



## **ADVISORY COUNCIL MONTHLY MEETING**

**Thursday, February 12, 2026**

**Following the 9:30 a.m. Board Meeting**

**Please stay for our Listen and Learn program  
Intellectual Freedom with Amber Sheerin from MLA  
11:30-1:00. (Feel free to bring your lunch, a beverage etc.)**

**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) PAGES 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 4-9
- 8. MEMBER SERVICES MANAGER’S REPORT** (i) PAGES 4-9
- 9. COOPERATIVE DIRECTOR’S REPORT** (i) PAGES 4-9
- 10. OTHER REPORTS (If representatives are present)** (i)
  - a. MLA Legislative Update – Dale Parus**
- 11. NEW/UNFINISHED BUSINESS**
  - a. Proposed Circulation Policy language about pennies** (m)
  - b. Preliminary discussion on survey results** (i) PAGE 10
- 12. PUBLIC COMMENTS**
- 13. NEXT MEETING - Thursday, March 12<sup>th</sup>, 2026 following the Board Meeting at Kent District Library Service Center**
- 14. ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL MINUTES – Unofficial  
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 **name**.
- 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
- 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) None.
- 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 date, following the 9:30 a.m. Board Meeting at Kent District Library Service Center.

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

Respectfully submitted by,  
Amber McLain



# LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

## COOPERATIVE REPORT February 6, 2026

### Director's Report:

We welcome Nicki Johnson as our full time Cataloging and Collections Specialist.

Please join us after the Advisory Council Meeting for an Intellectual Freedom Update with Amber Sheerin from MLA.

Save the Date: The Library Cooperatives of Michigan will be presenting a program for staff and board members on the paths and barriers of becoming a district library on March 9<sup>th</sup> on Zoom. More details to follow.

### Agenda Items:

#### Board:

Please note that we will be discussing the update to the **strategic plan**. The last two pages are new information BUT I included the entire 2025-2027 supplemental plan because it will also provide clarity for our discussion on the **survey results** so we can come up with a plan that benefits the board and your decision making and help individual libraries with their planning and understand how LLC can help. These two areas are my primary focus along with the **ILS project** now that we are in the financial part of the information gathering.

#### Advisory:

**As mentioned above we will talk about the survey results and Ann will lead a discussion on updating a policy to deal with pennies in terms of payment.**

#### Other items of note:

In the past month, I have worked with at least 10 libraries on various issues including staff issues, board issues and development, strategic planning including focus groups, governance, coaching, and including 8 in person and over a dozen Zoom visits. I mention this because a lot of work is done without documentation due to privacy concerns. WE ARE HERE FOR YOU.

**Suburban Library Cooperative** has a new director who will begin in March. An announcement will be forthcoming. Whew. I was very happy to help and they were very appreciative. Thank you all for letting me use personal time to do this.

### **Manager/Specialist Reports:**

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

##### December 2025 / January 2026 activities

On December 31, Julie Veneziano, one of our Cataloging Specialists, retired after 10 years of service to Lakeland.

On January 26, we welcomed Nicki Johnson to the team as our new Cataloging and Collections Specialist. Nicki previously worked at the Georgetown Township Library.

E-mail & telephone consulting contacts: 45

Sierra records manually edited: 319

Hoopla records added to Sierra: 18,228

##### December 2025 Statistics

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

The number of requests received to be cataloged in December was down by 30% compared to December 2024. The number of requests received that were already in the database decreased by 4%.

The number of records copy-cataloged in December was down by 31% compared to December 2024, while the number of original records cataloged decreased by 48%. The total number of records cataloged was down by 19% compared to December 2024.

These differences are likely due to vacation hours taken by Cataloging staff during December.

<b>Cataloging</b>	<b>December 2025</b>	<b>YTD</b>	<b>December 2024</b>	<b>YTD</b>	<b>Monthly %</b>	<b>YTD PCT</b>
Requests Received	<b>1015</b>	<b>4500</b>	1458	4799	-30%	-6%
Requests already in database	<b>45</b>	<b>159</b>	47	334	-4%	-52%
Requests to be cataloged	<b>970</b>	<b>4341</b>	1411	4465	-31%	-3%

Copy Cataloging	<b>737</b>	<b>2959</b>	785	3563	-6%	-17%
Original Cataloging	<b>172</b>	<b>598</b>	331	885	-48%	-32%
Total Cataloged	<b>909</b>	<b>3557</b>	1116	4448	-19%	-20%

### 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	2502	1632	870
February	2068	1299	769
March	2102	1179	923
April	2399	1229	1170
May	<u>2453</u>	1157	1296
June	2467	1223	1206
July	2442	1236	1206
August	1850	903	947
September	1805	1021	784
October	2459	1462	997
November	2242	1315	927
December	1898	905	993
<b>Total</b>	<b>26687</b>	<b>14561</b>	<b>12126</b>

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

#### January 2026 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland

	January – 2026	January – 2025	Difference	% Change
Total Book Bags & Bins	2,911	3,072	(161)	(.5%)

In January, there were 2,911 book bags and bins sorted, loaded, and delivered to member libraries. This represents less a 5% decrease as compared to the 3,072 bags and bins that were sorted and delivered in January of the prior year.

### **MelCat/Rides Statistics**

	# Of Incoming Bins Received from Rides Courier			# Of Outgoing Bins Received from Member Libraries		
	January 2026	January 2025	Difference	January 2026	January 2025	Difference
# Of Bins	180	171	9	161	188	(27)

In addition to the book bags and bins that were received from member libraries, there were 180 MelCat bins that were received and sorted in January 2026. This was an increase of 9 bins as compared to the 171 bins that were received in January 2025. Also in January 2026,

161 bins were sent out, which was 27 fewer bins than the 188 bins that were sent out in January 2025.

