.722434&z=12
- ○ Fennville District Library - https://www.google.com/maps/d/u/1/edit?mid=1vDOzJ6RiJdGMEepe-27crFcZ3XzruvY&ll=42.53497777405719%2C-86.1425905&z=11
- ○ Flat River Community Library - https://www.google.com/maps/d/u/1/edit?mid=1dtWRkbW3e-trswQzNI_y6ATUC6jk6XY&ll=43.20629651572423%2C-85.1930905&z=11
- ○ Freeport District Library - https://www.google.com/maps/d/u/1/edit?mid=1JmOVpdS9H3ID6KsxsiC9H2rVAH1zuF8&ll=42.72570439802894%2C-85.3100175&z=12
- ○ Fremont District Library - https://www.google.com/maps/d/u/1/edit?mid=1yO6m1uvbcH0Wzq8OZD8ADIXW4YeXoRE&ll=43.44519907742787%2C-85.91966099999999&z=11
- ○ Fruitport District Library - https://www.google.com/maps/d/u/1/edit?mid=1XF7QD8NTujvL21Y4H5auO1XP4BxRuM4&ll=43.16126940810369%2C-86.136248&z=12
- ○ Gary Byker Memorial Library - https://www.google.com/maps/d/u/1/edit?mid=1FeZiIgDEsZbRwwtec0VXAKNgVVUX0oA&ll=42.8929130781886%2C-85.91205065000001&z=12
- ○ Georgetown Township Library - https://www.google.com/maps/d/u/1/edit?mid=1kkIJ7WuukK5EKbJh09Slvz7s5SZxOQQ&ll=42.906991680760235%2C-85.842966&z=12
- ○ Grant Area District Library - https://www.google.com/maps/d/u/1/edit?mid=1rBIBaVnxohEJEwDoz2Anq9YqatWua5o&ll=43.34014274889813%2C-85.785486&z=11
- ○ Hackley Public Library - https://www.google.com/maps/d/u/1/edit?mid=14tQFzvZ1hLcQRTRSOSdZjv-7-WqvPGs&ll=43.22503136337154%2C-86.26883049999998&z=13

- ○ Hastings Public Library - https://www.google.com/maps/d/u/1/edit?mid=1d-nVJtlTK_jw3Miljv4jFjAsI7eIaOo&ll=42.63900282146814%2C-85.309462&z=12
- ○ Henika District Library - https://www.google.com/maps/d/u/1/edit?mid=1LU7E6KQGHjDVd5kO6ByiDWsnBysj4ws&ll=42.641362043845305%2C-85.6036395&z=12
- ○ Herrick District Library - https://www.google.com/maps/d/u/1/edit?mid=1b1GHhZf3_1K7xgV2KzV9mPxvcoLL9YM&ll=42.77482336358612%2C-86.05682095&z=10
- ○ Hesperia Community Library - https://www.google.com/maps/d/u/1/edit?mid=1Vmn7t1MpmEEEgRi86foDJSAjZG9kyOE&ll=43.59776965598189%2C-86.0397635&z=11
- ○ Home Township Library - https://www.google.com/maps/d/u/1/edit?mid=1iJlZ6-2gKROkhCPB256GcFLHTSXG9t8&ll=43.393857491775194%2C-85.06397050000001&z=12
- ○ Hopkins Public Library - https://www.google.com/maps/d/u/1/edit?mid=1KTFfcuIJrf8TNOfdzU9lMG6XU_UAtm4&ll=42.61290911151382%2C-85.7805975&z=12
- ○ Howard Miller Public Library - https://www.google.com/maps/d/u/1/edit?mid=1ubYML3xar830fG3jAdlYXOOAXaGLhww&ll=42.85514764483719%2C-86.02181695&z=11
- ○ Ionia Community Library - https://www.google.com/maps/d/u/1/edit?mid=1mYjU11ucnTF-XQ3CQ2LYP3gbe7AT4Qo&ll=42.99945497287564%2C-85.0281155&z=11
