



ADVISORY COUNCIL MONTHLY MEETING

Thursday, January 8th, 2026

Following the 9:30 a.m. Board Meeting

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

1. CALL TO ORDER AND ROLL CALL
2. APPROVAL OF AGENDA (m) PAGE 1
3. PUBLIC COMMENTS
4. APPROVAL OF MINUTES OF THE NOVEMBER 13th, 2025 MEETING (m) PAGES 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 4-7
8. MEMBER SERVICES MANAGER’S REPORT (i) PAGES 4-7
9. COOPERATIVE DIRECTOR’S REPORT (i) PAGES 4-7
10. OTHER REPORTS (If representatives are present)
 - a. Adult Services Committee: Draft minutes of December 8th, 2025 (i) PAGE 8-10
 - b. Circulation Services Committee: Draft minutes of November 11th, 2025 (i) PAGES 11-13
 - c. MLA Legislative Update – Dale Parus
11. NEW/UNFINISHED BUSINESS
 - a. Outages Update (i)
 - b. Continuing Education at your libraries: In Service Days: past, present and future. Please be ready to share. (i)
12. PUBLIC COMMENTS
13. NEXT MEETING - Thursday, February 12th, 2026 following the Board Meeting at Kent District Library Service Center
14. ADJOURNMENT (m)



**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, November 13, 2025 after 9:30 a.m. Board Meeting
At the KDL Service Center**

Council Members Present: 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 9:57 by **Elyshia Hoekstra**.
- 2) **APPROVAL OF AGENDA:** Ciera Bakovka moved, supported by Matt Lubbers-Moore to approve the agenda - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) None
- 4) **APPROVAL OF MINUTES:** **John McNaughton** moved, supported by James Pugh, to approve the Advisory Council minutes from October 9, 2025– *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Nothing to report.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER'S REPORT:** Ann had a very busy month with assisting libraries. We had our first vendor demo for the ILS evaluation committee. The Sierra 6.4 update was completed. Ann mentioned that we will be doing a security evaluation of our practices moving forward.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Amber shared that things have been functioning as expected. She is looking to tweak some language within the expiration notification emails to try and get them to be a bit more clear. She also reminded libraries that she is available for staff training both for biblio-products and patron point, as well as de-escalation skills.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** See written report. She shared that she is still working on strategic plans with a number of member libraries. She is working with the Suburban Library Cooperative to hire a new Cooperative Director.
- 10) **OTHER REPORTS:**
 - a) **CE Committee** – Draft Minutes included for information. This is now a drop-in work group, so feel free to drop in on a meeting, there is no longer a monthly commitment. Carol asked if members were interested in a multi-event leadership series – overwhelming interest.
 - b) **YS Committee** – Youth services is continuing to truck along and is hosting their annual summer reading workshop at Zeeland at the end of this month.
 - c) **MLA** – Dale shared that lobbying really made a difference in how the budget turned out this fiscal year.
- 12) **NEW AND ONGOING BUSINESS**
 - a) **MiLibraryFinder.org** – Amber shared the finished MiLibraryFinder map website (milibaryfinder.org) and demonstrated the different versions of the map that were

created – individual library, county, region, cooperative, and full state. Unserved areas were also demonstrated.

- b) **MLA Recap** – Discussions ensued regarding sessions on misinformation, AI, wellness. Discussion also ensued regarding ALA, its debt, and its restructuring.

13) **PUBLIC COMMENTS:**

- a) Jim Murphy from Mulder's Moving and Storage explained their services for libraries – including storing items during construction, flooring projects, etc.
- b) Virginia DeMumbrum asked if any other libraries are partnering with their school districts for a 32n grant.
- c) Stef Reed shared that a tree farm from Montcalm was selected to provide a tree for the White House this year.
- d) Ellen Peters expressed gratitude for the \$10,000 Carnegie gift given for the USA's 250th anniversary.
- e) Dale Parus shared the importance of having the visibility with legislators on the level of Dana Nessel and again emphasized the work that MLA is doing.
- f) Abby Black asked if anyone else would be attending ThinkSpace.

- 14) **NEXT MEETING:** Thursday December 11, 2025 following the 9:30 a.m. Board Meeting at Kent District Library Service Center.

- 15) **ADJOURNMENT:** Ellen Peters moved, supported by Kevin Meyer, to adjourn at 10:39 - *motion carried.*

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

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COOPERATIVE DIRECTOR'S REPORT January 8, 2026

Happy New Year. I hope you all had a great holiday and are excited about the prospects of a new year, new projects and continued collaboration.

