



# LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

## ADVISORY COUNCIL MONTHLY MEETING

Thursday, March 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 9<sup>TH</sup>, 2025 (m) PAGES 2-3
- 5) COUNCIL PRESIDENT REPORT – Elyshia Hoekstra, Chair
- 6) BOARD REPORT – John McNaughton, Board President (i)
- 7) ILS MANAGER REPORT (ANN WILL NOT BE IN ATTENDANCE) (i) PAGES 4-9
- 8) MEMBER SERVICES MANAGER REPORT (i) PAGES 4-9
- 9) COOPERATIVE DIRECTOR REPORT (i) PAGES 4-9
- 10) COMMITTEE REPORTS
  - a) Most recent DRAFT minutes from (i) PAGES 10-26
    - i) Circulation
    - ii) Continuing Education
    - iii) Youth Services
- 11) NEW/UNFINISHED BUSINESS
  - a) Advocacy Day and MelCat (i)
  - b) Director training/support/development discussion (i)
- 12) OTHER REPORTS (If representatives are present)
  - a) MLA Legislative Committee Report –Dale Parus (i)
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, April 10th, 2025, following the Board Meeting at Kent District Library Service Center.
- 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 March 13<sup>th</sup>, 2025

I don't know about the rest of you, but I search every day for something new and positive to learn from and this fits the bill today. I found this fascinating so it's my gift to all of you. Enjoy.

[https://www.nytimes.com/2025/03/05/realestate/secret-apartments-new-york-libraries.html?unlocked\\_article\\_code=1.2E4.rlhB.XU4r\\_kMjQkj3&smid=url-share](https://www.nytimes.com/2025/03/05/realestate/secret-apartments-new-york-libraries.html?unlocked_article_code=1.2E4.rlhB.XU4r_kMjQkj3&smid=url-share)

### Board and Advisory Agenda Items:

#### Board:

- **Strategic plan:** We are beginning our 3<sup>rd</sup> 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 (budgeting challenges and succession planning) 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.)

- **Director training, support and development:** We certainly live in interesting times. What topics are of interest to you in regards to leadership, management, and other issues. I look forward to the discussion.

#### Listen & Learn:

- Please join us after Advisory!  
<https://lcoop.org/calendar/#/events/KjUGMDHYFG/instances/uJPyfOJqm8/>

Other items of note:

**Adult Services Committee** will meet on 4/1 via Zoom. You can register here, please:  
<https://events.getlocalhop.com/adult-services-committe/event/dQqoVAEqp1/>

Once those officers are in place, we will present the full slate of officers for all committees to Advisory in April. Thank you to all who are serving!

**Me!Cat:** Please see the email sent out earlier today to all members and posted on our FB page. I will answer questions and share more information during my report.

**Hoopla and Overdrive:** Nicki and I met with the other cooperative directors and representatives of Hoopla to talk about their pricing model. It was not very productive. Nicki will be working on gathering data from all of you and others statewide to give them an idea of what you want and your concerns on pricing. We have a similar meeting with Overdrive where we will also talk about pricing and better statistics.

**Training:** If you haven't see it yet, our Training Hub has been posted on our website and Amber is working hard to add tutorials. <https://llcoop.org/training-hub/> Please see below for more information. She really wants your input! We all do!

### **Staffing changes and challenges within Lakeland's service area and throughout the state:**

Jamie Jewell at Patmos has resigned after being the adult librarian, interim librarian and head librarian. We wish her well and are grateful for her service.

A Lowell public school library and the school district librarian are facing a lawsuit from an individual from Ada who has children attending in Lowell due to the "School Choice" option. Here is some information.

<https://lowellsfirstlook.com/year-ends-without-resolution-to-las-lawsuit/>  
<https://lowellsfirstlook.com/las-board-of-education-recap-high-school-library-tour-great-start-readiness-preschool-for-all/>

And outside of our service area the director at Lapeer has resigned after less than a year. . This is the 2<sup>nd</sup> director to resign in 2 years. It is interesting that the board minutes are not on their website. This is a clear violation of the OMA and I have share this with their cooperative director.

