



**BOARD MONTHLY MEETING**

Thursday, February 12th, 2026

9:30 a.m.

**ADVISORY COUNCIL TO FOLLOW**

Kent District Library Service Center

814 West River Center Drive NE, Comstock Park, MI 49321

**1. CALL TO ORDER AND ROLL CALL**

- a. Introduce New Members

**2. APPROVAL OF AGENDA**

(m) PAGE 1

**3. PUBLIC COMMENTS**

**4. APPROVAL OF MINUTES**

- a. January 8<sup>th</sup> 2026, Unofficial Board Minutes

(m) PAGE 2

**5. FINANCIAL REPORT**

- a. January Financials and Check Registers

(m) PAGE 3-8

**6. PRESIDENT'S REPORT**

(i)

**7. COOPERATIVE DIRECTOR'S REPORT**

(i) PAGES 9-14

**8. COUNCIL/COMMITTEE REPORTS**

- a. Advisory Council Official Minutes, November 13th, 2025

(f) PAGES 15-16

**9. ONGOING/NEW BUSINESS**

- a. Strategic Plan update
- b. Survey discussion

(m) PAGES 17-23

(m)

**10. PUBLIC COMMENTS**

**11. BOARD MEMBER COMMENTS**

**12. NEXT MEETING: March 12, 2026 at the Kent District Library Service Center**

**13. ADJOURNMENT**

**LAKELAND LIBRARY COOPERATIVE  
BOARD MINUTES – Unofficial  
Thursday, January 8, 2026 at 9:30 a.m.  
Kent District Library Service Center**

Present: Matt Lubbers-Moore (SF), Diane Kooiker (HDL), Ron Suszek (MADL), Maggie McKeithan (OS), John McNaughton (GRPL), Carol Dawe (LLC), Rob Bristow (OG), Abby Black (OA), Lance Werner (KDL), Jessica Hunt (NG)

Lakeland Staff Present: Amber McLain, Ann Langlois

Absent:

*Meeting began with a moment of recognition for State Librarian Randy Riley.*

- 1) CALL TO ORDER AND ROLL CALL:** The meeting was called to order at **9:30** by **John McNaughton**
- 2) APPROVAL OF AGENDA:** **Lance Werner** moved, supported by **Rob Bristow**, to approve the agenda as presented - *motion carried*.
- 3) PUBLIC COMMENTS:** There were no public comments.
- 4) APPROVAL OF MINUTES:** **Abby Black** moved, supported by **Jessica Hunt**, to approve the board minutes from November 13, 2025 – *motion carried*.
- 5) FINANCIAL REPORT:**
  - a) November & December 2026 Financials and Check Register: Maggie McKeithan moved, supported by Rob Bristow to approve the November & December 2026 Financials as presented - *motion carried*.
  - b) **PRESIDENT'S REPORT:** Nothing to report.
- 6) DIRECTOR'S REPORT**
  - a) Carol emphasized that Lakeland has sent out a survey and encouraged directors to encourage their staff to respond. Carol also shared that the Library Cooperatives of MI are meeting and discussing many issues.
- 7) COUNCIL/COMMITTEE REPORTS**
  - a) Advisory Council minutes included for information.
- 8) ONGOING / NEW BUSINESS:**
  - a) *Cataloging and Collections Specialist 1* – this pertains to combining the full-time cataloging I position with the part-time digital services specialist – moved by Lance Werner, supported by Abby Black, to approve the creation of the Cataloging and Collections Specialist I role.
  - b) *Employee Handbook Vacation Policy Update* – Maggie McKeithan moved, supported by Rob Bristow, to approve the proposed policy update.
- 9) PUBLIC COMMENTS:** None.
- 10) BOARD MEMBER COMMENTS:**
  - a) Matt Lubbers-Moore announced that Fruitport's board president has retired.
  - b) Diane Kooiker announced that HDL had a New Year's event and had 1,400 attendees.
  - c) Abby Black announced that Allendale's programming room has been approved for renovation.
  - d) John McNaughton shared that GRPL is hiring a head of HR.
- 11) NEXT MEETING:** Thursday, February 12, 2026, at 9:30 a.m. at Kent District Library Service Center.
- 12) ADJOURNMENT:** Lance Werner moved, supported by Abby Black, to adjourn at **9:42** - *motion carried*.

