



LAKELAND LIBRARY COOPERATIVE

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ADVISORY COUNCIL MONTHLY MEETING

Thursday, February 13, 2025
Following the 9:30 a.m. Board Meeting

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

AGENDA

- 1) CALL TO ORDER AND ROLL CALL
- 2) APPROVAL OF AGENDA (m)
- 3) PUBLIC COMMENTS
- 4) APPROVAL OF MINUTES OF THE JANUARY 9TH, 2025 (m) PAGES 2-3
- 5) COUNCIL PRESIDENT REPORT – Elyshia Hoekstra, Chair
- 6) BOARD REPORT – John McNaughton, Board President (i)
- 7) ILS MANAGER REPORT (i) PAGES 4-9
- 8) MEMBER SERVICES MANAGER REPORT (i) PAGES 4-9
- 9) COOPERATIVE DIRECTOR REPORT (i) PAGES 4-9
- 10) COMMITTEE REPORTS (NONE) (f)
- 11) NEW/UNFINISHED BUSINESS
 - a) ILS evaluation survey results: Ann Langlois
 - b) Weeding project: Ann Langlois
- 12) OTHER REPORTS (If representatives are present) (i)
 - a) MLA Legislative Committee Report –No report
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, March 13th, 2025, following the Board Meeting at Kent District Library Service Center.
Listen and Learn (formerly Lunch and Learn) will present a panel on dealing with challenging situations in the library: collaboration, prevention and solutions.
- 15) ADJOURNMENT (m)

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday January 9, 2025 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: Carol Dawe (LLC), Elyshia Hoekstra (OC), Stef Reed (MG), Joe Zappacosta (SM)

Lakeland Staff Present: Amber McLain, Ann Langlois

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at time by Elyshia Hoekstra at 9:55 AM.
- 2) **APPROVAL OF AGENDA:** Jeffrey Babbitt moved, supported by Ellen Peters to approve the agenda - *motion carried.*
- 3) **PUBLIC COMMENTS:**
 - a) Ellen Peters shared that OL got a commitment from a donor to mostly fund a makerspace.
 - b) Stef Reed shared that MG will be doing a space audit.
- 4) **APPROVAL OF MINUTES:** Ellen Peters moved, supported by Aby Black, to approve the Advisory Council minutes from November 14, 2024 – *motion carried.*
- 5) **COUNCIL PRESIDENT REPORTS:** Nothing to report.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER'S REPORT:** Ann reminded everyone to properly pack MeL items for libraries that are Pack Libraries. Ann also encouraged libraries to have at least one person from each library to respond to the ILS survey that is currently out. Ann also mentioned that she has sent out the first round of ILS cleanup projects. Ann shared that all old Dynix information will be deleted via a global update. Days close for the calendar year have also been added into Sierra. Ann is going to offer a Create List training at the end of January teaching how to create lists in Sierra from scratch. Ann will also be removing some obsolete iTypes, so she will be moving some things around and contacting libraries to discuss iTypes.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Amber shared that the app update has successfully rolled out – an explanatory flyer has been linked on all BC catalogs for patrons – and a transitional flyer and brochure were emailed to all members, along with canva templates for customization. She also shared that there is a small issue with Patron Point in which a few users are receiving successful auto-renew emails when their auto-renew did not go through. She advised libraries to do their usual renewal process and disregard the erroneous auto-renew email. She also shared that the
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol shared that the cataloging minutes were added to the advisory packets to demonstrate what our cataloging team does. Carol thanked all of the testers for the consortia app. Carol also shared that the cooperative directors are working on a marketing webinar series. Continuing Education is working on a program regarding unruly patron behavior. Carol reiterated that libraries need to finish state aid before the deadline.
- 10) **COMMITTEE REPORTS:**
 - a) Cataloging Centers Committee, August 21st and October 24th, 2024
 - b) Circulation Services Committee, November 20th, 2024
 - c) Continuing Education Committee, December 5th, 2024
- 11) **OTHER REPORTS:**
 - a) **MLA:** The Lame Duck session did not achieve much, including the Freedom to Read legislation. One representative from each party had questions about the FtR bills, which delayed the process. MLA is working on a new strategic plan for how to move forward and members will likely be surveyed. Bills were put in on Jan 8, when the Legislation was required to meet.
- 12) **PUBLIC COMMENTS:**
 - a) Abby Black asked that DVDs be rubber banded before being sent in delivery
 - b) Carol shared that an item was damaged in delivery and asked if this was a trend