<https://youtu.be/zohGCdMQKA8?feature=shared>

Items worth repeating:

**Advocacy Day** is Wednesday, April 30<sup>th</sup> 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.

**Board Development:** I will be doing training at Saranac and Grand Rapids in March and Allendale in April. If you have new board members, please ask and I can give them a 45 -60 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.

**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

February 2025 activities

E-mail & telephone consulting contacts: 16

Sierra records manually edited: 21

We added 27,423 Hoopla bibliographic records to the database.

January 2025 Statistics

The statistics for January 2025 show a decrease in the number of cataloging requests we received, with an accompanying decrease in the number of records cataloged compared to January of last year.

The number of requests received to be cataloged in January was down by 21% compared to January 2024. The number of requests received that were already in the database decreased by 5%.

The number of records copy-cataloged in January was down by 12% compared to January 2024, while the number of original records cataloged was up by 41%. The total number of records cataloged was down by 3% compared to January 2024.

<b>Cataloging</b>	<b>January 2025</b>	<b>YTD</b>	<b>January 2024</b>	<b>YTD</b>	<b>Monthly %</b>	<b>YTD PCT</b>
Requests Received	<b>1282</b>	<b>6081</b>	1629	6783	-21%	-10%
Requests already in database	<b>157</b>	<b>491</b>	166	380	-5%	29%
Requests to be cataloged	<b>1125</b>	<b>5590</b>	1463	6403	-23%	-13%
Copy Cataloging	<b>1313</b>	<b>4876</b>	1490	6269	-12%	-22%
Original Cataloging	<b>402</b>	<b>1287</b>	285	1022	41%	26%

Total Cataloged	<b>1715</b>	<b>6163</b>	1775	7291	-3%	-15%
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**Delivery & Facility Manager - Terry Cross**

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

	February – 2025	February – 2024	Difference	% Change
Total Book Bags & Bins	2,716	2,924	(208)	(8%)

In February 2025, there were 2,716 book bags and bins sorted, loaded, and delivered to member libraries. This represents an 8% decrease as compared to the 2,924 bags and bins that were sorted and delivered in February of the prior year.

**MelCat/Rides Statistics**

	# Of Incoming Bins Received from Rides Courier			# Of Outgoing Bins Received from Member Libraries		
	February 2025	February 2024	Difference	February 2025	February 2024	Difference
# Of Bins	145	160	(15)	161	158	3

In addition to the book bags and bins that were received from member libraries, there were also 145 MelCat bins that were received and sorted in February 2025. This was a decrease of 15 bins as compared to the 160 bins that were received in February 2024. Also in February 2025, 161 bins were sent out, which was 3 more bins as compared to the 158 bins that were sent out in February 2024.

All of the driver DOT re-certifications are current for another year as one Driver passed his DOT Re-Certification Physical in February.

One-hundred new delivery bags were ordered and should be received in March. The new bags are needed as the older bags continue to wear out and develop holes.

I drove 1 day and helped sort for 6 days in February covering for time off taken by a Driver and the Sorters.

Generator minor maintenance, which is one part of the semi-annual generator maintenance program, was completed in February. In addition to the regular generator testing, the wrap and clamp rings were replaced on the exhaust pipe.

There were six e-mail and or phone contacts with member libraires in January. The contacts consisted mostly to changes in building access for the delivery drivers, supply orders and requests for more delivery bags.

The annual Worker’s Compensation Summary of Work-Related Injuries and Illnesses was posted on February 1. There were not any work-related injuries or illnesses during 2024 at Lakeland.

**Finance & HR Assistant - Janet Cornell**

I received our base file which migrated our financial data into the new accounting software, from our vendor CDM+. I had given them the balances as of 12/31/24, thinking we wouldn't need to enter 1<sup>st</sup> quarter data with us running financials in conjunction with QuickBooks this fiscal year.

After looking at the base file, I decided it may be better to enter 1st quarter. Not only will it help me learn how to use the new software, but then we will have a complete file for the fiscal year to compare with QB in the next audit. This will take some time to get up and running, but I will continue to use QB this year as I learn and update the file.

The audit for last fiscal year is complete and there will be a report by the auditor at the meeting.

Ecommerce fines will be distributed later this month.

