



# LAKELAND LIBRARY COOPERATIVE

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ADVISORY COUNCIL MONTHLY MEETING

Thursday, July 10th, 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 JUNE 12TH, 2025 (m) PAGE 2
- 5) COUNCIL PRESIDENT REPORT – Elyshia Hoekstra, Chair (i)
- 6) BOARD REPORT – John McNaughton, Board President (i)
- 7) ILS MANAGER'S REPORT (i) PAGES 3-10
- 8) MEMBER SERVICES MANAGER'S REPORT (i) PAGES 3-10
- 9) COOPERATIVE DIRECTOR'S REPORT (i) PAGES 3-10
- 10) COMMITTEE REPORTS (NO MINUTES/REPORTS)
- 11) OTHER REPORTS (If representatives are present)
  - a) MLA Legislative Committee Report –Dale Parus
- 12) NEW/UNFINISHED BUSINESS
  - a) 2025-2026 Elections/Caucus reminder/discussion
  - b) ALA Updates: Please share any information that you learned if you attended.
- 13) PUBLIC COMMENTS
- 14) NEXT MEETING - Thursday, August 14th, 2025, following the Board Meeting at Kent District Library Service Center
- 15) ADJOURNMENT (m)

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL MINUTES – Unofficial  
Thursday, June 12, 2025 after 9:30am Board Meeting.  
At the KDL Service Center**

Council Officers Present: Elyshia Hoekstra (OC), Stef Reed (MG),  
Lakeland Staff Present: Carol Dawe, Ann Langlois, Amber McLain

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:41 by Elyshia Hoekstra.
- 2) **APPROVAL OF AGENDA:** Matt Lubbers-Moore moved, supported by Virginia DeMumbrum to approve the agenda - *motion carried*.
- 3) **PUBLIC COMMENTS:**
  - a) None
- 4) **APPROVAL OF MINUTES:** Virginia DeMumbrum moved, supported by Matt Lubbers-Moore, to approve the Advisory Council minutes from April 10, 2025 with the correction of Joe Zappacosta's attendance – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Elyshia announced that she is back after giving birth.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER'S REPORT:** Ann mentioned that there are updates to the circ policy (to be discussed under new and ongoing business). Ann also discussed the practice of changing home libraries and how to appropriately code these changes. Ann mentioned that the next quarterly meeting is July 17, and she requested information about the libraries' seed libraries.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Amber shared that everything is functioning as expected, apart from intermittent blips. The training hub continues to be chipped away at. She reminded everyone that Lakeland staff are available to travel to libraries to train staff. Additionally, she shared that BiblioApp stats are now going to be broken down by library.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol shared that LLC has updated the plan of service and the confidentiality policy to ensure protection for both patron data, patron privacy, and the libraries as a whole. These new policies clarify language and specify who can access library information and who the library privacy act pertains to. Carol also mentioned that there is currently a trend towards library boards being emboldened – she encouraged library directors to reach out to her if there is an issue or confusion with their board.
- 10) **COMMITTEE REPORTS:**
  - a) Youth Services Committee May 5, 2025, Circulation Services Committee May 28, 2025, CE Committee April 24, 2025, and Overdrive Committee May 27, 2025 draft minutes included for information.
- 11) **OTHER REPORTS:**
  - a) **MLA:** Dale did a Q and A about the current political issues. Dale shared some information about past years in which the state had not put Maintenance of Effort into the IMLS projects, despite the federal requirement for the state to do so to receive the funding.
- 12) **NEW AND ONGOING BUSINESS**
  - a) Circulation Policy Updates – Ann walked the group through changes made to the policy – see page 19 of the agenda packet for an overview of edits.
    - i) Kevin Meyer made the motion, seconded by Britney Dillon to approve the proposed edits to the circulation policies – *motion carried*. Discussion ensued regarding Lakeland's power to mandate procedures regarding things such as registrations standards (i.e. cards and signatures), as well as discussion regarding each library's ability to set policies and procedures on a local level.
  - b) GIS Map Update: Amber McLain – Amber shared that she is over ¾ of the way done with mapping the state, and is expected to finish by the end of August. There was also a discussion regarding how to market this resource, how the current libraries use this information, etc.

13) PUBLIC COMMENTS:

- a) Dale Parus shared that Central Michigan University reached out to ICL, with interest in having their mobile health clinic at their library – CMU has expressed interest in working with other libraries as well.
- b) Ron Suszek asked how other libraries are working with other public health entities.
- c) Dale Parus also asked for CPA firm recommendations.
- d) Jen Salgat asked about MeLCat charges and how to handle billed items. Discussion ensued. Members advised to contact the owning library or contacting MeL directly for help.
- e) David Edelman introduced Tess Allarding, the assistant director at Hastings. He also shared that Hastings is in the middle of their strategic plan and thanked Carol. Lastly, Hastings dedicated their story walk!

