



**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Official
Thursday, January 8, 2025 at 9:30 a.m.
At the KDL Service Center**

Council Members Present: Elyshia Hoekstra (OC), Stef Reed (MG), Joe Zappacosta (SM), Carol Dawe (LLC)

Lakeland Staff Present: Amber McLain (LLC), Ann Langlois (LLC)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at time by **Elyshia Hoekstra**.
- 2) **APPROVAL OF AGENDA:** David Edelman moved, supported by Ellen Peters to approve the agenda - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) Virginia DeMumbrum shared that White Lake got a grant worth \$83k in conjunction with their school district.
- 4) **APPROVAL OF MINUTES:** John McNaughton moved, supported by Mary Cook, to approve the Advisory Council minutes from November 13, 2026 – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Nothing to report.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER’S REPORT:** Ann shared that she is working on YTD rollover reports and will send an email when those reports are completed. Ann also shared that the ILS Evaluation group will be having a second demo this month. Ann will be presenting our Inventory Process at IUG. Please let her know when you are finished with Inventory. Also, our quarterly meeting is Thursday, 1/15.
- 8) **MEMBER SERVICE MANAGER’S REPORT:** Amber shared that the Reason For Outage (RFO) has not been posted for the BiblioCommons outages in December. She also shared that stats for Patron Point and BiblioApp will now be posted on the reports site monthly rather than being put into the directors report in the board packet.
- 9) **COOPERATIVE DIRECTOR’S REPORT:** Carol shared that she sent a sympathy card to the staff at the Library of MI. A survey has gone out regarding LLC services and satisfaction. Carol also nudged everyone to complete state aid.
- 10) **COMMITTEE REPORTS:**
 - a) **Adult Services minutes included for information.**
 - b) **Circulation minutes included for information.**
- 11) **OTHER REPORTS:**
 - a) ~~Adult Services minutes included for information.~~
 - b) ~~Circulation minutes included for information.~~
 - c) **MLA:** Meetings were cancelled over the holidays. Dale shared that the Republican majority house has decided to put together a Michigan “DOGE Committee.” Dale also brought House Bill 5379 to our attention, regarding school districts and taxes.
- 12) **NEW AND ONGOING BUSINESS**
 - a) Outages Update
 - i) Sierra Outage – Essentially, it was a perfect storm of Innovative being understaffed due to the holiday, it being a weekend, and then trying to troubleshoot.
 - b) Continuing Education at your libraries
 - i) Ellen Peters from OL shared that the American Heart Association came in to train the staff on AEDs.

- ii) Abby Black from OA shared that they do an in-service day offsite and cover different topics – things like customer response, active shooter training, AI in libraries. She also shared that Matt Laidlaw is a good resource for restorative practices, from Mindful Counseling GR.
- iii) Maggie McKeithan from OS has the Pine Rest Employee Assistance Program that they pay into, and Pine Rest provides trainings, including de-escalation training.
- iv) Amber from LLC shared that during de-escalation training, one of the most valuable things is what the team brings up as issues that the director may not know about.
- v) Stef Reed from MG shared that they do in-service that is more collaborative – so discussions on policy or strategic planning as a team. They also shared that a facilities tour is helpful.
- vi) Joe Zappacosta from SM shared that their team did a DISC assessment.
- vii) Ann from LLC shared that in the past they have had a “what to do when” training with fire departments, policies and procedures, etc. Practical things.
- viii) Debby from OJ shared that she is doing an in-service soon and she’s going back to basics with shelf reading, and motivating with food.

13) **PUBLIC COMMENTS:**

- a) Stef Reed of MG asked about other libraries’ 3d printers and their policies.

14) **NEXT MEETING:** Thursday **February 12, 2026**, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.

15) **ADJOURNMENT:** Abby Black moved, supported by **Dale Parus**, to adjourn at time- *motion carried*.

Respectfully submitted by,
Amber McLain