

**Lakeland Library Cooperative  
Circulation Committee Meeting  
FEBRUARY 26, 2025  
ZOOM**

<https://us02web.zoom.us/j/7407387755>

**1:30 P.M.**

**Unapproved Notes**

I.Call to Order

II.Additions/Changes to the Agenda

III.Approve the Agenda

- A. Motion by Marlee from SDL, 2nd by Mary from OH, approved

IV.Approve the Minutes of the November 2024 meeting

- A. Attached
- B. Motion by Naomi, 2nd by Kim from Loutit, approved

V.Inventory Report: Ann Langlois ([ann@llcoop.org](mailto:ann@llcoop.org))

- A. See recording and slides
- B. Ann is going to be resetting the COUNT USE - COPY USE to 0 for all libraries
- C. Lakeland is going to be updating the INVDA (inventory date) field on item records
- D. Lakeland can create a special Sierra login for volunteers to help on this project
  - 1. Volunteers should never have access to a version of Sierra that will let them into patron information
- E. Libraries should complete by March 2026
- F. Lakeland is still discussing this, but we will likely be expected to do this at least every 3 to 5 years

VI.Director's report: Carol Dawe ([carol@llcoop.org](mailto:carol@llcoop.org))

- A. ILS Evaluation Project
  - 1. Underway currently
  - 2. Establishing a steering committee
    - a) Will be sending out emails to the directors to nominate staff, maybe 10 to 12 people from the libraries
    - b) Lakeland doesn't anticipate that this will be a large time commitment
  - 3. Drafting requirement for a Lakeland ILS
  - 4. Watching vendor demos, perhaps evaluating on rubrics
- B. MeLCat celebrating 25 years
  - 1. Requesting stories on MeL impact
    - a) Look for more information on this soon
  - 2. Possible budget issues
    - a) Currently runs on about \$5 million from federal funding

- C. Library Cooperative of Michigan marketing resources
  - 1. Ionia chosen to participate
- D. Law Enforcement information request procedures sent out to the directors

VII. Member Services report: Carol Dawe ([amber@llcoop.org](mailto:amber@llcoop.org))

- A. Training Hub (<https://llcoop.org/training-hub/>)
  - 1. Under construction, but some information is already there
  - 2. Staff training and patron training available

VIII. ILS Manager report: Ann Langlois ([ann@llcoop.org](mailto:ann@llcoop.org))

- A. MeLCat holds on checked out items
  - 1. Has been reported to ILL and MCLS
  - 2. Known issue
  - 3. Libraries are still seeing this happen
  - 4. If this happens, just cancel the hold
- B. ILS Evaluation Survey
  - 1. This was presented at the [January Quarterly Meeting](#), see [video](#)
  - 2. Ann is putting together a training on features libraries wanted that do actually exist in Sierra already
  - 3. 21 people said that Sierra is clunky, which Lakeland acknowledges
    - a) This is why the ILS Evaluation Steering Team is being created
  - 4. Lakeland is not planning to switch ILS's anytime in the near future, but would like to be prepared in case we have to
- C. Circulation Policy review
  - 1. [https://docs.google.com/document/d/1yqud3Z-PJm7vZHi\\_nahi3vkgcG11bIA/edit](https://docs.google.com/document/d/1yqud3Z-PJm7vZHi_nahi3vkgcG11bIA/edit)
  - 2. General updates and edits suggested
    - a) Clarity of language
    - b) Updating to match current technology
  - 3. Lakeland will review and propose edits to the Advisory Committee
- D. Ann will be out of office in early March as she will be at Innovative Users Group, so you may get delayed responses
- E. VHS and cassette clean up underway
  - 1. Ann may contact you about this
  - 2. Ann will update the i-type list after this is complete

IX. Member Questions

- A. MLA [Library Advocacy Day](#) is coming up
  - 1. Wednesday, April 30, 2025
  - 2. Last year this may have lead to the increase in state aid
- B. Patron Payment Plans
  - 1. Do libraries allow patrons to make payments towards books owned by other libraries?
  - 2. Do you allow patrons to check out materials while on the payment plan?
  - 3. Can depend on if the library has self-checks as they allow patrons to pay the minimum to check out