Respectfully submitted by,  
Amber McLain

**Lakeland Library Cooperative**  
**Operating Fund Balance Sheet**  
As of January 31, 2026

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**ASSETS**

**Current Assets**

Checking/Savings	
001 · Checking Accounts	171,309
002 · Savings Accounts	<u>399,280</u>
Total Checking/Savings	570,589
Accounts Receivable	23,445
Other Current Assets	
084 · Due from Other Funds	74,429
123 · Prepaid Expenses	<u>74,938</u>
Total Other Current Assets	<u>149,367</u>
Total Current Assets	743,401
Fixed Assets	<u>508,367</u>
<b>TOTAL ASSETS</b>	<b><u>\$ 1,251,768</u></b>

**LIABILITIES & EQUITY**

**Liabilities**

Current Liabilities	
Accounts Payable	7,277
Other Current Liabilities	
231 · Payroll Liabilities	474
237 · Benefit Liabilities	<u>133</u>
Total Other Current Liabilities	<u>607</u>
Total Current Liabilities	<u>7,883</u>
Total Liabilities	<b><u>\$ 7,883</u></b>

**Equity**

370 · Nonspendable Funds	93,634
371 · Property	508,367
390 · Unassigned Funds	887,088
399 · Net Position - Unrestricted	(1,298)
Net Income	<u>(243,905)</u>
Total Equity	<b><u>\$ 1,243,885</u></b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b><u>\$ 1,251,768</u></b>

**Lakeland Library Cooperative**  
**Operating Budget vs. Actual**  
 October 2025 through January 2026

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	YTD	Budget	%
<b>Income</b>			
566 · State Aid Revenue	-	758,051	0.0%
630 · Service Revenue	441,440	882,879	50.0%
665 · Interest Revenue	8,032	15,000	53.5%
672 · Other Revenue	-	100	0.0%
<b>Total Income</b>	<b>\$ 449,472</b>	<b>\$ 1,656,030</b>	<b>27.1%</b>
<b>Expense</b>			
702 · Salaries & Wages	239,305	803,860	29.8%
710 · Benefits	52,065	125,720	41.4%
719 · Mileage	735	3,450	21.3%
720 · Professional Development	893	8,000	11.2%
726 · Supplies	1,030	3,840	26.8%
801 · Professional Services	13,085	74,650	17.5%
810 · Insurance	21,414	18,595	115.2%
817 · ILS & IT Expenses	342,128	385,371	88.8%
831 · RIDES	-	9,410	0.0%
860 · Delivery Expenses	17,633	60,255	29.3%
880 · Member Development	1,034	6,000	17.2%
920 · Facility Expenses	9,555	38,895	24.6%
<b>Total Expense</b>	<b>\$ 698,877</b>	<b>\$ 1,538,046</b>	<b>45.4%</b>
<b>Net Ordinary Income</b>	<b>\$ (249,405)</b>	<b>\$ 117,984</b>	<b>-211.4%</b>
<b>Other Income/Expense</b>			
690 · Other Financing Sources	5,500	-	0.0%
<b>Total Other Income</b>	<b>5,500</b>	<b>-</b>	<b>0.0%</b>
990 · DS-SBITA (Bibliocore)	-	117,984	0.0%
<b>Total Other Expense</b>	<b>-</b>	<b>117,984</b>	<b>0.0%</b>
<b>Net Other Income</b>	<b>\$ 5,500</b>	<b>\$ (117,984)</b>	<b>-4.7%</b>
<b>Net Income</b>	<b>\$ (243,905)</b>	<b>\$ -</b>	<b>100.0%</b>

