



# LAKELAND LIBRARY COOPERATIVE

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## ADVISORY COUNCIL MONTHLY MEETING

Thursday, April 10, 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 MARCH 13, 2025 (m) PAGE 2-3
- 5) COUNCIL PRESIDENT REPORT – Elyshia Hoekstra, Chair (i)
- 6) BOARD REPORT – John McNaughton, Board President (i)
- 7) ILS MANAGER’S REPORT (i) PAGES 4-9
- 8) MEMBER SERVICES MANAGER’S REPORT (i) PAGES 4-9
- 9) COOPERATIVE DIRECTOR’S REPORT (i) PAGES 4-9
- 10) COMMITTEE REPORTS
  - a) CE Committee March 27, 2025: No quorum (f)
  - b) Adult Services Draft Committee Minutes for 4/1/25 (f) PAGES 10-11
- 11) OTHER REPORTS (If representatives are present)
  - a) MLA Legislative Committee Report –Dale Parus
- 12) NEW/UNFINISHED BUSINESS
  - a) Committee Officers for approval (m) PAGE 12
  - b) GIS Map Update: Amber McLain (i)
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, May 8<sup>th</sup> 2025, following the Board Meeting at Kent District Library Service Center
- 15) ADJOURNMENT (m)

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

Council Members Present: Stef Reed (MG), Joe Zappacosta (SM), Carol Dawe (LLC)  
Lakeland Staff Present: Amber McLain (LLC)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:22 by Stef Reed.
- 2) **APPROVAL OF AGENDA:** Jeffrey Babbitt moved, supported by Karen McKinnon to approve the agenda - *motion carried*.
- 3) **PUBLIC COMMENTS:**
  - a) None
- 4) **APPROVAL OF MINUTES:** Cierra Bakovka moved, supported by Jeffrey Babbitt, to approve the Advisory Council minutes from January 9, 2025 – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORT:** Elyshia absent, nothing to report.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER'S REPORT:** See written report. The Sierra update to 6.3 on 3/19 should fix the bug that allowed MeL to page items that are already checked out.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** See written report. App issues are currently being worked on with BiblioCommons' engineering team. Patron Point's email issues seem to be resolved, but their engineering team is investigating to try to find the root cause to prevent it in the future. Amber will continue to monitor in the meantime. The training hub is being filled out – BiblioCommons training has been completed, and Sierra is next. Please complete the emailed survey to help us focus our efforts.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** The ILS evaluation project is underway, with Ann chairing it. Carol will handle the Admin and financial aspects. Amber, Ann, and Carol are going to work with the Advisory officers to develop a "Steering" committee that will help guide the process. The research conducted by this committee will help us move forward, step by step.
- 10) **COMMITTEE REPORTS:**
  - a) Circulation, Continuing Education, and Youth Services minutes included for information
- 11) **NEW/UNFINISHED BUSINESS:**
  - a) **Advocacy Day and MeLCat** – Advocacy Day is April 30, MeLCat is a talking point
  - b) **Director training/support/development discussion**
    - i) Friends of the Library relationships
    - ii) Director – Board relationships
    - iii) Staff – Board relationships
    - iv) Budgeting and HR
    - v) Scheduling – After advisory
- 12) **OTHER REPORTS:**
  - a) **MLA:** Dale shared that MLA is trying to wait for Federal issues to become clearer before deciding the agenda for advocacy day. Libraries that host representative office hours are seeing a vast increase in visitors. MLA and the LoM are also going to work on cleaning up library law regarding smaller things like credit card use.
- 12) **PUBLIC COMMENTS:**
  - a) Merri Jo Tuinstra expressed gratitude for the new training hub.
  - b) Jeffrey Babbitt shared that the Dorr Township Library is putting on a program about Irish mercenaries and the weapons they used – and this program was featured on Fox 17. Jeffrey also has an article coming out in Public Libraries.
  - c) Jen Salgat shared that their local DDA expired and the Lake Odessa library opted out and is seeking legal representation.
- 13) **NEXT MEETING:** Thursday April 10, 2025, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.

