



LAKELAND LIBRARY COOPERATIVE

LEADING ♦ LEARNING ♦ LENDING

BOARD MONTHLY MEETING
Thursday, April 10th, 2025
9:30 a.m.
ADVISORY COUNCIL TO FOLLOW

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

AGENDA

- 1) **CALL TO ORDER AND ROLL CALL**
 - a) Introduce New Members and Board Members
- 2) **APPROVAL OF AGENDA**
- 3) **PRESUBMITTED QUESTIONS FROM MEMBERS**
- 4) **PUBLIC COMMENTS**
- 5) **APPROVAL OF MINUTES**
 - a) March 13, 2025, Unofficial Board Minutes (m) PAGE 2-3
- 6) **FINANCIAL REPORT** (m) PAGES 4-9
 - March, 2025 Financials and Check Registers
- 7) **PRESIDENT'S REPORT** (i)
- 8) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 10-15
- 9) **COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Council Official Minutes January 9th 2025 (i) PAGE 16-17
- 10) **ONGOING/NEW BUSINESS**
 - a) Board Development: McNaughton (m)
 - b) IMLS Update: Dawe: (m)
- 11) **PUBLIC COMMENTS**
- 12) **BOARD MEMBER COMMENTS**
- 13) **NEXT MEETING: May 8th, 2025 at the Kent District Library Service Center**
- 14) **ADJOURNMENT** (m)

LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, March 13, 2025 at 9:30 a.m.
Kent District Library Service Center

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

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:32 by Lance Werner.
- 2) **APPROVAL OF AGENDA:** Rob Bristow moved, supported by Diane Kooiker to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) **PUBLIC COMMENTS:** There were no public comments.
- 5) **AUDIT PRESENTATION:** Joseph Verlin from Gabridge and Associates presented their findings from our annual audit. Lakeland received a “Clean” opinion, which is the highest level of opinion. Reports show that Lakeland essentially broke even in the last fiscal year regarding cash in vs. cash out.
- 6) **APPROVAL OF MINUTES:** Maggie McKeithan moved, supported by Rob Bristow, to approve the board minutes from January 9, 2025 – *motion carried*.
- 7) **FINANCIAL REPORT:**
 - a) January and February Financials and Check Register: Rob Bristow moved, supported by Maggie McKeithan to approve the January and February Financials as presented - *motion carried*.
- 8) **PRESIDENT’S REPORT**
 - a) None.
- 9) **DIRECTOR’S REPORT**
 - a) Carol was contacted by MLA – both by Debbie Mikula and Dillon Geshel – regarding a situation with the Lowell school district. Their school librarian is under attack by an individual there and has been for years. Carol attended the school board meeting, ready to speak if needed, but both the community in Lowell and the school board stepped up to voice their support of the librarian and condemning the woman who is responsible for these attacks.
 - b) Carol shared that options are currently being explored for what we can do if MeLCat funding is taken away due to Department of Education funding cuts.
- 10) **COUNCIL/COMMITEE REPORTS**
 - a) Advisory Council minutes from November 14, 2024 included for information.
- 11) **ONGOING AND NEW BUSINESS:**
 - a) **Approval of the Audit:** Maggie McKeithan moved, supported by Jessica Hunt to approve the audit as presented - *motion carried*.
 - b) **Strategic Plan Discussion:** Discussion about rainy day planning for DoE reductions, expanding and adding to the strategic plan, etc. Rob Bristow moved, supported by Abby Black to approve the strategic plan extension and modification - *motion carried*.
- 12) **PUBLIC COMMENTS:** None.
- 13) **BOARD MEMBER COMMENTS:**
 - a) Abby Black – Allendale is strategic planning and working on board development.
 - b) Diane Kooiker – Herrick got a “Pocket Talk” from Ottawa county that translates spoken languages and documents. Cost is \$250 for wifi-only and \$350 for cellular data.
 - c) Ron Suszek – MADL Millage committee has a kickoff event on March 18.
 - d) Lance Werner – Lance shared that Feeding America is facing budget cuts so KDL is talking internally about rolling out a more robust food program. The idea was floated about a mobile food and hygiene pantry that would distribute throughout the Lakeland delivery system. The program would be voluntary, but interest was high.

14) NEXT MEETING: Thursday, April 10, at 9:30 a.m. at Kent District Library Service Center.

