



LAKELAND LIBRARY COOPERATIVE

LEADING ♦ LEARNING ♦ LENDING

BOARD MONTHLY MEETING
Thursday, February 13th, 2025
9:30 a.m.
ADVISORY COUNCIL TO FOLLOW

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

AGENDA

- 1) **CALL TO ORDER AND ROLL CALL**
 - a) Introduce New Members and Board Members
- 2) **APPROVAL OF AGENDA**
- 3) **PRESUBMITTED QUESTIONS FROM MEMBERS**
- 4) **PUBLIC COMMENTS**
- 5) **APPROVAL OF MINUTES**
 - a) January 9, 2025, Unofficial Board Minutes (m) PAGE 2
- 6) **FINANCIAL REPORT**
- 7) January 2025 Financials and Check Registers (m) PAGES 3-8
- 8) **PRESIDENT'S REPORT** (i)
- 9) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 9-14
- 10) **COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Council Official Minutes November 14th, 2024 (i) PAGE 15-16
- 11) **ONGOING/NEW BUSINESS**
 - a) Strategic Plan: extension and additional goals and updates: Carol Dawe (m)
- 12) **PUBLIC COMMENTS**
- 13) **BOARD MEMBER COMMENTS**
- 14) **NEXT MEETING: March 13th, 2025 at the Kent District Library Service Center**
- 15) **ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, January 9, 2025 at 9:30 a.m.
Kent District Library Service Center**

Present: Diane Kooiker (HO), John McNaughton (GRPL), Carol Dawe (LLC), Maggie McKeithan (OS), Ron Suszek (MADL), Jessica Hunt (NG), Dale Parus (IC), Abby Black (OA), Lance Werner (KDL)

Lakeland Staff Present: Amber McLain, Ann Langlois

Absent: Rob Bristow (OG)

- 1) CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 by John McNaughton.
- 2) APPROVAL OF AGENDA:** Lance Werner moved, supported by Ron Suszek, to approve the agenda as presented - *motion carried*.
- 3) QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) PUBLIC COMMENTS:** There were no public comments.
- 5) APPROVAL OF MINUTES:** Abby Black moved, supported by Jessica Hunt, to approve the board minutes from November 14, 2024 – *motion carried*.
- 6) FINANCIAL REPORT:**
 - a) November & December Financials and Check Register: Lance Werner moved, supported by Ron Suszek, to approve the November & December Financials as presented - *motion carried*.
- 7) PRESIDENT'S REPORT**
 - a) Nothing to report.
- 8) DIRECTOR'S REPORT**
 - a) The Chapter & Verse podcast from MLA featuring Virginia DeMumbrum and Carol Dawe is now published on all podcast platforms.
 - b) Lakeland's State Aid has been submitted and Carol encouraged all who have not submitted theirs to submit ASAP.
- 9) COUNCIL/COMMITEE REPORTS**
 - a) Advisory Committee Minutes from October included for Informational purposes.
- 10) ONGOING/NEW BUSINESS:**
 - a) *Budget Amendments* – There was an error in the submitted budget with the amount of state aid LLC would be receiving. The shortfall was reduced to \$6,000 and that deficit was recommended to be taken from the fund balance. Lance Werner moved, supported by Jessica Hunt, to amend the budget re: taking the \$6,000 from the fund balance – *motion carried*.
 - b) *Cooperative Director Evaluation* – Carol received a favorable review and a 5% pay increase. Carol is also looking at succession planning as she plans to retire relatively soon. Lance Werner moved, Maggie McKeithan supported, to adopt a 5% pay raise for Carol Dawe – *motion carried*.
 - c) **PUBLIC COMMENTS: None.**
- 11) BOARD MEMBER COMMENTS:**
 - a) Lance Werner – Lance Werner shared that Michigan Libraries are invited to attend Secret Service led safety and Security training led by the secret service.
 - b) Diane Kooiker – Herrick is mostly done with their renovations!
 - c) Maggie McKeithan – OS is dealing with a patron who is upset that Spring Lake has “too many murder books.”
- 12) NEXT MEETING:** Thursday, February 13, 2025 at 9:30 a.m. at KDL Service Center.
- 13) ADJOURNMENT:** Lancer Werner moved, supported by Abby Black, to adjourn at 9:44- *motion carried*.