Agenda items:

Board

- Cataloging and Collections Specialist Position
- Employee Handbook Vacation Policy Update

Advisory:

- Outages Update: This was a perfect storm on a holiday weekend but LLC staff were at the ready and many of you were on it early and it was very helpful. I'd like to make sure we are meeting your needs when the unexpected happens.
- Continuing Education: What are you all doing for in-service days? Please come ready to share past, present and future ideas.

Other items of note:

November and December email, Zoom, and phone consults: member libraries: 27, outside libraries: 38 (SLC), vendors: 16 (bank updating)

I want to thank all of you who attended the **MLA Roundtable with Attorney General Dana Nessel** last November and for KDL for hosting. It was an honor to be a part of the discussion but I was so very proud to represent all of you and see so many of you there supporting libraries and cooperatives. AG Nessel told me she was very pleased and honored that so many librarians attended. Thank you! I'm biased but you all are the most amazing librarians in Michigan! And yes, you can quote me on it!

MLA is offering an Intellectual Freedom Update in person. We are tentatively scheduled (weather permitting) for Thursday, February 12th after the Advisory Council Meeting. Please save the date and bring as many staff as you would like. I will send a flyer in the next week.

Lakeland Survey: We are sending out a detailed survey for all member libraries and staffers on January 5th. We hope this survey can help us assess what is needed and how to plan for the future. Thanks in advance for taking the time to fill this out. The entire LLC team contributed and worked together on creating questions and a survey format that would be easy to complete and compute.

I am also finishing up some **strategic plans** with some of you and getting some of you started. If you are interested in a strategic plan in 2026, this is last call.

The cooperative directors hope to meet with Randy Riley in early 2026 and talk about ideas that LM has about how best we can serve our member libraries. I will keep you posted.

I am still working on helping **Suburban Library Cooperative hire a director**. We have interview dates scheduled in January. I will be taking some personal days to travel to Sterling Heights and complete this process with hope by the 24th of January.

The 2nd Thursday is as early as it can be and many LLC staffers are on vacation so the board report will be shorter than usual and we will make up for it in February.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

Jeff is on vacation.

Delivery & Facility Manager - Terry Cross

Terry is on vacation.

Digital Services Specialist – Nicki Johnson

Vendor Contacts: 8 Member Contacts: 10 Tickets: 37
(November/December)

In December, we gathered orders for VOX books. By combining our orders and shipping to Lakeland, we were able to get a 12% discount and free shipping. The order is processing now.

We added a new library, Sparta, to our Swank movie licensing group. All libraries in the Transparent Language group renewed for 2026, and Tamarack joined the group. They should be up and running by January 1.

Overdrive is rolling out a new feature in the Libby app. You can now use AI to help you choose an ebook! The feature is called “Inspire Me”. It allows you to choose the age group and genre, then offers suggestions for available titles. If you get a chance, try it, it’s fun to see the choices it comes up with!

Finance & HR Assistant - Janet Cornell

November and December were busy finalizing fiscal and calendar year end activities, and working around some time off I had scheduled. I also attended a few HR/Payroll webinars to prepare for payroll tax reporting in January under new initiatives and a new payroll system.

Audit prep is continuing into January as our fieldwork is scheduled for the week of January 19th. The majority of inquiries will be completed by then so that they can prepare the audit report.

The Michigan Department of Treasury issued a revised Uniform Chart of Accounts in December. The changes designated some previously open account numbers to GASB related accounts, including those for Subscription Based IT Agreements (SBITA). Because of these changes, some of our existing accounts needed to be renumbered including our SBITA accounts. The following changes were made at the end of December for this:

- Land and Improvements (Fixed Asset account) was changed from 132 to 131
- ILS System (Fixed Asset account) was changed from 160 to 156
- Right to Use Agreements (Fixed Asset account) was changed from 184 to 182
- Inception of SBITA (Other Revenue account) was changed from 691 to 694
- Added 260 Accrued Vacation Payable
- Added 261 Accrued Sick Payable

Quarterly Ecommerce fines were completed in December. Checks and reports were sent out on 12/11/25. Quarterly Billing for January-March was sent out in the last week of December as well.

Email and phone consults with Member libraries and vendors: 13 - Nov, 12 - Dec

ILS Manager – Ann Langlois is also on vacation.