4. It is in the Lakeland plan to look at for equity between libraries and allowing patrons access to materials
5. Some libraries adjust the cost of items to reflect what they cost currently to replace them

C. PMESSAGE and MBLOCK labels

1. Current PMESSAGE options

a)

2. Current MBLOCK options

a)

3. Ann will look into this as some of these are assigned by III and some by Lakeland

a) If you have suggestions or questions about this, please let Ann know ([ann@llcoop.org](mailto:ann@llcoop.org))

D. Reminder: Sierra automatically converts MeL holds going to Lakeland libraries to regular interloan holds. See below for directions.

E. Record clean-ups - how are we doing this?

1. Ann sent directions to all the directors on how she recommends this be done

a) Ann will resend this to everyone

2. Please submit a ticket to the help desk when you have completed this so Lakeland can track it ([tech-help@llcmail.org](mailto:tech-help@llcmail.org))

X. Opportunity to share and ask questions

XI. Next Meeting Dates

- A. May 21, 2025, at 1:30 at [Leighton Township Library](#)
- B. August 20, 2025, at 1:30 at [Lake Odessa Community Library](#)
- C. November 19, 2025, at 1:30 at [Herrick District Library - Main](#)

XII. Adjournment

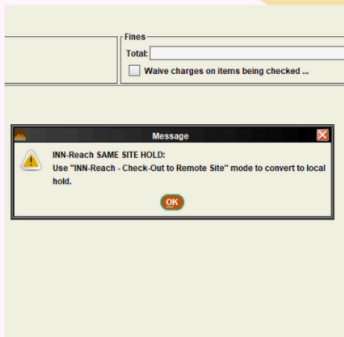
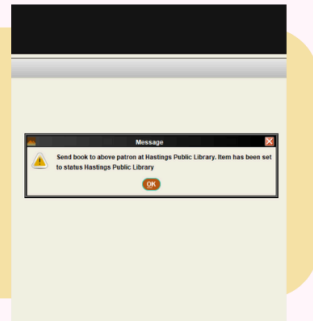
- A. Motion by Kim from Loutit, 2nd by Paula from Ionia, approved

# MEL CONVERSION IN SIERRA

We all know that patrons don't always listen, and sometimes they use MeLCat to place holds on titles that are available in Lakeland. Did you know, Sierra will automatically convert the hold from MeL to Lakeland for you?

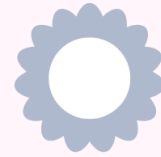
## INN-REACH: CHECK OUT

When you attempt to checkout one of these holds to a remote site as normal, you will instead get this popup indicating that the item has been set to status IN TRANSIT (HOLD) instead of ON MEL LOAN.



## INN-REACH: CHECK OUT

You do have to try to check it out to remote site before Sierra will convert the hold. If you don't, you will get a message that says SAME SITE HOLD



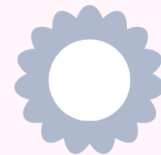
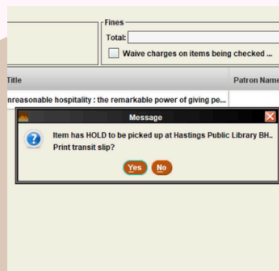
## INN-REACH: CHECK OUT

Since the item is now going through regular Lakeland delivery, you do not have to put any of the MeL paperwork in the item or put your label/book band on the front. Save time and skip it all. Do not ship these items through MeL.

Delivery Stop	Due Date
zv155 Hastings Publi...	IN TRANSIT

## CHECK-IN (NO PATRON)

You can now check the item in normally to have Sierra print a two-letter-code Lakeland transit slip. If you use pink slips instead, you can skip this step, too, and just write the two-letter code on a pink slip.