14) **ADJOURNMENT:** Merri Jo Tuinstra moved, supported by Cierra Bakovka, to adjourn at 11:01 -  
*motion carried.*

Respectfully submitted by,  
Amber McLain



# LAKELAND LIBRARY COOPERATIVE

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## COOPERATIVE DIRECTOR'S REPORT April 10<sup>th</sup>, 2025

Sixteen years ago on April 1<sup>st</sup>, we learned that my husband had terminal cancer. Fourteen months later, he lost the battle. This week I helped a friend with her second of twelve weekly chemotherapy treatments for a cancer that has reoccurred after 6 years. I have a toolkit and I have lived experience and it is an honor and a privilege to help others navigate these uncharted waters. Do I have the time to do this? It doesn't matter. You make time to support those you love and care about. Empathy is essential to daily life. Without it, we are lost as individuals and as a society.

It's Friday evening and I'm watching the PBS Newshour, which has been stellar in its balanced reporting on IMLS defunding and other challenges facing libraries, educators and the arts, while I finish up the Board and Advisory Packets. I think I am busier now that I was even in those first days of Covid. There are a lot of moving pieces with IMLS funding and messaging and I was please LCM worked together to create documents for all of our members. Several of you are having internal challenges. The LLC team is moving forward with ILS evaluation, training hubs, group purchases, reworking the strategic plan, cataloging and incorporating the cataloging centers into the workflow in a more deliberate and effective way, helping with inventory, migrating our financial software, server maintenance, tech-help tickets, building repairs and spring clean-up, looking at our delivery operations and creating succession plans and budget options if our state funding is decreased or is used for Mel etc. We don't know from day to day what will happen but I am so grateful for my LLC and LCM colleagues and all of you, your commitment, patience and professionalism. Thank you all. We can't forget why we are here and why we do what we do.

### **Board and Agenda Items:**

At the Board meeting we will talk about board development ideas and IMLS funding updates and various groups working on options if Mel resources go way. I was pleased to share that attorney generals (Alexa told me that either form is okay) from 21 steps are suing the executive branch to reinstate IMLS funding and funding for two other agencies as well.

At Advisory we will approve the wonderful volunteers that will lead our committees and Amber will show us an update of the GIS maps so patrons can easily find their home library to get a library card! She is working part-time for LCM to provide the same access for the other cooperatives and their members as well. It will be easier to get a library card in Michigan very soon.

Other items:

I will provide an updated strategic plan in May and with hope succession plans and budget options in June so we can share the 2025-2026 budget drafts as soon as we know what State Aid will be and what will happen with Mel.

We had a wonderful “Listen and Learn” program last month about working with challenges with library patrons and I want to thank John Bosma at GRPL, Mary Johnson at MADL, David Edelman at Hastings, Cierra Bakovka at Henika for such informative and practical information and for Ingrid Boyer’s excellent work as our moderator. Job well done, everyone.

We will be offering a millage program on April 29<sup>th</sup> on Zoom. Andrea Ingmire from Peter White in Marquette, Randy Goble from KDL and Diane Kooiker from Herrick will provide new insights, practical information and answer all your questions. Save the date and a flyer will be going out next week. And yes, the session will be recorded. 😊

The LCM’s first Marketing Makeover program was well intended and well received. Eric Palmer has done a great job coordinating all of this. It will be fun to see what Ionia takes away from this since they are one of the makeover recipients. The next two sessions are on our calendar if you haven’t already registered.

I’m still helping libraries with strategic planning and board training. I was at Grand Rapids, Saranac-Clarksville, Cedar Springs, Hastings and Allendale and will be going to Belding, Henika and Hackley and Dorr too.

Unique has finally provided pricing for new resident mailers and KDL, GRPL and LLC will be doing a joint purchase for interested libraries. More to come next week.

We will also be working with KDL and GRPL on a Bibliocore feature if we can get everything to jibe. Again, more soon.

Please read below and learn more about all that is happening at LLC.

## **Manager/Specialist Reports:**

### **Cataloging Services Manager - Jeff Lezman**

#### March 2025 activities

E-mail & telephone consulting contacts: 24

Sierra records manually edited: 50

We have begun adding Hoopla eMusic item records for the Leighton Township Library which will be going live on Hoopla in April.