**Lakeland Library Cooperative  
Operating Checks for the Month  
As of January 31, 2026**

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Date	Name	Memo	Account	Amount
<b>001.01 · Main Checking-Sweep Acct</b>				
01/07/2026	LEaDer Lights	Lighting upgrade	Building Repair/Maintenance	2,799.49
01/07/2026	Shoutbomb LLC		ILS Services	5,856.00
01/09/2026	MERS	Pension	Benefits	5,470.61
01/09/2026	MI-Unemployment Insurance Agency		Payroll Liabilities	38.00
01/09/2026	State of Michigan--Vendor		Payroll Liabilities	3,237.50
01/12/2026	Backstage Library Works	Quarterly update	Authority Control	1,075.80
01/12/2026	Coverall - New Dreams, Inc.	Janitorial service	Facilities Contracts	170.00
01/13/2026	MERS 457/DC		Payroll Liabilities	1,858.93
01/13/2026	MERS 457/DC		Payroll Liabilities	374.26
01/13/2026	Payroll		Payroll Liabilities	19,688.59
01/13/2026	United States Treasury		Payroll Liabilities	6,752.25
01/13/2026	Amazon		Supplies	59.49
01/13/2026	Comcast-Data Lines	Data Lines	IT Operations	575.00
01/13/2026	Consumers Energy		Utilities	462.72
01/13/2026	Flyers Energy		Vehicle Fuel	750.77
01/13/2026	Granger	Waste services	Facilities Contracts	55.62
01/13/2026	Healthiest You	Telehealth	Benefits	76.50
01/13/2026	SS Power Wash	Truck wash	Vehicle Repairs/Maintenance	60.00
01/23/2026	Grand Rapids Income Tax Dept.		Payroll Liabilities	206.77
01/23/2026	Walker City Treasurer		Payroll Liabilities	386.95
01/26/2026	Backstage Library Works		Authority Control	191.60
01/26/2026	Smith, Tisha-Vendor	Mileage and postage	-Split-	11.46
01/26/2026	Springshare LLC	Verifications	Patron Point	2,099.40
01/27/2026	MERS 457/DC		Payroll Liabilities	1,858.93
01/27/2026	Payroll		Payroll Liabilities	17,827.69
01/27/2026	United States Treasury		Payroll Liabilities	6,223.82
01/27/2026	MERS 457/DC		Payroll Liabilities	374.26
01/27/2026	Aflac		Payroll Liabilities	194.56
01/27/2026	Amazon		Supplies	23.75
01/27/2026	BCBS	Health Insurance	Benefits	3,392.05
01/27/2026	BCN	Health Insurance	Benefits	3,480.42
01/27/2026	Berger Chevrolet		Vehicle Repairs/Maintenance	8,695.11
01/27/2026	Cintas	Floor Mats	Facilities Contracts	128.73
01/27/2026	Delta Dental	Dental/Vision Insurance	Benefits	272.00
01/27/2026	DTE Energy		Utilities	63.23
01/27/2026	DTE Energy		Utilities	436.58
01/27/2026	Fire Pros Inc.	Annual Inspection	Building Repair/Maintenance	161.85
01/27/2026	First National Bank	IT, Phones, Training, Fees	-Split-	1,091.85
01/27/2026	Flyers Energy		Vehicle Fuel	709.54
01/27/2026	Grand Rapids City Treasurer		Payroll Liabilities	280.56
01/27/2026	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	265.36
			<b>TOTAL</b>	<b>\$ 97,738.00</b>

**Lakeland Library Cooperative**  
**Pass Through & Capital Funds Balance Sheet**  
As of January 31, 2026

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	<u>Pass Through</u>	<u>Capital</u>
<b>ASSETS</b>		
<b>Current Assets</b>		
<b>Checking/Savings</b>		
<b>001 · Checking Accounts</b>		
<b>001.1 · Fund - Checking</b>	32,684	8,500
<b>001.3 · eCommerce - Checking</b>	6,368	_____
<b>Total 001 · Checking Accounts</b>	39,052	8,500
<b>002 · Savings Accounts</b>		
<b>Total Checking/Savings</b>	39,052	80,351
<b>Accounts Receivable</b>	10,090	_____
<b>Total Current Assets</b>	49,143	80,351
<b>TOTAL ASSETS</b>	<u><u>\$ 49,143</u></u>	<u><u>\$ 80,351</u></u>
<b>LIABILITIES &amp; EQUITY</b>		
<b>Liabilities</b>		
<b>Current Liabilities</b>		
<b>Accounts Payable</b>	2,460	
<b>Other Current Liabilities</b>		
<b>214 · Due To Other Funds</b>	40,000	34,429
<b>Total Other Current Liabilities</b>	40,000	34,429
<b>Total Current Liabilities</b>	42,460	34,429
<b>Total Liabilities</b>	<u><u>\$ 42,460</u></u>	<u><u>\$ 34,429</u></u>
<b>Equity</b>		
<b>390 · Unassigned Funds</b>		15,675
<b>399 · Net Position - Unrestricted</b>		29,195
<b>Net Income</b>	6,683	1,052
<b>Total Equity</b>	<u><u>\$ 6,683</u></u>	<u><u>\$ 45,922</u></u>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<u><u>\$ 49,143</u></u>	<u><u>\$ 80,351</u></u>