- c) Jessica Hunt asked if everyone has barcodes on all items. Grant has had a few items where the barcode is unfindable. The answer is yes – barcodes are required.
- 13) **NEXT MEETING:** Thursday date, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.
- 14) **ADJOURNMENT:** Matt Lubbers-Moore moved, supported by Abby Black, to adjourn at 10:25 - *motion carried.*

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT February 13, 2025

Maybe it's just me but this struck a chord with me.....it was a long month and February seems to be following suit.

*Thirty days has September,
April, June and November.
Unless a leap year is its fate,
February has twenty-eight.
All the rest have thirty-one
Except January which apparently
Has six thousand two hundred and thirty-three.*

Board and Advisory Agenda Items:

Board:

- **Strategic Plan:** We are beginning our 3rd year of our 3-year plan and this got me thinking about all that we have accomplished and how to move forward. I would like to take a few minutes with the board and discuss next steps for year 3 and beyond. Now that my review has been completed, we probably need to incorporate the new goals into the plan and decide if we want to extend it for a year or two. I look forward to the discussion.

Advisory Council: (From Ann's report.)

- **ILS Survey:** all libraries were asked to give input on Sierra and Bibliocommons in January. Thank you to everyone for participating; we received a response from every library. This will help us move forward in the ILS Evaluation Project. She will share a summary of the results at the meeting.
- **Inventory:** we will debut the inventory project this month. There are two options for conducting this: via a paper shelf list or via using COUNT USE scanning

(recommended). I will demonstrate this at the Advisory meeting and also make a training available for all staff. I tested the COUNT USE method of inventorying with Lakeland's professional collection and feel that this would be the best way forward for accuracy and ease of use. Thank you to Hackley Library for acting as another test site.

Other items of note:

Advocacy Day is Wednesday, April 30th in Lansing! Here is the link to register: <https://www.milibraries.org/advocacy-day>. I hope you can join us. Lakeland is going to be an MLA partner along with the Library Cooperatives of Michigan. I firmly believe our advocacy last year is the major reason state aid was increased. Now more than ever, we need to share our missions, goals and needs with our legislators.

State Aid: Thank you all for getting your surveys in well before the deadline.

Marketing Makeover: Congratulations to the Ionia Community Library for being one of 7 contestants in this LCM sponsored program in partnership with Hoopla. For those of you that applied but are not finalists, there will be plenty of templates, examples and other information to help you transform your library's marketing program.

Strategic Plans: Freemont and White Lake join Saugatuck-Douglas, Flat River and Coopersville in having a completed plan. Hesperia is in the plan building stage. Gary Byker will be mailing out surveys over 3 months with their water bills. Hopkins just completed their survey and we will start focus groups. Hastings is just beginning the process. I met with the board on February 3rd for a great focus group discussion. Cedar Spring will start soon.

Board Development: I will be doing training at a number of libraries. If you have new board members, please ask and I can give them a 45 minute overview of trustee training, including best practices, expectations and do's and don'ts. It really does help them frame what their role is and yours!

Standards: Diane and I met and we are working on how best to move forward. Stay tuned.

There are a few other projects we are working on but I'm still waiting for information so I will relay this information at the meeting.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

January 2025 activities

E-mail & telephone consulting contacts: 35

Sierra records manually edited: 202

We added 8,210 Hoopla bibliographic records to the database.