15) ADJOURNMENT: **Jessica Hunt** moved, supported by Rob Bristow, to adjourn at **10:05** - *motion carried*.

Respectfully submitted by,
Amber McLain

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

ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 55,857

002 · Savings Accounts 644,566

Total Checking/Savings 700,424

Other Current Assets

084 · Due from Other Funds 74,429

123 · Prepaid Expenses 61,504

Total Other Current Assets 135,933

Total Current Assets 836,357

Fixed Assets 508,367

TOTAL ASSETS \$ 1,344,724

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 11,005

Other Current Liabilities

214 · Due to Other Funds 10,250

231 · Payroll Liabilities 3,646

237 · Benefit Liabilities 3,944

Total Other Current Liabilities 17,840

Total Current Liabilities 28,845

Total Liabilities \$ 28,845

Equity

370 · Nonspendable Funds 82,547

371 · Property 508,367

390 · Unassigned Funds 893,138

Net Income (168,173)

Total Equity \$ 1,315,879

TOTAL LIABILITIES & EQUITY \$ 1,344,724

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

	YTD	Budget	%
Income			
566 · State Aid Revenue	376,516	758,052	49.7%
631 · Administrative Services	63,680	127,372	50.0%
632 · Delivery Services	62,079	124,156	50.0%
633 · ILS & IT Services	281,844	563,689	50.0%
665 · Interest Revenue	13,177	13,450	98.0%
672 · Other Revenue	-	100	0.0%
Total Income	\$ 797,296	\$ 1,586,819	50.2%
Expense			
702 · Salaries & Wages	352,547	782,770	45.0%
710 · Benefits	64,182	111,477	57.6%
719 · Mileage	902	3,450	26.1%
720 · Professional Development	3,590	8,000	44.9%
726 · Supplies	4,218	3,340	126.3%
801 · Professional Services	29,742	70,920	41.9%
810 · Insurance	17,252	19,595	88.0%
817 · ILS & IT Expenses	344,330	369,312	93.2%
831 · RIDES	-	9,065	0.0%
860 · Delivery Expenses	17,255	56,635	30.5%
880 · Member Development	837	6,000	13.9%
920 · Facility Expenses	16,345	38,035	43.0%
Total Expense	\$ 851,199	\$ 1,478,599	57.6%
Net Ordinary Income	\$ (53,903)	\$ 108,220	-49.8%
Other Income/Expense			
690 · Other Financing Sources	-	6,050	0.0%
Total Other Income	\$ -	\$ 6,050	0.0%
990 · DS-SBITA (Bibliocore)	114,270	114,270	100.0%
Total Other Expense	\$ 114,270	\$ 114,270	100.0%
Net Other Income	\$ (114,270)	\$ (108,220)	105.6%
Net Income	\$ (168,173)	\$ -	100.0%