14) **NEXT MEETING:** Thursday July 10, 2025, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.

15) **ADJOURNMENT:** Karen McKinnon moved, supported by Mary Johnson, to adjourn at 11:00 am - *motion carried.*

Respectfully submitted by,  
Amber McLain



# LAKELAND LIBRARY COOPERATIVE

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

It's been another busy month for all of us. I have been focusing on assisting the LLC team, policies, strategic plans, succession planning and other nuts and bolts issues while you all focus on summer reading. I am working with libraries on some internal issues, staffing and board development and also just trying to find some work/life balance. It's a struggle for all of us at times but when we can spend time with people we love, it is such a balm! I was in Chicago a couple weeks ago and I posted on Facebook a view from my hotel. A friend, who I met there 40 years ago when we both volunteered at a women and family shelter, responded that she was in Chicago too visiting from Cincinnati. Turns out she was staying at the hotel next door. We have a delightful 45-minute coffee the next morning and caught up some since it had been 6 years since we had visited in person! Serendipity is my favorite word and this is a great example as to why. I hope serendipity visits you this summer as well.

### **Agenda items:**

#### **Board:**

##### Policies:

I hope to bring a revised policy to each meeting between now and the end of the year and into next year. With all due respect, a lot of the LLC policies are very lengthy, wordy and dated. Some, such as the confidentiality policy was revised with legal assistance. Going forward, we will have separate policies for the issues that are now in the one very long Administrative Policy. (Please see here for the current policies:

[https://llcoop.org/wp-content/uploads/2021/10/admin\\_policies\\_2017\\_09.pdf](https://llcoop.org/wp-content/uploads/2021/10/admin_policies_2017_09.pdf).)

Ann and Amber will continue to focus on ILS policies for approval by the Advisory Council.

This month I would like the board to focus on procurement and because ours was in multiple sections and didn't really flow well, Janet and I used TLN's policy as a sample. None of the cost requirement amounts changed except we increased the need for multiple quotes to \$1,000.00. Please let me know if you have questions.

## Board Development:

John brought the attached article from The New Yorker to my attention so we thought if the board could take the time to read it, we could share our thoughts at the meeting.

## Advisory:

### Manager Reports:

Please read our reports and attend for up to the minute information and updates. The agenda may be light but the content in our written and oral reports is not!

### Elections:

According to our bylaws and plan of service, one class IV board representative and the Class I,II&III) board representative are up for election in odd numbered years. Dale Parus (Class IV) has chosen not to run again. Jessica Hunt (Class I,II& III) will run for her 2<sup>nd</sup> term. Class I,II&III will caucus as a group in August, as will Class IV libraries. Class 5 libraries voted last year, along with Class IV. Class IV libraries essentially vote every year. Class 6 libraries have fixed seats so no election is required.

For Advisory Officers, each has a two-year term so we are set. It might be advised to stagger these but we can address this next year.

Please attend in August so that we have a quorum for all the elections. Thank you!

If you have questions about the caucusing or the role of a board meeting or AC officer, this is the time to ask. (You can always call me too but it's good to discuss this in an open meeting too.)

### ALA Annual Conference:

We will open the floor for those that attended ALA in Philly so you can share what you learned, observed and can't wait to try!

## Other Items of Note:

**Budget:** We will have a finance committee meeting late July or early August and then present the budget to Advisory in August.

**Staff:** Everyone is giving so much. The work ethic, enthusiasm and teamwork is an absolute gift each day. I am so pleased to work for this organization amongst all of you and the LLC team!

Strategic plans for several are moving forward. I am a bit behind on updating ours but now I think I can move forward and should submit something in August.

LCM: The Library Cooperatives of Michigan are excited to meet for our annual retreat in August and to decide how to use the GIS maps that Amber has almost completed for all 395 public libraries. We hope to have a big announcement at MLA in Lansing in October.

MLA Leadership: I was remiss at not mentioning this in June. I think I was in denial on two levels. First, Debbie Mikula retired and I found that difficult to grasp. Second, Dillon Geshel has left his role as the Superiorland Cooperative Director to be the interim director at MLA. As my mother used to say "De Nile is a big river" and she knew since she was queen of it...but I digress. I think the board made such a good choice when they voted to make Dillon (He had been president of MLA at the time.) the interim director. He is extremely capable, has a very layered set of skills, has both a passion for libraries and a very practical approach and he is very accessible too. I think we are in very good hands. I've assisted with the Superiorland search in small ways and I think they will announce next steps shortly.