Email and phone consults with member libraries and vendors: Jan-17, Feb-14

### **ILS Manager – Ann Langlois**

*February email, Zoom, and phone consults: member libraries: 74 ; vendors: 19*

*February help tickets opened: 141*

*February help tickets closed: 136*

**Out of Office:** I will be away from the office the second week of March in order to attend the Innovative Users Group Conference. My access to email will be limited during this time. I look forward to learning more about what other Sierra admins are doing to optimize the system.

**Upgrade to Sierra 6.3:** in January, we upgraded to Sierra 6.2. Recently, there have been some problems with updating staff user accounts in the Admin App and this is needed to troubleshoot some printing issues and also to create new accounts as needed. Innovative informed us that the only way to address this issue is to upgrade to 6.3. We must give Bibliocommons two weeks' notice to upgrade so it will begin on **Wednesday, March 19 at 9 p.m. EST**. Please be sure to be logged out at this time.

**Paging lists printing extra pages:** upgrading to 6.2 Sierra was supposed to fix the issue of extra blank pages printing in paging lists. Unfortunately it seems to have just changed the location of the blank pages. I have not been able to try some of the recommended fixes because of the Admin App crashing. My hope is that the upgrade to Sierra 6.3 will either outright fix the issue or will resolve the Admin App issue so I can properly troubleshoot.

**Clean-up Projects:** On December 11, 2024 I sent instructions for the first ILS/database cleanup project, removing extra/old notes on patron records. Please put in a help desk ticket to indicate when you've completed this project, if this hasn't been done already.

**Inventory:** To keep a clean database and be future ready, Lakeland requests that members conduct an inventory of their collections in 2025. The **due date is March 2026**, a year from now. We debuted the inventory project in February, using COUNT USE-COPY USE scanning (a faster way). Here is a condensed and the most up to date training (about 5 minutes) video on how to use the COUNT USE method: <https://youtu.be/zgOa4j3GBuQ> An email with this training and slides was sent out February 27. Please direct any questions to Ann.

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

*Email/Phone Consults with Libraries: 18*

*Email/Phone Consults with Vendors: 24*

### **BiblioCommons**



BiblioCommons continues to function as expected.

**BiblioSuggest**

BiblioSuggest continues to function as expected.

**BiblioApp**

We've seen a drop in users, which I believe is due to a glitch upon login that I've submitted a ticket with BiblioCommons to fix - the glitch fails to lead the user to select a library, and then sends them to a "Phantom Catalog." If the user logs out, they should be prompted to select a library then, but obviously this is an issue that is turning users off. I sent out a troubleshooting guide to all members that will help while we investigate the issue.

*Total Number of Apple App Users: 739*  
*Total Number of Android App Users: 273*

**Patron Point**

Patron Point is currently having an issue with emails being sent intermittently after application. Typically, this is caused when there is a blip in communication between Patron Point and another aspect of the application process (Sierra or Verify), and resubmitting the application will fix the issue and trigger the emails. Patron Point's engineering team is looking into this and trying to isolate the trigger causing the issue. However, as of writing this report (3/5/25), I've gone through around 50-75 recent applications and all have received their results via email as expected - so let's cross our fingers and knock on wood.

*Number of Applications in February: 771*  
*Number of Auto-Renews in February: 1416*

I was also a panelist for a webinar with Patron Point for current and prospective customers to go over how it works in a consortium setting, as we are one of the first and one of the more successful. I shared how we customize the application process and port the information to Sierra, as well as how we use dynamic content in our emails to customize them to each library.

**Training**

The training hub is coming along slowly but surely. If you have any topics you would like to see covered - even if they don't fall under any of the current headings - please shoot me an email and I'll add it to the list.