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

Date	Name	Memo	Account	Amount
001.01 - Main Checking-Sweep Acct				
03/05/2025	Foster Swift Attorneys		Legal	962.50
03/06/2025	Amazon	Office supplies	Supplies	76.68
03/06/2025	Berger Chevrolet		Vehicle Repair/Maintenance	88.66
03/06/2025	Comcast-Data Lines	Data Lines	IT Operations	575.00
03/06/2025	Consumers Energy		Utilities	459.17
03/06/2025	Flyers Energy (Fuel Mgt)		Vehicle Fuel	790.43
03/06/2025	Granger	Trash removal	Facility Contracts	55.62
03/06/2025	Healthiest You	Telehealth	Benefits	76.50
03/06/2025	Home Depot	Delivery supplies	Supplies	8.76
03/06/2025	Ricoh USA Inc.	Copier	IT Operations	13.14
03/07/2025	MERS	Pension	Benefits	3,943.63
03/07/2025	State of Michigan--Vendor		Payroll Liabilities	2,010.88
03/10/2025	Allied Universal (Midstate)	Building security	Facility Contracts	121.56
03/10/2025	Coverall - New Dreams, Inc.	Janitorial services	Facility Contracts	170.00
03/10/2025	Wolverine Power Systems, Inc.	Generator maintenance	Facility Contracts	982.63
03/10/2025	Langlois, Ann - Vendor		Mileage	103.60
03/11/2025	Payroll		-SPLIT-	18,300.65
03/11/2025	United States Treasury		Payroll Liabilities	6,389.08
03/11/2025	MERS 401/457		Payroll Liabilities	2,176.88
03/12/2025	Gabridge & Company PLC		Audit	7,950.00
03/19/2025	ALA- Memberships		Memberships	210.00
03/19/2025	Concentra Medical Centers		Driver Certifications	106.00
03/21/2025	Grand Rapids Income Tax Dept.		Payroll Liabilities	172.68
03/21/2025	Walker City Treasurer		Payroll Liabilities	235.95
03/24/2025	Backstage Library Works		Authority Control	218.30
03/24/2025	Heimler Consulting	IT consulting	IT Operations	4,080.00
03/24/2025	NCC Group-Escode		Ill Maintenance	395.00
03/24/2025	TCH Reynolds Library-Vendor	replace damaged book	Supplies	19.99
03/24/2025	Sparta Township Library--Vendor	replace damaged book	Supplies	26.94
03/25/2025	Payroll		-SPLIT-	18,347.64
03/25/2025	United States Treasury		Payroll Liabilities	6,397.34
03/25/2025	MERS 401/457		Payroll Liabilities	2,176.88
03/25/2025	Aflac		Payroll Liabilities	255.28
03/25/2025	BCBS	Health Insurance	Benefits	2,947.76
03/25/2025	BCN	Health Insurance	Benefits	3,016.15
03/25/2025	Berger Chevrolet		Vehicle Repair/Maintenance	140.75
03/25/2025	Cintas	Floor mats	Facility Contracts	119.20
03/25/2025	Delta Dental	Dental/Vision Insurance	Benefits	260.76
03/25/2025	DTE Energy		Utilities	400.50
03/25/2025	DTE Energy		Utilities	56.53
03/25/2025	Flyers Energy (Fuel Mgt)		Vehicle Fuel	856.34
03/25/2025	SS Power Wash	Truck wash	Vehicle Repair/Maintenance	60.00
03/25/2025	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	269.55
			TOTAL	86,024.91

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

	Pass Through	Capital
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	30,828	2,186
001.3 · eCommerce - Checking	5,528	
Total 001 · Checking Accounts	36,356	2,186
002 · Savings Accounts		49,149
Total Checking/Savings	36,356	51,336
Accounts Receivable	(24)	
Other Current Assets		
084 · Due From Other Funds		10,250
123 · Prepaid Expense		11,087
Total Other Current Assets	-	21,337
Total Current Assets	36,332	72,673
TOTAL ASSETS	\$ 36,332	\$ 72,673
 LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Other Current Liabilities		
214 · Due To Other Funds	40,000	34,429
Total Other Current Liabilities	40,000	34,429
Total Current Liabilities	40,000	34,429
Total Liabilities	\$ 40,000	\$ 34,429
 Equity		
370 · Nonspendable Funds		11,087
390 · Unassigned Funds		15,675
Net Income	(3,668)	11,482
Total Equity	\$ (3,668)	\$ 38,244
TOTAL LIABILITIES & EQUITY	\$ 36,332	\$ 72,673

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

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	4,311	10,700	40.3%			
629 · Group Collections	43,265	94,000	46.0%			
635 · Group Services	6,969	36,000	19.4%			
637 · Ecommerce Fines	20,564	28,000	73.4%			
643 · Shared System Options				10,250	20,500	50.0%
645 · IT Services	-	350	0.0%			
665 · Interest Revenue				1,232	2,000	61.6%
672 · Other Revenue	-	1,750	0.0%			
Total Income	\$ 75,110	\$ 170,800	44.0%	\$ 11,482	\$ 22,500	51.0%
Expense						
728 · Library Supply Expense	4,311	10,700	40.3%			
729 · Collection Expenses	52,422	94,000	55.8%			
805 · Group Subscriptions	6,969	36,000	19.4%			
807 · Fines Paid	15,075	28,000	53.8%			
830 · IT Services Expense	-	350	0.0%			
880 · Member Development	-	1,000	0.0%			
969 · Other Services	-	750	0.0%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				-	7,500	0.0%
975 · Technology				-	15,000	0.0%
980 · Vehicles				-	-	0.0%
Total 970 · Capital Outlay	-	-	0.0%	-	22,500	0.0%
Total Expense	\$ 78,778	\$ 170,800	46.1%	\$ -	\$ 22,500	0.0%
Net Ordinary Income	\$ (3,668)	\$ -	100.0%	\$ 11,482	\$ -	100.0%
Other Income/Expense						
Other Income	-	-	0.0%	-	-	0.0%
Net Other Income	-	-	0.0%	-	-	0.0%
Net Income	\$ (3,668)	\$ -	100.0%	\$ 11,482	\$ -	100.0%