<https://drive.google.com/file/d/1FFGWBUp7fRyXsRM0DogQvBjKkXRRdqpD/view?usp=sharing>

Lakeland Library Cooperative  
Circulation Committee Meeting - Unapproved Notes  
NOVEMBER 20, 2024  
1:30 PM  
Howard Miller Library

- I. Call to Order
- II. Additions/Changes to the Agenda
  - a. Add question about stats reports
  - b. Add question about registration cards
- III. Approval of Agenda
  - a. Motion by Jen Salgat, 2<sup>nd</sup> by Kim Rice, approved
- IV. Approval of Minutes of the May 2024 meeting
  - a. August 2024 meeting canceled
  - b. Motion by Regina (Reynolds), 2<sup>nd</sup> by Dwayne (Herrick), approved
- V. Director's Report: Carol Dawe
  - a. Policy at Lakeland is under review as well as practices
    - i. If there are any concerns, reach out to Carol ([carol@llcoop.org](mailto:carol@llcoop.org)) who will join you in speaking with your director
  - b. Carol is working with several libraries on Strategic Plans
    - i. Feel free to reach out if your library is interested in this service offered by Lakeland
    - ii. Can be library wide or department specific
  - c. 10 Lakeland libraries have completed their state aid reports
    - i. All are due by February 1<sup>st</sup>, no exceptions
    - ii. Reach out to Lakeland ([tech-help@llcmail.org](mailto:tech-help@llcmail.org)) if you have questions or issues
    - iii. Worst case scenario, submit it incomplete
  - d. MLA has a podcast, Chapter and Verse
    - i. Lakeland is featured in the 3<sup>rd</sup> episode
  - e. 50<sup>th</sup> anniversary of the Edmund Fitzgerald by The Library Network
    - i. Look for materials to be sent out
  - f. Reminder: there are no silly or stupid questions. Lakeland works for the libraries, so use them!
    - i. [Tech-help@llcmail.org](mailto:Tech-help@llcmail.org)
- VI. Member Services Report: Amber McLain ([amber@llcoop.org](mailto:amber@llcoop.org))
  - a. Patron Point Juvenile Record issue
    - i. FIXED!
    - ii. Amber is fixing old records that didn't complete
    - iii. All new records should be complete
    - iv. Autorenewal of patron accounts going well
      - 1. Lakeland is paying for this currently
      - 2. 86% approved autorenewals
  - b. Lakeland App

- i. Still an issue with checking out, being worked on
  - 1. Needs to coordinate III, BC, and Lakeland
  - 2. Hoping to have statistics for the end of the year
- ii. Consortia App
  - 1. Scoped apps coming at the end of the year
    - a. App will now show individual library logos, not Lakeland logo
    - b. Amber may make some training materials and new marketing to share

VII. ILS Manager Report: Ann Langlois (absent) [ann@llcmail.org](mailto:ann@llcmail.org) or [tech-help@llcmail.org](mailto:tech-help@llcmail.org)

a. MeLCat issues

- i. Items that are checked out may get paged
  - 1. Ongoing issue
  - 2. Just cancel the MeLCat hold
    - a. In the Sierra item record under Search Holds, click on the item and click on Item Level Holds

The screenshot shows the Sierra ILS interface. At the top, there's a search bar with 'b50256506' entered. Below that, the item details are shown: 'b50256506', 'AUTHOR Ryan, L. T., author.', and 'TITLE The handler / L.T. Ryan with C.R. Gray.'. The 'Item-Level Hold' section is active, showing a table with one hold record.

Item-Level Hold	Record	Date Placed	Patron Name	Patron Type	Pickup At	Limit To	Not Before	Not After	Holdnote	PickUp Date
1	11-19-2024...	French, Su...	MeL Public...	zv006						

- b. Then use the Cancel hold button, you can use the reason, checked out

The screenshot shows a dialog box titled 'Choose an INN-Reach cancellation message'. It contains a list of reasons for cancellation, with 'Item checked out.' selected. The other options are 'Item not on shelf.', 'Item being processed.', 'Non-circulating item.', 'Item too fragile/large to loan.', and 'Item not owned.'.