Board training and development: Please let me know if you would like me to work with you and your board on training. I am happy to tailor a session to your specific needs. I do this for each presentation. I am happy to report that the board members and directors do see the benefits of it. A few board members have commented that they use the tools provided and that it has been helpful. I have been asked back to several libraries in the past few years. I will be visiting KDL (2<sup>nd</sup> year in a row) and Dorr in July and August. Since October, I have visited Saranac Clarksville\*, Hackley, Henika, Hopkins, Cedar Springs\*, Belding\*, and Grand Rapids\*. Forgive me if I didn't list your library. Please let me know how I can help! All of the cooperative directors feel this is our number one priority.

Have a good 3-day weekend and see you next week. Please keep reading!

## **Manager/Specialist Reports:**

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

#### **June 2025 activities**

E-mail & telephone consulting contacts: 23

Sierra records manually edited: 78

Hoopla records added to Sierra: 43

Jeff trained the staff at the Patmos District Library on how to attach item records to bibliographic records in Sierra.

#### **May 2025 Statistics**

The statistics for May 2025 show a decrease in the number of cataloging requests we received, with an accompanying decrease in the number of records cataloged compared to May of last year. This change is likely due to MADL becoming a cataloging center as well as the cataloging center guidelines implemented in October 2024.

The number of requests received to be cataloged in May was down by 44% compared to May 2024. The number of requests received that were already in the database decreased by 40%.

The number of records copy-cataloged in May was down by 44% compared to May 2024, while the number of original records cataloged was up by 19%. The total number of records cataloged was down by 33% compared to May 2024.

Cataloging	May 2025	YTD	May 2024	YTD	Monthly %	YTD PCT
Requests Received	1164	11097	2088	13858	-44%	-20%
Requests already in database	38	802	63	683	-40%	17%
Requests to be cataloged	1126	10295	2025	13175	-44%	-19%
Copy Cataloging	956	8661	1606	11546	-40%	-22%
Original Cataloging	267	2514	225	1805	19%	42%
Total Cataloged	1223	11175	1831	13351	-33%	-14%

#### Cataloging Center Statistics

These statistics show the number of bibliographic records cataloged monthly by Lakeland and the other Cataloging Centers (Hackley, Herrick, Loutit, and MADL). The chart shows how the workload of cataloging is becoming more equitably distributed among all of the Cataloging Centers.

Month	Total	Lakeland Cataloging	Other Cataloging Centers
January	3372	1632	870
February	2837	1299	769
March	2102	1179	923
May	2399	1229	1170
May	2453	1157	1296
June	2406	1162	1244
<b>Total</b>	<b>13930</b>	<b>7658</b>	<b>6272</b>

#### **Delivery & Facility Manager - Terry Cross**

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

	June – 2025	June – 2024	Difference	% Change
Total Book Bags & Bins	2,830	2,815	15	1%

In June 2025, there were 2,830 book bags and bins sorted, loaded, and delivered to member libraries. This represents less than a 1% increase as compared to the 2,815 bags and bins that were sorted and delivered in June of the prior year.

#### **MelCat/Rides Statistics**

	# Of Incoming Bins Received from Rides Courier	# Of Outgoing Bins Received from Member Libraries
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	June 2025	June 2024	Difference	June 2025	June 2024	Difference
# Of Bins	186	158	28	167	133	34

In addition to the book bags and bins that were received from member libraries, there were 186 MelCat bins that were received and sorted in June 2025. This was an increase of 28 bins as compared to the 158 bins that were received in June 2024. Also in June 2025, 167 bins were sent out, which was 34 more bins than the 133 bins that were sent out in June 2024.

Both of the trucks received oil changes in June and are current with their respective preventative maintenance schedules. Also in June, Truck # 37 had a flat tire repaired and the windshield was replaced. On Truck #37, the battery, drive belt and headlight assembly were replaced.

I drove for 12 days and helped sort for 4 days in June covering for time off taken by both of the Drivers and the Sorters.

There were five e-mail and or phone contacts with member libraires in June.

In June, there were 17 Labor Law Posters purchased and distributed to member libraries.

On behalf of our insurance company, a building inspector spent a couple of hours surveying the building. I am not aware of any negative findings.

Weeds were pulled and mulch was spread in the flower beds. Also in June, I cleaned the carpets and washed the windows and window blinds.

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

Progress in the accounting software migration came to a grinding halt near the end of June. A glitch came up in the payroll program and I was not enthused by their support response. Payroll is something that has to be correct because it is very difficult to fix if wrong, so I have started looking at possible alternatives for running payroll. Our QuickBooks payroll subscription expires October 1<sup>st</sup> so an alternative solution is on my priority list. Payroll can be run in a separate software system with a journal entry into the accounting program. I came across a few solutions when looking for QB alternatives so it shouldn't take as long to consider some possibilities. My goal is to get an alternative in place yet for this fiscal year.

Carol and I have just started the budgeting process. We do not anticipate much change so the process should go quickly, and we will have the draft ready for the August meeting. Carol also asked for my help in updating the Administrative Policy since many relate to how financials are handled. This should also go quickly as we are using samples from other's active policies as a template to work from.