Respectfully submitted by,
Amber McLain

Lakeland Library Cooperative
Operating Fund Balance Sheet
As of January 31, 2025

ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 213,719

002 · Savings Accounts 265,446

Total Checking/Savings 479,164

Accounts Receivable 10,878

Other Current Assets

084 · Due from Other Funds 74,429

123 · Prepaid Expenses 61,504

Total Other Current Assets 135,933

Total Current Assets 625,975

Fixed Assets 653,105

TOTAL ASSETS \$ 1,279,080

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 692

Other Current Liabilities

214 · Due to Other Funds 19,898

231 · Payroll Liabilities 3,138

237 · Benefit Liabilities 3,940

Total Other Current Liabilities 26,975

Total Current Liabilities 27,667

Total Liabilities \$ 27,667

Equity

370 · Nonspendable Funds 84,334

371 · Property 653,105

390 · Unassigned Funds 844,096

399 · Net Position - Unrestricted 47,255

Net Income (377,376)

Total Equity \$ 1,251,414

TOTAL LIABILITIES & EQUITY \$ 1,279,080

Lakeland Library Cooperative
Operating Budget vs. Actual
October 2024 through January 2025

	YTD	Budget	%
Income			
566 · State Aid Revenue	-	758,052	0.0%
631 · Administrative Services	53,781	127,372	42.2%
632 · Delivery Services	62,330	124,156	50.2%
633 · ILS & IT Services	281,844	563,689	50.0%
665 · Interest Revenue	9,693	13,450	72.1%
672 · Other Revenue	-	100	0.0%
Total Income	\$ 407,648	\$ 1,586,819	25.7%
Expense			
702 · Salaries & Wages	234,137	782,770	29.9%
710 · Benefits	47,858	111,477	42.9%
719 · Mileage	707	3,450	20.5%
720 · Professional Development	1,820	8,000	22.7%
726 · Supplies	786	3,340	23.5%
801 · Professional Services	12,849	70,920	18.1%
810 · Insurance	17,252	19,595	88.0%
817 · ILS & IT Expenses	339,305	369,312	91.9%
831 · RIDES	-	9,065	0.0%
860 · Delivery Expenses	7,855	56,635	13.9%
880 · Member Development	837	6,000	13.9%
920 · Facility Expenses	7,348	38,035	19.3%
Total Expense	\$ 670,755	\$ 1,478,599	45.4%
Net Ordinary Income	\$ (263,106)	\$ 108,220	-243.1%
Other Income/Expense			
Other Income			
690 · Other Financing Sources	-	6,050	0.0%
Total Other Income	\$ -	\$ 6,050	0.0%
Other Expense			
990 · DS-SBITA (Bibliocore)	114,270	114,270	100.0%
Total Other Expense	\$ 114,270	\$ 114,270	100.0%
Net Other Income	\$ (114,270)	\$ (108,220)	105.6%
Net Income	\$ (377,376)	\$ -	100.0%

Lakeland Library Cooperative
Operating Checks for the Month
As of January 31, 2025