#### February 2025 Statistics

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

The number of requests received to be cataloged in February was down by 13% compared to February 2024. The number of requests received that were already in the database decreased by 6%.

The number of records copy-cataloged in February was down by 20% compared to February 2024, while the number of original records cataloged was up by 48%. The total number of records cataloged was down by 9% compared to February 2024.

| Cataloging                   | February 2025 | YTD  | February 2024 | YTD  | Monthly % | YTD PCT |
|------------------------------|---------------|------|---------------|------|-----------|---------|
| Requests Received            | 1443          | 7524 | 1657          | 8440 | -13%      | -11%    |
| Requests already in database | 108           | 599  | 115           | 495  | -6%       | 21%     |
| Requests to be cataloged     | 1335          | 6925 | 1542          | 7945 | -13%      | -13%    |
| Copy Cataloging              | 980           | 5856 | 1220          | 7489 | -20%      | -22%    |
| Original Cataloging          | 335           | 1622 | 227           | 1249 | 48%       | 30%     |
| Total Cataloged              | 1315          | 7478 | 1447          | 8738 | -9%       | -14%    |

### Delivery & Facility Manager - Terry Cross

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

|                        | March – 2025 | March – 2024 | Difference | % Change |
|------------------------|--------------|--------------|------------|----------|
| Total Book Bags & Bins | 3,082        | 2,977        | (105)      | (3%)     |

In March 2025, there were 2,977 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 3% decrease as compared to the 3,082 bags and bins that were sorted and delivered in March of the prior year.

### MelCat/Rides Statistics

|           | # Of Incoming Bins Received from Rides Courier |            |            | # Of Outgoing Bins Received from Member Libraries |               |            |
|-----------|--|------------|------------|---|---------------|------------|
|           | March 2025                                     | March 2024 | Difference | March 2025  | February 2024 | Difference |
| # Of Bins | 182  | 173        | 9          | 164   | 164           | 0          |

In addition to the book bags and bins that were received from member libraries, there were 182 MelCat bins that were received and sorted in March 2025. This was an increase of 9 bins as

compared to the 173 bins that were received in March 2024. Also in March 2025, 164 bins were sent out, which was equal to the 164 bins that were sent out in March 2024.

One-hundred new delivery bags were picked up in March. The new bags were needed as the older bags continue to wear out and develop holes.

I drove 1 day and helped sort for 4 days in March covering for time off taken by a Driver and the Sorters.

There were four e-mail and or phone contacts with member libraires and vendors in March.

### **Digital Services Specialist – Nicki Johnson**

In March, Carol and I met with the heads of our Reciprocal Lending Partners and our reps from Hoopla and Overdrive in two separate Zoom meetings. The Hoopla meeting dealt with sustainability of Hoopla as a per-per-view service. Expect to see a survey sent out to all Lakeland Libraries and all libraries included in the Reciprocal Lending Agreement. I have also been working to remove holds over 1 year old in Overdrive. This tactic was voted on by the Overdrive committee previously and it came out in our Overdrive Zoom meeting that this is standard practice across the partners.

I had a call with Leighton Library about best practices for Overdrive purchasing on their Advantage account. We also updated their Advantage+ settings so they will be sharing their titles with the rest of the cooperative.

The BookPage subscription renewal has been locked in. Our count went down by 50 copies, but with our Digital subscribers, we are able to keep our discount.

Weiss Financial Ratings database has been shelved for now. I asked them to contact us in late summer to try again. I think we may have a better chance of drumming up some interest closer to a new fiscal year than we did in Jan/Feb, right after a new year had started.

### **Finance & HR Assistant - Janet Cornell**

The accounting software migration is still underway but slow going as I learn to use the new system. There have been many adjustments as I want to make sure it is set up properly for our needs. I already have adjusted the chart of accounts again so I can track departmental information, as the software doesn't have that capability like QuickBooks. Setting up payroll was also a long tedious process. I should have a better idea of how the program will work as I enter the first quarter transactions and create the transactional reports.