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Respectfully submitted,

Carol Dawe

**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@lcoop.org](mailto:amber@lcoop.org))

- A. Training Hub (<https://lcoop.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@lcoop.org](mailto:ann@lcoop.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

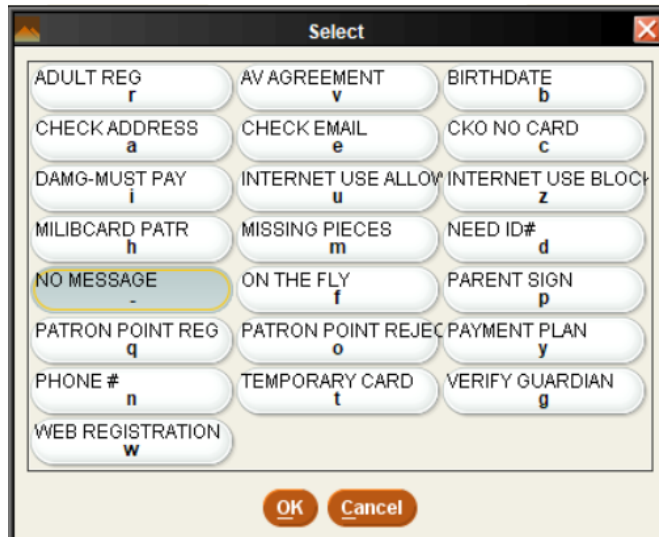
IX. Member Questions

- 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

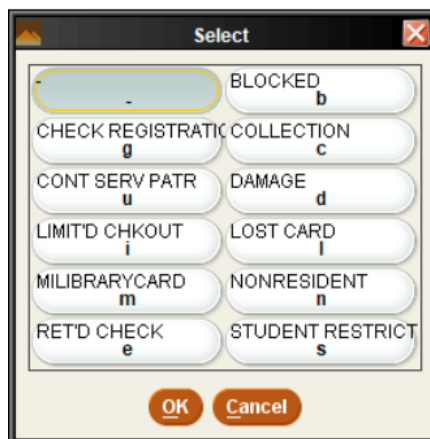
C. PMESSAGE and MBLOCK labels

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@lcoop.org](mailto:ann@lcoop.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

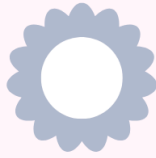
- A. May 21, 2025, at 1:30 at [Leighton Township Library](#)
- B. August 20, 2025, at 1:30 at [Lake Odessa Community Library](#)
- C. November 19, 2025, at 1:30 at [Herrick District Library - Main](#)

XII. Adjournment

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

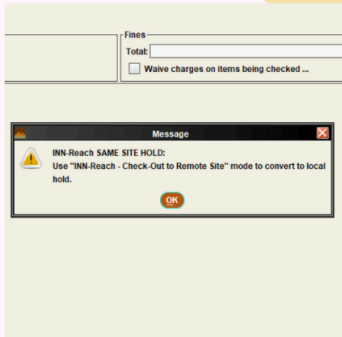
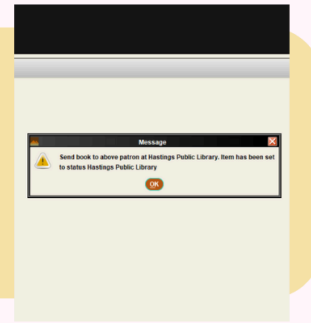
# MEL CONVERSION IN SIERRA

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?



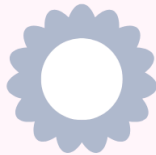
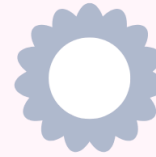
## INN-REACH: CHECK OUT

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

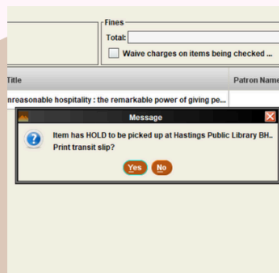
You do have to try to check it out to remote site before Sierra will convert the hold. If you don't, you will get a message that says SAME SITE HOLD



## INN-REACH: CHECK OUT

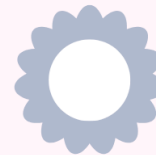
Since the item is now going through regular Lakeland delivery, you do not have to put any of the MeL paperwork in the item or put your label/book band on the front. Save time and skip it all. Do not ship these items through MeL.

Delivery Stop	Due Date
zv155 Hastings Publ...	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.