Oil changes were done on Truck # 36 and Truck #37. In addition to the oil changes, there were considerable repairs done on Truck #37, which has 135,549 miles and is almost three and a half years old. The repairs included the replacement of the front and rear brakes and rotors, replacement of the idler arm and 2 tie rods. In addition to the repairs, six new tires were installed.

The building passed the annual Fire Inspection in January. Fire Pros inspected the fire extinguishers and emergency lighting.

Lakeland received orders from 17 libraries for the Labor Law Poster group purchase and will facilitate the ordering, distribution and related billing.

There were fifteen e-mail and or phone contacts with member libraires and vendors in January.

### **Cataloging and Collections Specialist – Nicki Johnson**

Vendor Contacts: 3      Member Contacts: 7      Tickets: 31

January was a slow month! The VOX books are trickling in. Terry has been shipping them out to locations as he gets them. The next "subscription" to renew will be BookPage. Stay tuned for that.

I also wanted to thank the board for your support in my new cataloging position. Your faith in me is greatly appreciated.

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

Payroll reconciliations for the calendar year were completed along with the tax filing requirements. It was a learning experience with the new payroll system, but easy enough to make the adjustments. I was also able to include our 1099 tax filings in their software, which allowed us to e-file all our tax filings.

Usually, payroll gets easier after the tax filings, however some of our payroll vendors have software/website changes coming up. I attended a couple of webinars in January addressing them and many of the changes are being made soon. I'll be spending some time this month figuring out these new interfaces and updating any changes to my payroll procedures.

Quite a few pass-through items came in January, including Love My Library Bags, Barcodes and VOX books. I have sent out billing for all items received and delivered, although we still have some VOX books that haven't come in yet. If you ordered any of these items, please check your email for the billing invoice.

Our audit field work was completed and we are now waiting for them to compile the documents we should have them back for the March meeting.

Email and phone consults with Member libraries and vendors: 14

### **ILS Manager – Ann Langlois**

**December email, Zoom, and phone consults:** member libraries: 51; vendors: 6  
**December help tickets opened:** 218  
**December help tickets closed:** 183

**January email, Zoom, and phone consults:** member libraries: 50; vendors: 2  
**January help tickets opened:** 163  
**January help tickets closed:** 142

**Clear Expired Holds & Holdshelf:** please make sure that this is being done every day your library is open to ensure good customer service and also to be fair to the owning library so their items can be returned promptly if not picked up by the patron. Also remember to run your holds list and pull the items daily.

**New Bookmobile:** The Tamarack District Library will be adding a bookmobile and Sierra setup is underway. The branch/location suffix will be MK for this when setup is complete.

**Year to Date Circ Update:** on January 22, I rolled over the year to date circulation of 2025 to the LYRCIRC (last year) field. This is a normal, annual process. Note: YTD and LYRCIRC don't include renewals, per Innovative.

**Inventory:** just a reminder that the inventory is due by the end of March 2026. If you have questions about the process, please let me know. Also remember to let me know when you've finished so I can keep my inventory of those who've finished the inventory complete.

**ILS Evaluation Committee:** viewed a second Polaris demo in January and provided positive feedback.

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

*Email/Phone Consults with Libraries:* 33

*Email/Phone Consults with Vendors:* 16

### **BiblioCommons**

BiblioCommons continues to function as usual.

### **BiblioSuggest**

BiblioSuggest continues to function as usual. I have sent out January's patron suggestions from the LLC Parent catalogs to the affected libraries.

### **BiblioApp**

BiblioApp continues to function as usual. We have been told that the next Sierra update should (knock on wood) fix the connectivity timeout that users experience during the self-checkout process.

### **Patron Point**

BiblioApp continues to function as usual, bar a few isolated issues that I am working directly with their support team to resolve.

*Number of Applications in December 2025:* 1039

*Number of Auto-Renews in December 2025:* 3219

### **Website**



I am currently working on a few things with our website - restructuring, new member pages with more information on each library (because somehow patrons keep stumbling on our website), and updating accessibility.

For accessibility, I'm using

- the Social Security Administration's ANDI bookmark tool: <https://www.ssa.gov/accessibility/andi/help/install.html>
- Silktide Accessibility Checker: <https://silktide.com/>
- LocalHop's Accessibility Checker: <https://audit.getlocalhop.com/>
- Elementor's Ally Accessibility Wordpress Plugin: <https://elementor.com/products/ally-web-accessibility/>

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Respectfully submitted,

Carol Dawe

**PROPOSED LANGUAGE TO ADD TO THE CIRCULATION POLICY REGARDING PENNIES**

**Background:** pennies are being phased out from circulation. One of the Lakeland members asked for guidance moving forward for accepting cash payment in person when pennies are not available. Since this could potentially have financial implications beyond the library accepting the payment for the missing item (such as if a patron pays for a different library's book at their home library), we are proposing adding some language to the Circulation Policy. If a patron pays online and/or by electronic means at a physical location, the payment would not be adjusted as they would be able to pay the exact amount.

Current Circulation Policy:

CIRC 3.5 Overdue Fines Overdue fines shall be retained by the collecting library in the LLC Shared ILS. Libraries can waive overdue fines on their own home library patrons' accounts, including for items interloaned from other LLC libraries who do charge fines.\*\*

**PROPOSED LANGUAGE TO ADD ABOUT PENNIES:** Since pennies are being phased out, member libraries can round up or down to the nearest nickel for patrons paying by cash in person if the library does not have pennies available. In the ILS, staff can waive the remaining corresponding cents, regardless if the item belongs to the library where payment is being accepted, or not. Patrons paying via electronic means would not see any changes to paying the invoiced amount.