- c. Cleanup records (patron and item) emails coming to the point person at each library that receives reports for Ann usually
  - i. Deleting old notes on patron records
    - 1. Old is up to the library, but maybe anything older than a couple of years
  - ii. Making sure barcodes are correct





- a. Unique Management can no longer call themselves a collections agency
  - b. At the time of the change, it was all of Lakeland or none, so we maintained service
  - c. That is no longer true, so some libraries are choosing to leave Unique
  - d. Rachel has a [timeline graphic](#) that she will share that her library uses for staff training
  - e. If you would like to stop using Unique, contact Ann and she will take care of it for you and will update Sierra for you
- IX. [Board](#) and [Advisory](#) meeting minutes
- a. Are on the [Lakeland website](#) – anyone can view if you aren't getting that information from your director
- X. Election of Circulation Committee officers
- a. Chair: Rachel Yonai willing to serve a second term
  - b. Co-Chair: Jen Salgat willing to serve a second term
  - c. Secretary: Jen Vredevelde willing to serve a second term
    - i. All approved
- XI. Libby shared collections – [Partner Libraries](#)
- a. [See attachment](#)
  - b. Current Partner Libraries:
    - i. Download Destination
    - ii. Genesee District Library
    - iii. Great Lakes Digital Libraries
    - iv. Lakeland Digital Library
    - v. Metro Net Library Consortium
    - vi. Mideastern Michigan Library Cooperative
    - vii. Midwest Collaborative for Library Services
    - viii. St Clair County Library System
    - ix. Suburban Library Cooperative
    - x. Traverse Area District Library
    - xi. Up North Digital Collection
    - xii. White Pine Library Cooperative
    - xiii. Woodlands Downloadable Library
- XII. Refreshing Sierra screen reminder
- a. When you are checking items in, etc, Sierra doesn't update until the screen has been closed
  - b. When checking in, the screen should be cleared by using the Close button regularly or Sierra won't close all those records
  - c. Lakeland will look deeper into these issues
    - i. If you can, get screenshots to send in, but Lakeland understands this is difficult
- XIII. Sending questions to Circ distribution list
- a. [Circulation@llcmail.org](mailto:Circulation@llcmail.org)
  - b. [Members@llcmail.org](mailto:Members@llcmail.org)
  - c. New people can email tech help to be added or to ask what lists are available

- i. [Tech-help@llcmail.org](mailto:Tech-help@llcmail.org)
- ii. Available Mailing Lists:
  - 1. Adult Services, [adultservices@llcmail.org](mailto:adultservices@llcmail.org) , This list is for adult librarians and those who are involved in adult services - including programming, collection development, resource and idea sharing, and more.
  - 2. BiblioCommons, [bibliocommons@llcmail.org](mailto:bibliocommons@llcmail.org) , This is used for announcing new developments and features with BiblioCommons.
  - 3. Board, [board@llcmail.org](mailto:board@llcmail.org) , This list is reserved for board members.
  - 4. BookPage, [bookpage@llcmail.org](mailto:bookpage@llcmail.org) , If you subscribe to BookPage, please subscribe to this list.
  - 5. Cataloging, [cataloging@llcmail.org](mailto:cataloging@llcmail.org) , This list is for general announcements from our cataloging services department.
  - 6. Circ Committee, [circulation@llcmail.org](mailto:circulation@llcmail.org) , This list is for those who are on or interested in the Circulation Committee.
  - 7. Continuing Ed, [continuinged@llcmail.org](mailto:continuinged@llcmail.org) , This list is for those who are on or interested in the Continuing Education Committee.
  - 8. Directors, [directors@llcmail.org](mailto:directors@llcmail.org) , This list is reserved for directors.
  - 9. Finance, [finance@llcmail.org](mailto:finance@llcmail.org) , This list is reserved for board members on the Finance Committee.
  - 10. Hoopla, [hoopla@llcmail.org](mailto:hoopla@llcmail.org) , If you subscribe to Hoopla, please subscribe to this list.
  - 11. MAC, [mac@llcmail.org](mailto:mac@llcmail.org) , This list is for staff at are library cataloging centers.
  - 12. MessageBee, [messagebee@llcmail.org](mailto:messagebee@llcmail.org) , This will be used for announcing new developments and known issues with MessageBee.
  - 13. Overdrive Selection, [odselection@llcmail.org](mailto:odselection@llcmail.org) , This list is for Overdrive Selection Committee members.
  - 14. Overdrive, [overdrive@llcmail.org](mailto:overdrive@llcmail.org) , This list is for general announcements regarding Overdrive.
  - 15. PatronPoint, [patronpoint@llcmail.org](mailto:patronpoint@llcmail.org) , This will be used for announcing new developments and known issues with Patron Point..
  - 16. Personnel, [personnel@llcmail.org](mailto:personnel@llcmail.org) , This list is reserved for board members on the Personnel Committee.
  - 17. Shoutbomb, [shoutbomb@llcmail.org](mailto:shoutbomb@llcmail.org) , This will be used for announcing new developments and known issues with Shoutbomb.