Jeff Lezman and Ann Langlois attended the winter meeting of the West Michigan Technical Services & Serials Group. The group discussed their experiences with their ILS systems as well as details on how they migrated their data from one system to another.

December 2024 Statistics

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

The number of requests received to be cataloged in December was up by 8% compared to December 2023. The number of requests received that were already in the database also increased by 8%.

The number of records copy-cataloged in December was down by 38% compared to December 2023, while the number of original records cataloged was up by 58%. The total number of records cataloged was down by 25% compared to December 2023. This is due to several staff having time off in December.

Cataloging	December 2024	YTD	December 2023	YTD	Monthly %	YTDPCT
Requests Received	1458	4799	1344	5154	8%	-7%
Requests already in database	47	334	34	214	38%	56%
Requests to be cataloged	1411	4465	1310	4940	8%	-10%
Copy Cataloging	785	3563	1269	4779	-38%	-25%
Original Cataloging	331	885	210	737	58%	20%
Total Cataloged	1116	4448	1479	5516	-25%	-19%

Delivery & Facility Manager - Terry Cross

January 2025 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland

	January – 2025	January – 2024	Difference	% Change
Total Book Bags & Bins	3,072	3,181	(109)	(4%)

In January 2025, there were 3,072 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 4% decrease as compared to the 3,181 bags and bins that were sorted and delivered in January of the prior year.

MelCat/Rides Statistics

	# Of Incoming Bins Received from Rides Courier			# Of Outgoing Bins Received from Member Libraries		
	January 2025	January 2024	Difference	January 2025	January 2024	Difference
# Of Bins	171	177	(6)	188	164	24

In addition to the book bags and bins that were received from member libraries, there were also 171 MelCat bins that were received and sorted in January 2025. This was a decrease of 6 bins as compared to the 177 bins that were received in January 2024. Also in January 2025, we sent out 188 bins, which was 24 more bins as compared to the 164 bins that were sent out in January 2024.

I drove 8 days in January covering for Driver's time off.

The annual building fire inspection was performed by Fire Pros in January. As a result of the inspection, two new Exit Signs – LED and one Emergency Light – LED were replaced.

Email and phone consults with member libraries and vendors: 5

A Labor Law order was done in January. Eighteen libraries submitted orders for the Labor Law Poster.

January building maintenance consisted of the repair of the heating unit that serves the back part of the building.

Digital Services Specialist – Nicki Johnson

I recently had a meeting with Weiss Financial Ratings (a service provided by Greystone Publishing). Their site would be available to patron to learn about investing, banking, and insurance ratings, including Medicare Gap insurance. I put an email out to directors with a link to a demo account. If enough libraries are interested, we can get a fairly large discount on the subscription.

I have also been working to clear up old holds in Overdrive. Previously, the Overdrive committee had decided that any holds over one year old could be cleared from the system. Holds on items that have been weeded and those on titles that are no longer for sale are also being cleared.

Overdrive has recently floated the idea of getting the RLA(partner) groups together to talk about practices, etc. Lakeland and other partners agreed that this sounds like a great idea.

Finance & HR Assistant - Janet Cornell

I have started migrating accounting information into the new accounting software with our new vendor, CDM+. The first challenge came in reworking our chart of accounts for the different funds into one chart as it is separated into two different charts in QuickBooks. I have sent them the combined chart and I am waiting for them to set up the base file. We may have another

month getting it up and running. In the meantime, I am still using QB for our official accounting records this fiscal year so we will be able to match numbers once it is set in place.

Year-end payroll tax reports and 1099s were compiled and mailed out in January, and the field work for the audit was completed. We should receive a draft later this month so that they can report their findings at the March meeting.