**Lakeland Library Cooperative**  
**Pass Through & Capital Budget vs. Actual**  
October 2025 through January 2026

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	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
<b>Income</b>						
628 · Group Supply Revenue	3,132	10,700	29.3%			
629 · Group Collections	47,856	94,000	50.9%			
635 · Group Services	10,924	36,350	30.1%			
637 · Ecommerce Fines	11,895	28,000	42.5%			
665 · Interest Revenue				1,052	2,000	52.6%
672 · Other Revenue	547	1,750	31.3%			
<b>Total Income</b>	<b>\$ 74,354</b>	<b>\$ 170,800</b>	<b>43.5%</b>	<b>\$ 1,052</b>	<b>\$ 2,000</b>	<b>52.6%</b>
<b>Expense</b>						
728 · Library Supply Expense	3,132	10,700	29.3%			
729 · Collection Expenses	47,533	94,000	50.6%			
805 · Group Subscriptions	10,924	36,350	30.1%			
807 · Fines Paid	5,535	28,000	19.8%			
880 · Member Development	-	1,000	0.0%			
969 · Other Services	547	750	72.9%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				-	7,500	-
975 · Technology				-	15,000	-
980 · Vehicles				-	-	-
<b>Total 970 · Capital Outlay</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>22,500</b>	<b>0.0%</b>
<b>Total Expense</b>	<b>\$ 67,671</b>	<b>\$ 170,800</b>	<b>39.6%</b>	<b>\$ -</b>	<b>\$ 22,500</b>	<b>0.0%</b>
<b>Net Ordinary Income</b>	<b>\$ 6,683</b>	<b>\$ -</b>	<b>100.0%</b>	<b>\$ 1,052</b>	<b>\$ (20,500)</b>	<b>-5.1%</b>
<b>Other Income</b>						
699 · Fund Balance Transfers In				-	20,500	0.0%
<b>Net Other Income</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>\$ -</b>	<b>\$ 20,500</b>	<b>0.0%</b>
<b>Net Income</b>	<b>\$ 6,683</b>	<b>\$ -</b>	<b>100.0%</b>	<b>\$ 1,052</b>	<b>\$ -</b>	<b>100.0%</b>

**Lakeland Library Cooperative**  
**Pass Through & Capital - Monthly Checks**  
As of January 31, 2026

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Date	Name	Memo	Account	Amount
<b>001 · Checking Accounts</b>				
<b>001.1 · Fund - Checking</b>				
<b>    001.11 · Checking - Pass Through</b>				
01/12/2026	Swank Movie Licensing USA	movie license	Group Subscriptions	410.00
01/13/2026	OverDrive	audio and ebooks	Group Collections	22,500.00
01/21/2026	Better Containers Mfg	Library bags	Library Supplies	1,127.92
01/26/2026	Library Ideas, LLC	Vox books	Other Group Collections	3,725.26
01/27/2026	OverDrive	audio and ebooks	Group Collections	5,248.03
Total 001.11 · Checking - Pass Through				<u>33,011.21</u>
<b>    001.12 · Checking - Capital</b>				
Total 001.12 · Checking - Capital				<u>0.00</u>
Total 001.1 · Fund - Checking				<u>33,011.21</u>
<b>001.3 · eCommerce - Checking</b>				
Total 001.3 · eCommerce - Checking				<u>0.00</u>
<b>TOTAL</b>				<b><u>33,011.21</u></b>