November email, Zoom, and phone consults: member libraries: 49; vendors: 10

November help tickets opened: 141

November help tickets closed: 139

Logout time change: in November, I sent an email about changing the period of time when Sierra would automatically log out. All logins have been adjusted at that time.

ILS Evaluation Committee: throughout the month of November, 3 vendors provided demos of their products. The Committee will meet to discuss their reviews of the products demonstrated and decide the next steps.

Inventory: don't forget to complete the inventory at your library by March 2026. Time has really flown! Thank you to everyone for working so hard on this; it's a big project

and we appreciate your efforts. How-tos are located on the [Training Hub](#) under Sierra > Inventory. If you have questions or need help, please let me know.

I submitted a proposal to present at the Innovative Users Group annual conference in April 2026 to share the inventory process and the proposal was accepted. Even better yet, the registration fee will be reduced because of the presentation! Some folks have shared input on the inventory, including being able to resolve issues with items after finding them on the shelves. If you have more input to share/lessons learned, please contact me.

Member Services Manager – Amber McLain

Email/Phone Consults with Vendors: 16

BiblioCommons, BiblioSuggest, & BiblioApp

BiblioCommons saw some intermittent connection issues in late December. It appears that this was a server issue on their end. They have not posted a Reason For Outage (RFO) at the time of writing this report, but in the past, such outages have been due to bot activity overloading the servers, hardware failure, or added functionality overloading the servers.

BiblioSuggest

See above for outage info.

BiblioApp

See above for outage info.

Self Checkout & User Stats -

Not available at the time of writing this report, but BiblioApp stats will now be posted on the LLC Reports site and updated monthly.

Patron Point

Patron Point continues to function as expected. I went through and broke down the number of applications and renewals that each library had by month. This report is posted on LLC reports and will be updated monthly going forward. The numbers below are for all libraries.

Number of Applications in December 2025: 667

Number of Auto-Renews in December 2025: 2452

Respectfully submitted,


Carol Dawe

Lakeland Library Cooperative
 Adult Services Committee Meeting
 December 8, 2025
 Zoom Virtual Meeting
<https://us02web.zoom.us/j/7407387755>
 2pm

UNAPPROVED MINUTES

Chair: Katie Alphenaar, Vice Chair: Vacant, Secretary: Kristin Skinner

- I. Call to order (2:05pm)
- II. Greetings and Introductions - Call to Order
- III. Approval of the Agenda
 - A. Motion by Tawnee Szczepanek (Allendale Township Library), seconded by Kim Senior (Spring Lake District Library)
- IV. Approval of the Minutes
 - A. Motion by Kristin Skinner (Flat River Community Library), seconded by Alison Anderson (Spring Lake District Library)
- V. Lakeland Reports
 - A. Carol working on a long-term management program for directors and mid-level managers for the Continuing Education group
 - B. Julie is retiring at Lakeland
- VI. Continuing Education Reports
 - A. Working on future projects
- VII. New and Unfinished Business
- VIII. 2025 Successes and Trials
 - A. Shanni Kerr (Ionia Community Library) had a successful program where patrons donated fleece to make tie blankets for an animal shelter
 - B. Kristin Skinner (Flat River Community Library) had success with warming tree donations from the community
 - C. Katie Alphenaar (Loutit District Library) shared that their February Kindness Month started early with a pantry that the community donated to including shelf-stable full meal kits
 - D. Kristin Skinner (Flat River Community Library) had success with the Flat River Adult Advisory Board to get adult community members interested in helping with programming
 - E. Carol (Lakeland) suggested that a strategic plan will help with programming
 - F. Shanni Kerr (Ionia Community Library) has had trials with programming with community members, but not getting much interest from patrons
 1. Barbara Haywood (Hastings Public Library) suggested partnering with environment/education committees and that they bring the people/patrons