We received our first state aid disbursement in March and the quarterly billing was emailed on April 1<sup>st</sup>. The total revenue is still under expenses, but much closer than it was. This is normal as we won't get the second state aid revenue until the beginning of the 4th quarter. Until then, we will still be operating on cash reserves as most of our expenses occur in the first three quarters of the fiscal year.

Quarterly ecommerce fines were distributed near the end of March.

Email and phone consults with member libraries and vendors: 8

### **ILS Manager – Ann Langlois**

*March email, Zoom, and phone consults: member libraries: 58; vendors: 10*

*March help tickets opened: 161*

*March help tickets closed: 164*

**Sierra Upgrade:** Innovative migrated our system to version 6.3 on March 19. The upgrade went as planned. Version 6.3 was supposed to address some outstanding errors in Sierra. One issue was that MeLCat items that are already checked out should not have new MeLCat holds coming in for them while in this status. After the upgrade, I heard that a library saw a hold on an item already checked out again. Innovative, after being informed about this, said that some of the items that were already checked out at the time of the upgrade might see this happen occasionally but going forward, items checked out after the upgrade shouldn't allow MeLCat holds. If you do see any new examples of this, please put in a help desk ticket.

Paging lists printing extra pages: this was supposed to be resolved in Sierra 6.3. Are you still seeing this happen?

**Innovative Users Group (IUG) Conference:** In March I attended the conference in Denver. It was an excellent learning experience and I was able to bring some questions about quirks we're seeing in Sierra and received some helpful input on them.

Innovative staff talked about the cycle for Sierra upgrades. They typically release two upgrades a year and anticipate that 6.4 will be out in the first half of the year. In that version, they are going to add the feature of a "back" button when creating a record, such as a patron record so previous fields can be edited instead of having to start over. Web Management Reports will be modernized.

I went to a session on Simplified Inventory to hear how others were handling the project. Our version has fewer steps.

**ILS Evaluation Steering Committee:** members were nominated in March and we made a selection of 12 individuals. We will begin meeting in April for the project.

**Quarterly meeting:** the next quarterly meeting will be Thursday, April 24 at 1:30 p.m. [Register here](#). All members are welcome to attend. If you'd like to share any news from your library, please send me the information by April 14.

**Circulation Policy:** we asked members to give feedback and proposed edits on the policy. I am incorporating the edits into a new draft that will be sent out in advance of the May meeting. Advisory will be asked to vote on the changes in that meeting.

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

*Email/Phone Consults with Libraries: 19*

*Email/Phone Consults with Vendors: 12*

### **BiblioCommons**

BiblioCommons continues to function as expected.

### **BiblioSuggest**

BiblioSuggest continues to function as expected.

### **BiblioApp**

BiblioApp continues to function as expected. An update coming soon is expected to resolve a bug in which patrons with multiple cards loaded in the app are seeing checkout results from



card 1 on card 2's account and/or vice versa. Ill expects the Sierra connection fix which is hindering self-checkout to be resolved with the next Sierra release.

*Note, March stats were not available at the time of writing this report.*

**Patron Point**

Patron Point continues to function as expected. The previously reported error of applicants not receiving result emails seems to have stemmed from something the engineers were working on in PP's backend at the time the error occurred. Emails are going out normally now.

*Number of Applications in March: 817*

*Number of Auto-Renews in March: 1931*

**Continuing Education**

The Continuing Education Committee is working on a webinar about Accessibility in the library with Sax Mahoney, the lead librarian of MADL's award-winning Library for the Visually and Physically disabled. Stay tuned for more details.

**Training**

The training hub is coming together and expanding - in addition to video and text tutorials that cover our programs and software, there will also be sections for policies, procedures, and library skills coming soon.