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

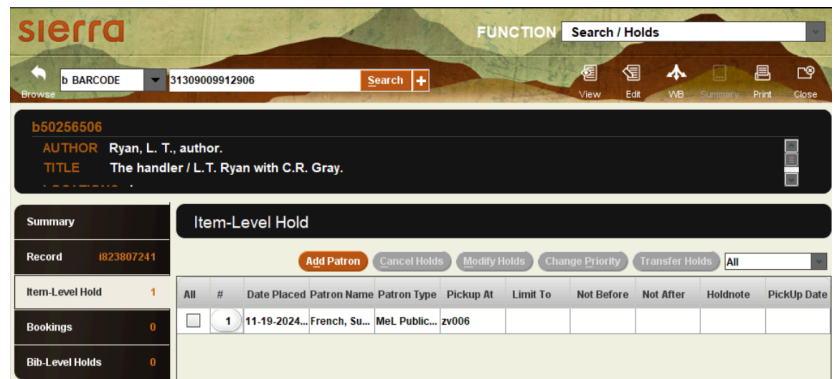
- I. Call to Order
- II. Additions/Changes to the Agenda
  - a. Add question about stats reports
  - b. Add question about registration cards
- III. Approval of Agenda
  - a. Motion by Jen Salgat, 2<sup>nd</sup> by Kim Rice, approved
- IV. Approval of Minutes of the May 2024 meeting
  - a. August 2024 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

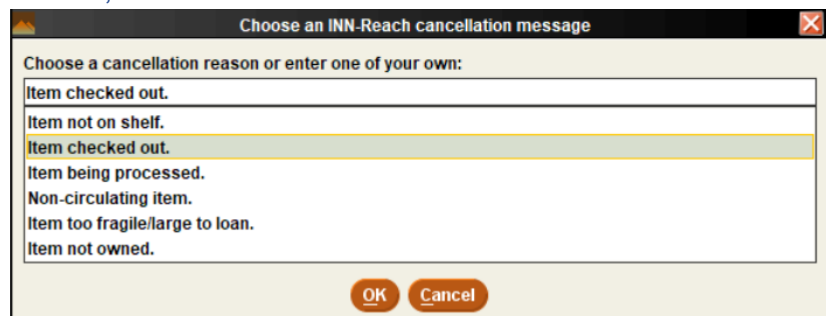
VII. ILS Manager Report: Ann Langlois (absent) [ann@llcmail.org](mailto:ann@llcmail.org) or [tech-help@llcmail.org](mailto:tech-help@llcmail.org)

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



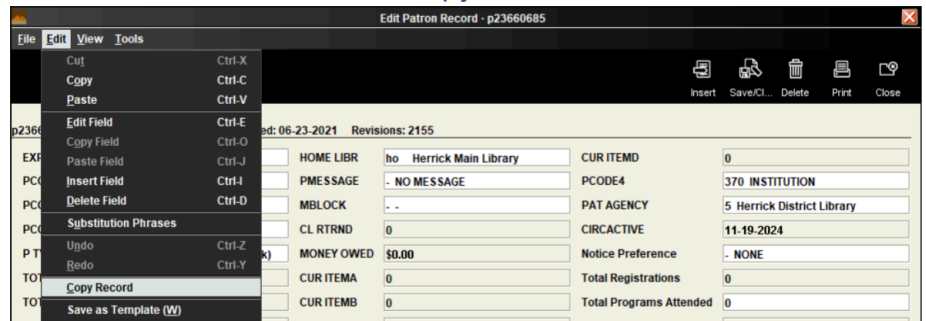
- b. Then use the Cancel hold button, you can use the reason, checked out



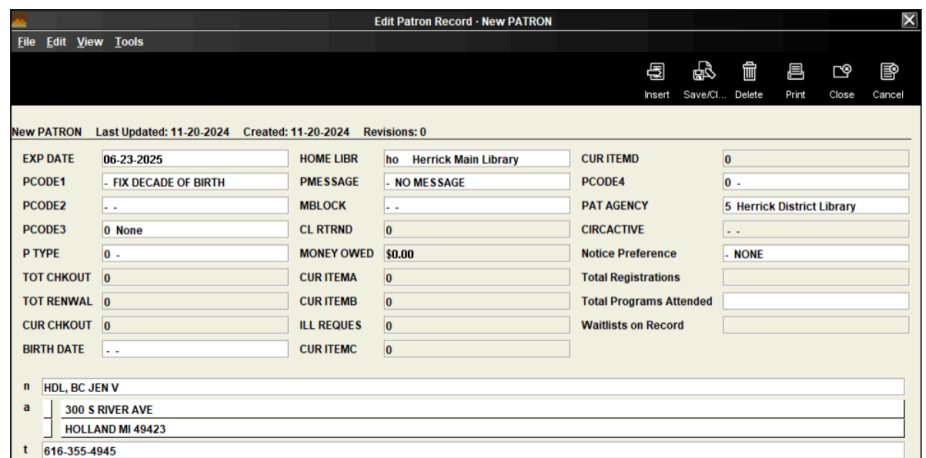
- c. Cleanup records (patron and item) emails coming to the point person at each library that receives reports for Ann usually
  - i. Deleting old notes on patron records
    - 1. Old is up to the library, but maybe anything older than a couple of years
  - ii. Making sure barcodes are correct