- ○ Lake Odessa Community Library - https://www.google.com/maps/d/u/1/edit?mid=1G1C-cmi99rgZO288DtDt4Pv3IxnPqts&ll=42.8134101175569%2C-85.07465505&z=12
- ○ Leighton Township Library - https://www.google.com/maps/d/u/1/edit?mid=1aEIeJhpCBZPJrKNTu4ZwclT3OfTspTc&ll=42.72462850702888%2C-85.60420649999999&z=12
- ○ Loutit District Library - https://www.google.com/maps/d/u/1/edit?mid=1baXslCfCdV4PxLfuyKtdwx1lBYx4zzw&ll=42.997409421899526%2C-86.13990799999999&z=11
- ○ Muskegon Area District Library - https://www.google.com/maps/d/u/1/edit?mid=1WHjX4NR5AY37nmg5vsvmaQZ8qQ1KdFE&ll=43.294295312941784%2C-86.09379999999999&z=10
- ○ Newaygo Area District Library - https://www.google.com/maps/d/u/1/edit?mid=1wMNUBjMkcqepmdCvR0BDKHGUitGtpwc&ll=43.423971177459045%2C-85.79809555&z=12
- ○ Patmos Library - https://www.google.com/maps/d/u/1/edit?mid=1Wz1nDdnEwKxULvdJwF2SEoPjTVNk2s8&ll=42.81189114533308%2C-85.84176950000001&z=12

- ○ Salem Township Library - https://www.google.com/maps/d/u/1/edit?mid=1xhXuOi2Pi_cbRqn1SKkxTIwEXuZb-OY&ll=42.72473889945998%2C-85.89928499999999&z=12
- ○ Saranac Clarksville District Library - https://www.google.com/maps/d/u/1/edit?mid=1Q0m4N744O4l0IbBv7RtdSUaxHawsmsQ&ll=42.8929557299719%2C-85.19341750000001&z=11
- ○ Saugatuck-Douglas District Library - https://www.google.com/maps/d/u/1/edit?mid=1HmtxQUAFSzds-vm1BoIJ_67lK89KFoU&ll=42.63722516620446%2C-86.18106850000001&z=12
- ○ Sparta Carnegie Township Library - https://www.google.com/maps/d/u/1/edit?mid=1iuLsj2Z57VYtitFdIwdXKSxGJ7SJ6f0&ll=43.16090771058957%2C-85.7304595&z=12
- ○ Spring Lake District Library - https://www.google.com/maps/d/u/1/edit?mid=1eSWC75GIDDfhUViCGTXSRq3WXubdIvE&ll=43.07109333421475%2C-86.14919200000001&z=12
- ○ Tamarack District Library - https://www.google.com/maps/d/u/1/edit?mid=1ripbCUQV4OkufX1ncakoOzltFp6O9JQ&ll=43.42376168580427%2C-85.2837465&z=11
- ○ Thornapple-Kellogg School & Community Library - https://www.google.com/maps/d/u/1/edit?mid=1NrKv1Y4hVd3obr_2hctS8Orf0YotApg&ll=42.67815567830358%2C-85.43762049999998&z=11
- ○ Timothy C. Hauenstein Reynolds Township Library - https://www.google.com/maps/d/u/1/edit?mid=1Fymj7PyZHRtZkVkr9RpoA0og0cqjmT8&ll=43.38103039384866%2C-85.47268749999999&z=11
- ○ White Cloud Community Library - https://www.google.com/maps/d/u/1/edit?mid=1Ruv1zQtV2xzjJKEucia-6UDH932zUDg&ll=43.597418108814466%2C-85.7416425&z=11
- ○ White Lake Community Library - https://www.google.com/maps/d/u/1/edit?mid=1TTvhyskvwKpo1uPZ5I5coUoK6Iqk9fw&ll=43.383550319681845%2C-86.2912445&z=11