Date	Name	Memo	Account	Amount
001.01 - Main Checking-Sweep Acct				
01/08/2025	Concentra Medical Centers		Driver Certifications	101.00
01/08/2025	Grant Area District Library-Vendor	Delivery Supplies	Supplies	16.99
01/08/2025	Shoutbomb LLC		Shoutbomb	5,856.00
01/10/2025	MERS	Pension	Benefits	5,534.72
01/10/2025	State of Michigan--Vendor		Payroll Liabilities	3,001.97
01/10/2025	MI-Unemployment Insurance Agency		Payroll Liabilities	80.00
01/13/2025	Backstage Library Works		Authority Control	1,195.20
01/13/2025	Coverall - New Dreams, Inc.	Janitorial services	Facilities Contract	170.00
01/13/2025	Heimler Consulting	IT consulting	Consulting	3,910.00
01/13/2025	MCLS		SkyRiver	47,801.43
01/13/2025	Superior Pest Control, Inc.	Pest Control	Facilities Contract	58.00
01/14/2025	Payroll		-SPLIT-	18,482.84
01/14/2025	United States Treasury		Payroll Liabilities	6,364.62
01/14/2025	MERS 401/457		Payroll Liabilities	2,075.45
01/15/2025	Berger Chevrolet		Vehicle Repairs/Maintenance	214.42
01/15/2025	Comcast-Data Lines	Data Lines	IT Operations	575.00
01/15/2025	Consumers Energy		Utilities	490.31
01/15/2025	Flyers Energy (Fuel Mgt)		Vehicle Fuel	886.41
01/15/2025	Granger	Trash removal	Facilities Contract	55.62
01/15/2025	Healthiest You	Telehealth app	Benefits	76.50
01/15/2025	SS Power Wash	Truck wash	Vehicle Repairs/Maintenance	90.00
01/22/2025	BiblioCommons Corp.		BiblioCore	123,255.81
01/24/2025	Grand Rapids Income Tax Dept.		Payroll Liabilities	254.24
01/24/2025	Walker City Treasurer		Payroll Liabilities	352.29
01/28/2025	Payroll		-SPLIT-	18,999.28
01/28/2025	United States Treasury		Payroll Liabilities	6,814.56
01/28/2025	MERS 401/457		Payroll Liabilities	2,362.13
01/29/2025	Aflac		Payroll Liabilities	255.28
01/29/2025	Amazon	supplies, truck maintenance	-SPLIT-	135.91
01/29/2025	BCBS	Health insurance	Benefits	2,947.76
01/29/2025	BCN	Health insurance	Benefits	3,016.15
01/29/2025	Cintas	Floor mats	Facilities Contract	119.20
01/29/2025	Delta Dental	Dental/Vision insurance	Benefits	260.76
01/29/2025	DTE Energy		Utilities	357.07
01/29/2025	DTE Energy		Utilities	55.67
01/29/2025	Fire Pros Inc.		Building Repairs/Maintenance	209.50
01/29/2025	First National Bank	IT, supplies, training, repairs	-SPLIT-	1,329.11
01/29/2025	Flyers Energy (Fuel Mgt)		Vehicle Fuel	888.66
01/29/2025	Grand Rapids City Treasurer		Utilities	275.29
01/29/2025	Home Depot	Building repairs, supplies	-SPLIT-	118.85
01/29/2025	Standard Insurance - MERS group	LTD/Life insurance	Benefits	269.55
			TOTAL	\$ 259,313.55

Lakeland Library Cooperative
Pass Through & Capital Funds Balance Sheet
As of January 31, 2025

	Pass Through	Capital
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	32,284	2,160
001.3 · eCommerce - Checking	8,182	
Total 001 · Checking Accounts	40,466	2,160
002 · Savings Accounts		48,798
Total Checking/Savings	40,466	50,957
Accounts Receivable	9,052	
Other Current Assets		
123 · Prepaid Expense		11,087
Total Other Current Assets	-	11,087
Total Current Assets	49,519	62,044
TOTAL ASSETS	\$ 49,519	\$ 62,044
 LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	2,483	
Other Current Liabilities		
214 · Due To Other Funds	40,000	34,429
Total Other Current Liabilities	40,000	34,429
Total Current Liabilities	42,483	34,429
Total Liabilities	\$ 42,483	\$ 34,429
 Equity		
370 · Nonspendable Funds		10,712
390 · Unassigned Funds		113
399 · Net Position - Unrestricted		15,937
Net Income	7,035	854
Total Equity	\$ 7,035	\$ 27,616
TOTAL LIABILITIES & EQUITY	\$ 49,519	\$ 62,044

Lakeland Library Cooperative
Pass Through & Capital Budget vs. Actual
 October 2024 through January 2025

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	2,029	10,700	19.0%			
629 · Group Collections	43,265	94,000	46.0%			
635 · Group Services	7,481	36,000	20.8%			
637 · Ecommerce Fines	15,484	28,000	55.3%			
643 · Shared System Options				-	20,500	0.0%
645 · IT Services	-	350	0.0%			
665 · Interest Revenue				854	2,000	42.7%
672 · Other Revenue	-	1,750	0.0%			
Total Income	\$ 68,260	\$ 170,800	40.0%	\$ 854	\$ 22,500	3.8%
Expense						
728 · Library Supply Expense	4,513	10,700	42.2%			
729 · Collection Expenses	42,426	94,000	45.1%			
805 · Group Subscriptions	6,969	36,000	19.4%			
807 · Fines Paid	7,317	28,000	26.1%			
830 · IT Services Expense	-	350	0.0%			
880 · Member Development	-	1,000	0.0%			
969 · Other Services	-	750	0.0%			
970 · Capital Outlay						
971 · Building/Grounds Improvements	-			-	7,500	0.0%
975 · Technology	-			-	15,000	0.0%
Total 970 · Capital Outlay	-	-	0.0%	-	22,500	0.0%
Total Expense	\$ 61,224	\$ 170,800	35.8%	\$ -	\$ 22,500	0.0%
Net Ordinary Income	\$ 7,035	\$ -	100.0%	\$ 854	\$ -	100.0%
Other Income/Expense						
Net Other Income	-	-	0.0%	-	-	0.0%
Net Income	\$ 7,035	\$ -	100.0%	\$ 854	\$ -	100.0%