Ecommerce fines were sent out earlier in June, and quarterly billing along with an account summary were sent out last week. Check your email for details if you haven't received them yet.

Email and phone consults with Member libraries and vendors: 13

#### **ILS Manager – Ann Langlois**

*June email, Zoom, and phone consults:* member libraries: 47 ; vendors: 3

*June help tickets opened:* 171

*June help tickets closed:* 169



*ILS Evaluation Committee:* has been working diligently since April to develop requirements for what Lakeland needs for an ILS and have created a document with the requirements. All members have been invited to add input on the requirements.

*Circulation Policies:* the Advisory Council voted to accept the changes to the ILS Circulation Policies in June. As a result of some policy updates, the Patron Registration document has also changed. Both updated versions are available on the [ILS Information page](#).

*Quarterly Meeting:* the next meeting will be July 17 at 1:30 p.m. [Here is the link](#) to register. All members are welcome to attend.

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

*Email/Phone Consults with Libraries:* 34

*Email/Phone Consults with Vendors:* 12

### **BiblioCommons**

BiblioCommons continues to function as expected.

### **BiblioSuggest**

BiblioSuggest continues to function as expected. LLC parent catalog suggestions have been sent out for the month. These seem to be slowing down as more users use their individual libraries on the app.

### **BiblioApp**

BiblioApp continues to function as expected. As mentioned at last month's board meeting, the App Development team is currently working on developing push notifications - once ready, users will be able to opt-in to receiving notifications for things like upcoming due dates and hold ready notices.

### **Self Checkout Stats -**

BiblioCommons will begin giving us checkout stats for the app monthly. Fulfillment location is where the item was checked out from.

Month	Fulfillment Location	Items Checked Out	Total checkout users
May-25	AB	8	1
May-25	AF	1	1
May-25	AL	2	2
May-25	AS	21	5
May-25	AW	26	7
May-25	BH	28	6
May-25	BM	1	1
May-25	ES	2	2
May-25	HO	1	1
May-25	IC	1	1
May-25	IL	16	7
May-25	ME	1	1
May-25	MG	6	3
May-25	NF	2	2
May-25	NG	6	1
May-25	NN	5	1

May-25	OA	1	1
May-25	OG	1	1
May-25	OH	12	4
May-25	OJ	1	1
May-25	OL	136	31
May-25	OS	65	26
May-25	OZ	6	5
May-25	SM	2	2
May-25	UB	1	1
May-25	UE	1	1
May-25	UN	3	2
May-25	UV	1	1

### Users

This is a list of how many active users each library has. This is **active users** on the app - meaning those who have opened the app and done an action within the specified month.

<b>Library</b>	<b>iOS</b>	<b>Android</b>	<b>Total</b>
Allendale Township Library	176	90	266
Alvah N Belding Memorial Library	40	44	84
Carson City Public Library	25	13	38
Cedar Springs Public Library	120	58	178
Coopersville Area District Library	62	42	104
Croton Township Library	9	6	15
Dorr Township Library	23	9	32
Fennville District Library and Enrichment Center	39	19	58
Flat River Community Library	96	88	184
Freeport District Library	24	8	32
Fremont Area District Library	62	35	97
Fruitport District Library	59	45	104
Gary Byker Library of Hudsonville	178	72	250
Georgetown Township Public Library	784	362	1146
Grant Area District Library	28	39	67
Hackley Public Library	48	43	91
Hastings Public Library	92	71	163
Henika District Library	43	30	73
Herrick District Library	279	110	389
Hesperia Community Library	13	5	18
Home Township Library	4	7	11
Hopkins District Library	10	10	20
Howard Miller Public Library	393	163	556
Ionia Community Library	57	59	116

Lake Odessa Community Library	48	18	66
Leighton Township Library	44	19	63
Lakeland Community Cooperative	1028	477	1505
Loutit District Library	443	229	672
Newago Area District Library	47	31	78
Patmos Library	129	45	174
Salem Township Library	80	36	116
Saranac Clarksville District Library	52	45	97
Saugatuck Douglas District Library	97	15	112
Sparta Carnegie Township Library	38	20	58
Spring Lake District Library	398	134	532
Tamarack District Library	22	26	48
Timothy C. Hauenstein Reynolds Township	53	52	105
Thornapple Kellogg Community Library	21	11	32
White Cloud Community Library	21	33	54
White Lake Community Library	23	11	34

### Patron Point

Patron Point continues to function as expected. Please note that you may notice a slight jump in active patrons in your June and July reports. I am currently cleaning up Patron Point patrons in the system.

*Number of Applications in June 2025: 964*

*Number of Auto-Renews in June 2025: 2119*

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Respectfully submitted,

Carol Dawe