2. Alison Anderson (Spring Lake District Library) suggested doing a newsletter once a month to get community interest as they have a high open rate using Mailchimp
3. Amber suggested that she can add a link to the home library's calendar from Patron Point emails
4. Katie Alphenaar (Loutit District Library) suggested physical mailers that are popular with Loutit patrons
5. Kevin Hawley (Loutit District Library) suggested twice monthly newsletter
- G. Katie Alphenaar (Loutit District Library) upping outreach and has Tovertafel Pixie (more mobile) for interactive learning for those with dementia, loved it at senior living centers
 1. Link: <https://www.tover.care/us/tovertafel-pixie>
- H. Shanni Kerr (Ionia Community Library) partners quarterly with COA for a tech teaching class where they promote Libby and share how to download the Lakeland app also
- I. Amber shared link to example newsletters:  Sample Print Newsletters
- J. Kristin Skinner (Flat River Community Library) asked how to make print programming more accessible/appealing
 1. Alison Anderson (Spring Lake District Library) suggested one flyer per program and so patrons can take what they want
 2. Katie Alphenaar (Loutit District Library) suggested monthly and series handout to highlight smaller programs
 3. Kim Senior (Spring Lake District Library) suggested that front-line staff are encouraged to promote programming, word of mouth
- K. Barbara Haywood (Hastings Public Library) program suggestions from chat:
 1. Working with MI Michigan Story to have open mic nights where he gathers Michigan based stories for his podcast and is partnered with PBS affiliate WKAR-FM broadcast the show
 2. Build-a-Board: A Charcuterie Workshop with Chef Bridgette Rhaine
 - a) Attendance: 15 participants
 - b) Chef Bridgette Rhaine led participants through crafting their own charcuterie boards, learning pairing techniques and presentation skills—including creating decorative “meat roses.”
 3. Roundtable Companions for Racial Equity - Lift Every Voice Speaker Series – Pathways in Partnerships-Another Side Of Government: Veterans
 - a) Attendance: 27 participants
 - b) Partners: Round Table Companions for Racial Equity
 - c) This impactful session featured Carla Wilson-Neil, Veterans Authority Board member, and Willie Taylor, Director of I Carried the Cross Foundation. Both shared stories of advocacy and support for veterans. The event encouraged meaningful dialogue on service, equity, and community partnerships and was livestreamed on the library's Facebook page.
 - d) Lift Every Voice Book Club

- e) October 2025 | Attendance: 10 participants
 - f) The group discussed *The Small & Mighty* by Sharon McMahon, exploring themes of resilience and empowerment. The discussion fostered inclusion, understanding, and shared connection among participants, reinforcing the club's mission to highlight diverse voices and perspectives.
- 4. Partnered with COA and they hoisted an extra bingo night at the library during Active aging week
- 5. Dr Ellen Holste has left Pierce Cedar Creek Inst and has started a new business, EnviroSpeak, She led an amazing Useful versus Likely to Kill You Mushroom identification 101 last fall. She is an amazing presenter!
envirospeakllc@gmail.com
- IX. 2026 Ideas (Programs, Displays, etc)
 - A. Katie Alphenaar (Loutit District Library) is excited about an adult battle of the books program and an AI series in the spring for all ages/accessible
 - B. Kim Senior (Spring Lake District Library) will be doing a film series, partnering with PBS and GVSU, to show independent films with lunch, first will be The Librarians with school librarian coming to talk about book bans
 - C. Kevin Hawley (Loutit District Library) had success with kitten yoga
 - 1. Link to event:
<https://www.loutitlibrary.org/calendar/#/events/wKc5n3oL7q/instances/1ROJ2zfsvH/>
 - D. Tawnee Szczepanek (Allendale Township Library) has upcoming woodburning programs (4 in series) as well as a Mahjong training program (4-week series)
 - E. Kevin Hawley (Loutit District Library) is doing a display in January with the cartoonist Herb Block foundation traveling exhibit that will focus on Civil Rights cartoons, etc.
 - 1. Free but has shipping cost but if you do it early can get free shipping
 - 2. Becki Hartke <Becki@elyinc.com> is the contact for Herblock.
<https://www.herblockfoundation.org/herb-block>
<https://www.herblockfoundation.org/editorial-cartooning/traveling-exhibits>
 - F. Shanni Kerr (Ionia Community Library) suggested book bedazzling programs for teens and adults using E6000 glue, suggested 2 hours at least for the program
 - G. Katie Alphenaar (Loutit District Library) asked if anyone is planning for the 250th US birthday
 - 1. Shanni Kerr (Ionia Community Library) has permission from PBS to show clips that are 30 minutes, looking for presenters
- X. Next meeting date
 - A. Tuesday, February 17, 2pm
- XI. Motion to Adjourn
 - A. Motion by Kristin Skinner (Flat River Community Library), seconded by Shanni Kerr (Ionia Community Library)
 - B. Adjourned at 2:57pm