- iii. Question about damage notes on item records – should we do this?
- iv. A note of caution, be careful what you put on patron records as these are subject to FOIA requests and you may be called to testify about them
- c. ILS Policy Review
  - i. Members will be asked for feedback on unclear language in policies
  - ii. Look for more information by email
  - iii. Let Ann know questions
- d. Copying a patron record
  - i. Might be used when whole families are registering for cards
  - ii. In Sierra, with a patron record open, click Edit
    - 1. Go to the Edit menu, select Copy Record



- 2.
- 2. There will be a pop-up box that is like the new card pop-up, if your library uses that
- 3. Edit new record and fill in missing information, then Save/Close as normal



- 4.
- 4. Not all info will copy over, fill in what's missing.
- iii. Lakeland is finding more tips and tricks so that they can share them with us

VIII. Unique – some libraries will discontinue

- 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 Vredeveld 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

Lakeland Library Cooperative  
Continuing Education Committee February 6, 2025 at 1:00 pm  
(via Zoom)

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

Chair: Alison Anderson

Vice Chair: Ingrid Boyer

**Present:** Alison Anderson (OS), Ingrid Boyer (AS), Mary Johnson (MADL), Rob Bristow (OG), Cierra Bakovka (AW), Amber McLain (LLC), Carol Dawe (LLC)

Agenda

- I. Call to order and roll call
- II. Additions or deletions to the agenda – Change meeting date
- III. Approval of the agenda (Motion)
  - a. Cierra made the motion to approve the agenda, seconded by Ingrid
- IV. Review and Approval of the minutes from December 5, 2024 (Motion)
  - a. Rob made the motion to approve the minutes, seconded by Ingrid
- V. Updates from the Cooperative Director
  - a. The Ionia Community Library has been chosen as a part of the Library Cooperatives of Michigan Marketing Makeover.
- VI. Ongoing/New Business
  - a. In Progress
    - i. Lunch and Learn – name change to “Listen n Learn”
      1. January 9th – Social Media
        - a. Feedback was generally favorable, with some suggestions for how to improve the panel format
      2. March 13 - **Addressing Problematic Patron Conduct**
        - a. John from GRPL, David from Hastings, Cierra from Henika, Mary from MADL
        - b. Teens, the unhoused, vandalism, etc
        - c. Ingrid will host the panel
    - ii. Accessibility Materials Training – LVPD/KDL
      1. New date – a Wednesday in May at 2 PM
      2. Webinar format for easy access after the fact
      3. Sax from MADL and Shelley Roossien from KDL
      4. Maybe Stephanie Wambaugh, Scott Norris from Library of MI
- VII. Next Meeting Date: March 27, 2025, 1 PM
- VIII. Adjournment (Motion)
  - a. Mary made the motion to approve the minutes, seconded by Rob

LLC Youth Services Committee  
3/3/25 Meeting Minutes

Officers: Ashley Johnson (Chair), Shanni Kerr (Co-Vice Chair), Katie Kirk (Co-Vice Chair), and Justine Wieggers (Secretary)

Attending: Allison Boyer (OS), Amber McLain (LLC), Ashley Johnson (OA), Barbara Root (IB), Diana Wenger (UM), Erin Hill-VanHorn (AS), Julianne Klumpp (IC), Justine Wieggers (AL), Katie Kirk (OH), Kylie Luciano (OJ), Lauren Hagerman TeKelly (KDL), Lydia Schmidt (SM), Melissa Osickey (OS), Melissa Thatcher (SM), Nicole Schafer (ES), Shanni Kerr (IC), Stephanie Inglehart (NG), Tiffany Ohman (MG), Tori Schreur (AW), Willow Calderwood (IS/IV), and Zach Ludge (OC)