Lakeland Library Cooperative
Pass Through & Capital - Monthly Checks
As of January 31, 2025

Date	Name	Memo	Account	Amount
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
01/21/2025	Better Containers Mfg	library bags	Library Supplies	2,029.19
01/27/2025	Transparent Language Inc.		Group Subscriptions	7,481.25
01/29/2025	OverDrive	Emagazines	Group Collections	22,500.00
01/29/2025	OverDrive	Audio & ebooks		5,001.20
Total 001.11 · Checking - Pass Through				<u>37,011.64</u>
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				<u>-</u>
Total 001.1 · Fund - Checking				<u>37,011.64</u>
001.3 · eCommerce - Checking				
Total 001.3 · eCommerce - Checking				<u>-</u>
TOTAL				<u><u>\$ 37,011.64</u></u>



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

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, November 14th, 2024 at 9:30 a.m.
At the Kent District Library Service Center**

Council Members Present: Elyshia Hoekstra, Stef Reed, Joe Zappacosta

Lakeland Staff Present: Carol Dawe, Amber McLain, Anne Langlois

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:10 by Elyshia Hoekstra. We also went around and did full introductions of all members.
- 2) **APPROVAL OF AGENDA:** Jeffrey Babbit moved, supported by Virginia DeMumbrum to approve the agenda - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) None
- 4) **APPROVAL OF MINUTES:** Mary Cook moved, supported by Merri Jo Tuinstra, to approve the Advisory Council minutes from October 10, 2024 with changes to items 3a, 10, 13a, and 15 – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Elyshia encouraged members to reach out with any questions, comments, or concerns.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER'S REPORT:** Ann mentioned that there is a current known issue where MeL holds may page items that are checked out – Ill is working on this and if you encounter it, it is fine to cancel the hold. Ann will be sending some reports out for cleanup projects as we look and migration planning for a possible new ILS. Ann also mentioned that she will be sending out a report about historical notes. Ann also mentioned the process of policy development that we at LLC are currently working on.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** See written report. The only thing Amber emphasized is a current issue with Patron Point where Juvenile info is not being fully mapped into Sierra, but she is actively working on this fix with a developer at PP and a fix should be put into place within the next few days. She also mentioned that she sent out a toolkit full of resources to help ease Seasonal Affective Disorder (SAD).
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol re-emphasized that the Lakeland staff is here to help.
- 10) **COMMITTEE REPORTS:**
 - a) Included for information.
 - b) Carol discussed how the adult services meeting went, and how officers will be elected at the next meeting.
- 11) **OTHER REPORTS:**
 - a) **MLA:** Dale reported that the Michigan house is now 58 Republican – 52 Democrat, though MLA has been able to find supportive Republicans in the past. He expects measures to possible gridlock in the future. The Freedom to Read and Intellectual Freedom measures have been put into the hopper and now have bill numbers. (MLA Bill Tracker: <https://www.milibraries.org/bill-tracker>)
 - b) The Earned Sick Time Act and Minimum wage were discussed.
- 12) **NEW AND ONGOING BUSINESS**
 - a) *Unique Management* – Ann shared that it is possible for individual libraries to opt-out of Unique's material collection services. She pointed out that Sierra sends many notices to patrons (overdue and billing). This is an individual library choice. Ann pointed out that the if the patron does not return to the library and does not pay the collection fee, the library has to eat that fee. In a straw poll, a third to a half of attendees were considering dropping unique collections.
- 13) **PUBLIC COMMENTS:**

- a) Jessica Hunt shared that Grant had nonpartisan voter guides from the League of women voters and encouraged other libraries to get on their mailing list.
 - b) Matt Lubbers-Moore shared that by the end of 2025, they will have plans for a new building by the end of 2025 and will break ground in 2026.
 - c) Dale Parus encouraged everyone to check out the Seasonal Depression Toolkit that Amber sent out.
- 14) **NEXT MEETING:** Thursday January 9, 2025, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.
- 15) **ADJOURNMENT:** Abby Black moved, supported by Mary Cook, to adjourn at 11:03 - *motion carried.*

Respectfully submitted by,
Amber McLain