**Lakeland Library Cooperative
Circulation Committee Meeting
November 19, 2025
Herrick Main District Library
1:30 P.M.**

UNAPPROVED MINUTES

- I. Call to Order
 - A. 1:42 pm Jen Lake Odessa
- II. Additions/Changes to the Agenda
 - A. None presented
- III. Approve the Agenda
 - A. Motion by Leanne OZ , second by Kim Loutit, passed
- IV. Approve the Minutes of the May 2025 meeting ([attached](#))
 - A. Motion by Naomi Salem, second by Regina Reynolds, passed
- V. Director's report: Carol Dawe (carol@llcoop.org)
 - A. No report today
- VI. Member Services report: Amber McLain (amber@llcoop.org)
 - A. Michigan Library Finder Website (<https://milibraryfinder.org/>)
 - 1. Amber used information from the Library of Michigan and fresh research
- VII. ILS Manager report: Ann Langlois (ann@llcoop.org)
 - A. Sierra logins will now timeout after 1 hour of no use
 - 1. Sierra can only handle 390 concurrent users, this should help with slowness and other quirks
 - a) Sierra Web version has even more limited concurrent users
 - 2. Sierra context users is an option, but takes up more seats
 - 3. Individual Sierra logins may be coming, MADL will test with Lakeland
 - 4. Sierra passwords should be changed regularly and when staff leaves, contact Ann (tech-help@llcoop.org) to change login passwords
 - B. GRPL/KDL lookup portal (https://grplweb.grpl.org/cgi-bin/llc_restricted/lookup.cgi)
 - 1. Can be used to check on GRPL or KDL patrons before adding them into Sierra and letting them checkout your materials
 - 2. Contact Lakeland (tech-help@llcoop.org) for password information
 - C. Inventory due soon, please be working on this - ask Ann (ann@llcoop.org) if you have issues or questions [youtube.com/watch?v=zqOa4j3GBuQ+&feature=youtu.be](https://www.youtube.com/watch?v=zqOa4j3GBuQ+&feature=youtu.be)

VIII. Ongoing Business:

A. Filling hold requests for my monthly bookclub- why does it take so long, and how can we remedy this issue.

1. Salem is seeing it take more than a month to get books in
2. Libraries are using bib holds, not item holds
3. It seems to work better from the patron record than it does from the Search/Holds function
4. Libraries should run hold pull lists every day that they are open
5. Libraries should run expired holds pull lists every day that they are open
6. Libraries should be running a Manage Holds report regularly

a)

b) This will show you all outstanding holds for your library, but there are some limitations

7. Item level holds placed on items owned by your library, they will not print on a paging slip

B. What do you require for patrons checking out Library of Things Items? Just a Library card, any additional paperwork?

1. Herrick requires an HDL library card and ID at time of checkout. We also have a [lending agreement](#) patrons sign yearly
2. Some libraries allow both adults and kids to check out
3. Some libraries restrict to adults, but don't require ID
4. Some libraries alert patrons that the police may be involved in the non-return of items and have had police retrieve things
5. Some libraries have patrons sign agreements for every item checked out
6. A couple of libraries have experienced significant issues getting gaming systems (Nintendo Switch) back
7. Some libraries have consequences for late return like limiting checkouts or turning the device off so it is unusable

C. Are other Circ managers/ staff running Patron Point reports and looking at the patron info?

1. Herrick does daily in Sierra, there's a lot that needs to be addressed
2. Amber sent out directions to run reports in Sierra (<https://llcoop.org/wp-content/uploads/2024/12/Patron-Point-Comprehensive-Training-Updated.pdf>) page 11

- D. Are other libraries supposed to put books in damaged/repair status if it's not their book?
1. **No, absolutely not**
 2. Use a green mending slip (<https://llcoop.org/wp-content/uploads/2023/08/GREEN-SLIPS-damaged-missing-LLC-materials-3.pdf>)
 3. Only add notes or change status on items your own or your patrons
 - a) Except, the library that owns the damaged item should remove the message when they determine if they are going to charge the patron
- E. Quarterly Meetings
1. Discussion time ideas, let Ann know (ann@llcoop.org)
 2. Will give short Sierra trainings as well
- F. Processing MeL - do we need to hold onto the paging slips?
1. No, not according to [MeL wiki](#), doesn't say the paging slip needs to be given to the patron or sent back to the owning library
- G. ILS committee has been working on studying Sierra and other options
1. Preparing a recommendation
- IX. Next Meeting Dates February 25, 2026 over Zoom
- X. Adjournment
- A. Motion by Leanne, second by Naomi