Email and phone consults with member libraries and vendors: 17

ILS Manager – Ann Langlois

January email, Zoom, and phone consults: member libraries: 64; vendors: 8

January help tickets opened: 152

January help tickets closed: 126

Circ YTD rollover: this was completed on January 15 without incident and I sent an email all members with this update.

Upgrade to Sierra 6.2: this was completed in the morning of January 28 around 6:30 a.m. It took Innovative engineers longer than expected but the system was back up in time for libraries to open that morning. In this version, printing an extra page in paging lists was supposed to be fixed; however, members continue to see this issue. It has been reported to Innovative for them to investigate further.

Clean-up Projects: On December 11, 2024 I sent instructions for the first ILS/database cleanup project, removing extra/old notes on patron records, to directors and asked them to share with the applicable staff to complete this with a target date of the middle of February. Please put in a help desk ticket to indicate when you've completed this project.

Old itypes cleanups: I started working with libraries who still show VHS and cassette tapes in their collections (or the records at least).

Patron email cleanup: I cleaned up 280 patron records that didn't have a "@" in the email address. Some records had a "NA" in that field. If the patron doesn't have/doesn't give an email address, please do not put anything in that field.

ILS Survey: all libraries were asked to give input on Sierra and Bibliocommons in January. Thank you to everyone for participating; we received a response from every library. This will help us move forward in the ILS Evaluation Project.

Inventory: we will debut the inventory project this month. There are two options for conducting this: via a paper shelf list or via using COUNT USE scanning (recommended). I will demonstrate this at the Advisory meeting and also make a training available for all staff. I tested the COUNT USE method of inventorying with Lakeland's professional collection and feel that this would be the best way forward for accuracy and ease of use. Thank you to Hackley Library for acting as another test site.

Member Services Manager – Amber McLain

Email/Phone Consults with Libraries: 15

Email/Phone Consults with Vendors: 22

BiblioCommons

BiblioCommons continues to function as expected. There was an issue with login one day in January, but it was resolved by BiblioCommons support within a few hours.

BiblioApp

The rollout of the consortia version of the app was successful. There have been relatively few issues. For basic app troubleshooting, see: <https://llcoop.org/wp-content/uploads/2025/01/App-Troubleshooting.pdf>

Total Number of Apple App Users: 2,617

Total Number of Android App Users: 1,101

Note: The number of users has dropped. This may be because of frustration due to the update, it could be due to lack of use in general now that we've been using it for 5 months, it's hard to tell. Regardless, I'll be developing patron training for the app that you can give patrons who wish to use the app but are struggling.

BiblioSuggest

BiblioSuggest continues to function as expected. I will continue to send any suggestions from your patrons sent to the LLC catalog each month. With the new app update this may slow down, as once the patron chooses their library, their suggestions are sent to that library.

Patron Point

Patron Point continues to function as expected. The issue mentioned in January about erroneous emails being sent for auto-renewal has been identified - this only occurs when the home library does not match the PTYPE. When this happens, make sure the patron's record is coded correctly and then follow your normal procedure and policy for renewal.

Number of Applications in January: 886

Number of Auto-Renews in January: 1575

Continuing Education

There will be another Lunch and Learn - which we are rebranding as **Listen and Learn** since the start date has crept earlier - in March. The topic will be "Challenging situations in the library: collaboration, prevention and solutions. Our speakers will be focusing on dealing with problem patron behavior in the library, and it will be presented as a panel discussion, and they will be answering questions solicited from members. A survey will go out shortly.

Training

My big project the past month has been to collect and create training for the software and services that LLC offers. The product of that is the new LLC Training Hub (<https://llcoop.org/training-hub/>). While it is a work in progress, it has a wealth of information and resources currently available. You can also click on categories to see what I plan on covering. I invite staff of all levels to take a look at this page to see what we have planned - if anyone thinks of a topic that they would like covered that is not listed, feel free to email me with the idea. The goal of this project is to have solid foundational training in an easily-accessible place for your ease of use.

Respectfully submitted,

Carol Dawe