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

Date	Name	Memo	Account	Amount
001 · Checking Accounts				
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
03/24/2025	Coopersville Area District Library	March Fines	Ecommerce Fines	279.00
03/24/2025	Fennville District Library-Vendor	March Fines	Ecommerce Fines	69.33
03/24/2025	Freeport District Library - Vendor	March Fines	Ecommerce Fines	64.39
03/24/2025	Gary Byker Memorial Library-Vendor	March Fines	Ecommerce Fines	143.42
03/24/2025	Hesperia Community Library-Vendor	March Fines	Ecommerce Fines	42.17
03/24/2025	Ionia Community Library-Vendor	March Fines	Ecommerce Fines	86.32
03/24/2025	Leighton Township Library-Vendor	March Fines	Ecommerce Fines	57.31
03/24/2025	Patmos Library-Vendor	March Fines	Ecommerce Fines	185.32
03/24/2025	Saugatuck--Douglas District Library	March Fines	Ecommerce Fines	49.48
03/24/2025	Sparta Township Library--Vendor	March Fines	Ecommerce Fines	81.53
03/24/2025	TCH Reynolds Township Library-Vendor	March Fines	Ecommerce Fines	94.60
03/24/2025	White Cloud Community Library-Vendor	March Fines	Ecommerce Fines	47.94
03/24/2025	White Lake Community Library-Vendor	March Fines	Ecommerce Fines	57.99
03/25/2025	OverDrive	audio and ebooks	-SPLIT-	4,996.57
Total 001.11 · Checking - Pass Through				6,255.37
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				0.00
Total 001.1 · Fund - Checking				6,255.37
001.3 · eCommerce - Checking				
03/17/2025	Allendale Township Library-Vendor	March Fines	Ecommerce Fines	242.28
03/17/2025	Alvah N. Belding Library--Vendor	March Fines	Ecommerce Fines	46.63
03/17/2025	Carson City Public Library-Vendor	March Fines	Ecommerce Fines	60.31
03/17/2025	Cedar Springs Public Library-Vendor	March Fines	Ecommerce Fines	104.51
03/17/2025	Dorr Township Library-Vendor	March Fines	Ecommerce Fines	31.53
03/17/2025	Flat River Community Library-Vendor	March Fines	Ecommerce Fines	156.86
03/17/2025	Fremont Area District Library-Vendor	March Fines	Ecommerce Fines	58.64
03/17/2025	Fruitport District Library - Vendor	March Fines	Ecommerce Fines	69.71
03/17/2025	Georgetown Twp Public Library-Vendor	March Fines	Ecommerce Fines	1,547.90
03/17/2025	Grant Area District Library-Vendor	March Fines	Ecommerce Fines	87.10
03/17/2025	Hackley Public Library-Vendor	March Fines	Ecommerce Fines	150.07
03/17/2025	Hastings Public Library-Vendor	March Fines	Ecommerce Fines	74.46
03/17/2025	Henika District Library-Vendor	March Fines	Ecommerce Fines	57.30
03/17/2025	Herrick District Library-Vendor	March Fines	Ecommerce Fines	1,595.93
03/17/2025	Howard Miller Library-Vendor	March Fines	Ecommerce Fines	207.03
03/17/2025	Loutit District Library--Vendor	March Fines	Ecommerce Fines	377.96
03/17/2025	Muskegon Area District Library-Vendor	March Fines	Ecommerce Fines	1,036.23
03/17/2025	Newaygo Area District Library-Vendor	March Fines	Ecommerce Fines	136.57
03/17/2025	Salem Township Library-Vendor	March Fines	Ecommerce Fines	591.55
03/17/2025	Spring Lake District Library-Vendor	March Fines	Ecommerce Fines	204.52
03/17/2025	Tamarack District Library-Vendor	March Fines	Ecommerce Fines	31.21
Total 001.3 · eCommerce - Checking				6,868.30
TOTAL				13,123.67



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT April 10th, 2025

Sixteen years ago on April 1st, 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 29th 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 1st. 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. I'll expect 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.

Respectfully submitted,

Carol Dawe

**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