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Respectfully submitted,

Carol Dawe

Lakeland Library Cooperative  
Adult Services Committee Meeting  
April 1, 2025  
Zoom Virtual Meeting  
<https://us02web.zoom.us/j/7407387755>  
1pm  
UNAPPROVED MINUTES

- I. Call to order (1:09pm)
- II. Additions to the agenda
  - A. No additions
  - B. Motion by Annaka (Herrick District Library), seconded by Katie (Loutit District Library)
- III. Approval of the agenda
  - A. All approve
- IV. Approval of the attached minutes
  - A. Motion by Miranda (Saranac Clarksville District Library), seconded by Kim (Spring Lake District Library)
- V. Approval of attached minutes
  - A. All approve
- VI. New Business
  - A. Slate of candidates for Chair, Vice-Chair and Secretary
    1. Chair, Katie Alphenaar (Loutit District Library)
    2. Vice-Chair, Miranda Tase (Saranac Clarksville District Library)
    3. Secretary, Kristin Skinner (Flat River Community Library)
    4. All approve
  - B. Programming ideas (see Google Shared Drive, [Adult Services](#) )
    1. Adult programming that is increasing in attendance
      - a) Puzzle competitions, book discussions, Sunday concerts, art classes, film showings, True Crime book club
      - b) Adult programming increase in general, either because an increase in programming or new programming
    2. Successful programming
      - a) Homesteading (beekeeping, chickens, MSU Extension), Food Truck Rally, Michigan Notable Books, fire cider, writers workshops, breadmaking, Seed Library along with composting program, Silent Book Club (seem successful when off-sight at local establishment), Speed Friending (topic tables for 15-minutes, card to fill-out at the end that you can fill out with your contact info and if you both fill them out you get the other's info), Zentangle
      - b) Food programs need sink, fridge, sometimes stove/oven
      - c) Note that there is a google list to share puzzles via Mel

- d) Tips if a program is too successful include having volunteers to help alleviate time constraints, experiment with different formats
  - 3. Unsuccessful programming
    - a) AI for Parents, multiple book clubs (might need more time to get more attendance), programs that might compete with area organizations, Pirate Cutlass, book club in general, Facebook book club (hit or miss)
    - b) Tip if a program isn't successful is to be specific with wording
  - C. Other issues/questions
    - 1. Adult Advisory Board, Baker and Taylor delays, recommend to try Ingram
  - D. New topics for next meeting
    - 1. Nontraditional programming including outreach (senior centers, adult care), passive, and representation at community events
    - 2. Programming failures and how we can reassess and learn from them
- VII. Next meeting date
  - A. Possibly meet four times a year in July, October, January, and April
  - B. Next meeting date will be sent out via email
- VIII. Adjournment (1:53pm)
  - A. Motion by Barbara (Hastings Public Library)
- IX. Attachments and Information sent by Barbara (Hastings Public Library)
  - A. Falconry presenter: Angel Green, aritchieasps@yahoo.com
  - B.  Speed Friending.docx
  - C.  Speed Friending Calling Cards.jpg



# LAKELAND LIBRARY COOPERATIVE

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ADVISORY COUNCIL COMMITTEE OFFICERS 2024-2026. ( 2 year term end September 2026)

\* First term. \*\*Second/Final Term (2 terms of 2 years each or 4 years total as a specific office.

## Adult Services Committee

- Chair: Katie Alphenaar (Loutit)\*
- Vice-chair: Maranda Tase (Saranac-Clarksville)\*
- Secretary: Kristin Skinner (Flat River)\*

## Circulation Services Committee

- Chair: Rachel Yonai (Spring Lake)\*\*
- Vice-chair: Jen Slagat (Lake Odessa)\*
- Secretary: Jen Vredeveld (Herrick)\*\*

## Continuing Education Committee

- Chair: Alison Anderson (Spring Lake)\*\*
- Vice-chair: Ingrid Boyer (Saugatuck-Douglas)\*
- Secretary: Rotates

## Overdrive Committee

- Chair: Stef Reed (Flat River)\*\*
- Vice-chair: Matt Lubers-Moore (Fruitport)\*\*
- Secretary: Rotates

## Youth Services Committee

- Chair: Ashley Johnson (Allendale)\*
- Vice-chairs: Katie Kirk (Gary Byker) and Shanni Kerr (Ionia)\*
- Secretary: Justine Wiegers (Leighton) \*