1. Greetings- Ashley started the meeting
2. Introductions of everyone in attendance
3. Additions to the Agenda
  - a. Spring Institute added under “New and Unfinished Business”
4. Approval of agenda with the addition of Spring Institute:
  - a. Motion to approve: Shanni
  - b. Seconded: Katie
  - c. Motioned passed
5. Approval of October Minutes
  - a. Motion to approve: Tiffany
  - b. Seconded: Julianne
  - c. Motioned passed
6. Reports
  - a. Officer Report:
    - i. Ashley
      1. There is a youth services collaborative Google Drive with craft ideas, performer ideas, program ideas, and “Summer Reading Workshop” items.
      2. Feel free to add to this drive
      3. Amber will email the link to the google drive via youth services listserv
    - ii. Katie
      1. Summer Reading Workshop 2025- If you are interested helping plan the next workshop contact Katie. Most communication happens via email or zoom calls
  - b. Lakeland Report- Amber
    - i. There is a “Training Hub” tab on the Lakeland website under “resources” (<https://llcoop.org/training-hub/>). If there is a topic you want to see on the training hub, please let Amber know.
  - c. Continuing Education Report- Amber
    - i. “Listen N Learn”
      1. “Lunch N Learn” has been renamed to “Listen N Learn” since the time has shifted to 10:30am.
      2. March 13, 2025 is the next Listen N Learn. Titled “Challenging Safety, Security and Service Issues at the Library”. This is a panel style discussion about disruptive people. This will be a 90-minute discussion.
7. New and Unfinished Business
  - a. Maranda SRP Update
    - i. Shannon Wilson from Priority Health

1. Priority Health understands the importance of both physical health and developmental health, which heavily includes reading.
  2. Priority Health is publishing their first picture book in May featuring Frieda and Scout, the Priority Pup.
  3. They also have a few things in the works that they will update us on at the May meeting.
- ii. Prizes- Maranda
1. Whitecaps are in again this year! They have completely updated their ballpark. They also purchased AJ's Family Fun Center and rebranding it as Game Time Fun Park.
  2. Meijer is giving all libraries gift cards again this year to use for Summer Reading
  3. Celebration Cinema- In the works
    - a. There are stories both in books and on the screen. They are trying to find a way to partner with the libraries. Possible options and ideas:
      - i. Refillable popcorn buckets for both teen age group and children age group
      - ii. Bookmark with QR code that links the movies that are being shown to books
        1. Perfect for displays
        2. Ashley will connect with Maranda about the number of bookmarks per library based on Class size
      - iii. Shanni idea- Movie posters
        1. Idea 1- actual movie posters to give as prizes
        2. Idea 2- create a poster specifically for the library highlighting the movies and the books. This will be a perfect display opportunity.
  4. Great Lakes Crossing
    - a. We are working with them again. They have at least 5 new stores/activities this year
  5. Other prize ideas for Maranda
    - a. Zach- It is easier for us to draw 1 name per library to send to Maranda for grand prize purposes. Maranda says that it is easier for them to do it that way as well.
    - b. Shanni- Maybe Broadway tickets?
      - i. Maranda mentioned that Lion King is coming in November, so she will see if she can work something out.
    - c. Barbara- Art Class or a painting experience (example- The Mud Room pottery painting). Also, maybe a potter wheel program.
    - d. Breaking Barriers (I think)- Maranda has a connection with owners. They create electronic art.
    - e. Zach- Maybe we can somehow connect with Kendall College? This could be a great opportunity for students.
    - f. ACT Art: Artists Creating Together (ACT)
      - i. They have an art cube
      - ii. Normally, \$1,500. Maybe we can create a deal for a library or 2.
    - g. Other places to note:
      - i. Care Ballet
      - ii. West Michigan Ballet