18. Standards, [standards@llcmail.org](mailto:standards@llcmail.org) , This list is reserved for board members on the Standards Committee.
19. Tech Help, [tech-help@llcoop.org](mailto:tech-help@llcoop.org) , This list is to report technology issues - email this list when you encounter a problem with Sierra, BiblioCommons, Patron Point, the app, BiblioSuggest, email lists, etc.
20. Youth Services, [youthservices@llcmail.org](mailto:youthservices@llcmail.org) , This list is for adult librarians and those who are involved in youth services - including programming, collection development, resource and idea sharing, and more.
21. LLC Members (LLC-ALL), [members@llcmail.org](mailto:members@llcmail.org) , This list contains all Lakeland members. You are automatically on this list when you provide your email to us.
22. LLC For Sale For Hire, [forsaleforhire@llcmail.org](mailto:forsaleforhire@llcmail.org) , This list is for distributing sale items and hiring listings.

#### XIV. Opportunity to share and ask questions

- a. Statistics Reports
  - i. What is the MeL Book category? IType 200
- b. Registration Cards
  - i. If you have old cards with bad questions, contact Lakeland to get new
  - ii. <https://llcoop.org/llc-supply-order-form/>
    1. Make sure to complete all form spaces, meaning put in zeroes for things you are not ordering
- c. Printing patron receipts
  - i. Can we include the “how much the patron saved” on the receipts?
    1. It may be possible, Lakeland will look into it and email the libraries
- d. Hotspot Fees
  - i. How do you get your patrons to return them on time?
  - ii. Some libraries have much larger fines, like \$10
  - iii. Some libraries instantly go to billing and place the full replacement cost on the account
  - iv. Some libraries institute waits before allowing checkout again
  - v. Patrons are very good at gaming the system
  - vi. [Amber@llcoop.org](mailto:Amber@llcoop.org) for more information from Michigan-wide listservs
- e. On shelving cart status
  - i. Used to be an option after check in
  - ii. Can we get that back?
  - iii. Lakeland will research
  - iv. Some libraries make sure to look at the date and time of check in before looking for items
- f. Claims returned
  - i. Is there a Lakeland policy for this? No

- ii. It is up to each library to set their policies
- g. Helping patrons sign up for cards
  - i. Do libraries direct patrons to Patron Point if they are not in your service area? Seems like good customer service as if they get their emailed library card number, they can use it while in building.

XV. Next Meeting Dates

- a. February 19, 2025, at 1:30 via ZOOM
- b. May 21, 2025, at 1:30 at the [Leighton Township Library](#)
- c. August 20, 2025, at 1:30
- d. November 19, 2025, at 1:30

XVI. Adjournment

- a. Motion by Naomi, 2<sup>nd</sup> by Shari, passed