- iii. Grand Rapids Symphony- They have school programs, maybe they can create something for libraries.
    - iv. Maranda also has connections with different dance groups too if you need recommendations (example- break dancing and Irish dancing)
      - 1. Note from Lydia- make sure they have soft shoes, or have them bring a dance floor. The other shoes can ruin your floors
- b. Election Officers- Voting Shanni as **“Co-Vice Chair”**
  - i. Motion to approve: Lydia
  - ii. Seconded: Melissa T
  - iii. Motioned passed
- c. Spring Institute- Lydia
  - i. April 10-11 (during most of our spring break) in Frankenmuth
  - ii. Great amount of responses for session proposals. There are 24 slots for breakout sessions and they had 51 proposals.
  - iii. Early bird pricing ending Friday, March 7
  - iv. Great keynotes- including Gary Schmidt
  - v. There will also be a few large-sized board games set up
  - vi. Next year (2026) will be in Grand Rapids
- d. Summer Reading Workshop 2024 follow up
  - i. If you would like Amber to speak at your library about de-escalation, she speaks for free to Lakeland libraries.
- e. Round Table
  - i. Reminder if you need any sort of support please email our youth services’ email (youthservices@llcmail.org) and/or email Carol Dawe (carol@llcoop.org). We are here for each other.
  - ii. Zach had a book challenge, but was able to de-escalate via email with his director.
  - iii. Melissa O- Hiring a programming assistant. Looking for input on the best way to divide work loads
    - 1. Julieanne- They have 3 co-works in youth services that work together. Weekly meetings are very helpful for communication and dividing the workload. During those meets each staff member takes the jobs that play to their strengths
  - iv. Allison- Aaron Zenz is a local author. He has written Hiccupotamus, Hug a Bull, Chimpanseeze, and more. His prices listed on his website are for school visits, so contact him for a library program price.
  - v. Shanni- Next week there is a ½ day of school for their area, so she is hosting a ½ day hangout. She was going to have an Oreo program. She wanted some ideas of what to do (which follows)
    - 1. Vote for their favorite
    - 2. Blind taste test (can you name the flavor)
    - 3. Oreo trivia
    - 4. Ultimate Oreo Tournament
  - vi. Julieanne- uses Novel Effect app for added effects to her books.
  - vii. Tiffany- hosted a Boba and Beads program. She had Bubble tea and set out bracelet making materials and Perler beads.
  - viii. Erin- Mid-winter BINGO with a Minecraft theme. They have a grand prize drawing of a set of 4 tickets to the new Minecraft movie. To enter the drawing, you must complete a bingo. Ingrid also created an electronic escape room for it.

- ix. Stephanie- Trying to get more Teen ideas. If anyone has any craft ideas that are not just for girls, or any ideas for crafts that do not make a huge mess, let her know. Some ideas:
    - 1. Shanni- shrinky dinks with a heat gun
    - 2. Katie- generation genius: Fake worms
    - 3. Kylie- dirt cup cupcakes, and leprechaun traps
    - 4. Allison- origami, and LEGOs
    - 5. Tiffany- clay dragon eye
    - 6. Lauren- Unhinged dolls
    - 7. Barbara- Bob Ross and candy (small 4"x4" canvases)
    - 8. Tori- Chatter teeth creatures.
  - x. Lydia and Melissa-
    - 1. Hackley is hiring an "Information Specialist". If you know of anyone who would be good, and would work well with Lydia and Melissa, send them their way.
    - 2. They had a Baby and Toddler Sensory Session without registration and 82 people come! It was a great time.
  - xi. Justine
    - 1. Asked if any libraries had a TikTok- not many had one, and those who did, do not see the benefit of it, and are probably not having it for much longer.
    - 2. Melodice.org is a great site for background music for board games
  - xii. Ashley- hosting a "drive-in" movie. Kids will have time before the movie starts to decorate boxes as cars. They will get to sit in their "cars" to watch the movie. Movie license is through Swank through Lakeland. If you have questions about getting Swank, contact Nicki from Lakeland at nicki@llcoop.org.
8. Next meeting- May 5, 2025 at 1:00 pm at the KDL Service Center (814 W River Center Dr NE, Comstock Park, MI)
9. Motion to Adjourn at 2:32pm
- a. Motion to approve: Allison
  - b. Seconded: Shanni
  - c. Motioned passed