# 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.

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

Copy Cataloging	737	2959	785	3563	-6%	-17%
Original Cataloging	172	598	331	885	-48%	-32%
Total Cataloged	909	3557	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	2453	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



**LAKELAND LIBRARY COOPERATIVE**  
**ADVISORY COUNCIL MINUTES – Official**  
**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 ([milibraryfinder.org](http://milibraryfinder.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



## **Strategic Plan**

### **2023 – 2025 Update and 2025 -2027 Supplement**

**Quarterly update October 2025-January  
2026**

#### **VISION**

**Leading, Learning, Lending: Libraries working together to  
empower, enhance, and enrich our communities.**

#### **MISSION**

**We strengthen libraries through expertise, services, and  
shared resources for the benefit of communities and  
individuals.**

## 2023 – 2025 IN REVIEW

### LEADING

**Support member libraries by connecting them to LLC and each other and demonstrating the value of the cooperative to their communities in supporting lifelong learning and expanded worldview.**

- 1.1 Ensure barrier-free, two-way communication between members and with LLC.
- 1.2 Model diversity, equity, and inclusion practices for deeper understanding of the library's role in embracing inclusion in all aspects of their operations.
- 1.3 Incorporate intellectual freedom into our Plan of Service, bylaws, policies, and training plans.

Anticipated and Actual Results:

- Member communication increases.
  - Successful transition to consulting IT support in early 2024.
  - Email migration for participating members to either Zimbra or Gmail. Successful migration to Gmail and Google Workspace for staff. Google Drive operational for staff and committee participant. No downtime since. Distribution lists created and maintained through tech-help.
  - Successful phone migration for staff to NEC. Access via laptop, cell, and home and work offices. Email and voice mail access to message. Works well with Fresh Desk Ticketing System.
  - Branding completed for all of Lakeland including trucks, business cards and webpages. Templates created for agenda and minutes and Canva used for all marketing materials.
  - Webpage continues to be updated, enhanced and refined.
- Members report satisfaction with increased communication.
  - Increase in member participation in committees, including frontline staff.
  - Ticketing system access is provided for all LLC staff so response is more efficient and effective.
  - Quarterly meetings are well attended as are in person and Zoom presentations and committee meetings.
- Members model LLC's diversity, equity, and inclusion practices.
  - Policies are being rewritten and enhanced.
  - Libraries were provided samples.
  - Due to the specific needs and internal cultures of each library, LLC staff provides assistance to staff and board at individual libraries as requested.

- Work is ongoing.
- Members are better trained in intellectual freedom concepts and best practices and turn to LLC for guidance in creating their own intellectual freedom policies and practices.
  - Director provided IF training to over a dozen libraries separately and within general board training.
  - Assistance with OMA, FOIA and Public Comment policies were provided
  - Training on OMA, FOIA and Public Comment was given to member staffs and boards.
  - Director spoke at state, local and national conference and with members of the local and national press. Worked with individual communities and library staff members and board members.
  - More work will continue.

## LEARNING

**Ensure member library staff are confident in their skills to provide exceptional, consistent service to their patrons.**

- 2.1 Create comprehensive training to provide a multi-format, standardized curriculum for member library staff.
- 2.2 Work with library-related partners across the state to create a shared method of informing member library staff about training opportunities. Establishing one shared method does not seem realistic but the cooperative directors and MLA are collaborating more on programs and training opportunities. This is ongoing.
- 2.3 Add value to the operations and culture of members libraries by delivering continuing education, professional development, and networking opportunities that are not available from other sources.

### Anticipated and Actual Results

- Increases in overall trainings and training attendance.
  - Training Hub has been created, tutorials made and this is ongoing.
  - Staff has created in person and remote training opportunities.
  - Comprehensive training on report access and creation has been streamlined.
  - Cataloging Centers meet regularly and share concerns, questions and collaborate on best practices.
  - Staff have also spoken and participated in local, state and national conferences.
- Members report satisfaction with trainings and report having made changes in their libraries as a result of trainings.

- Member libraries have been empowered to participate in committees, beta testing and the ILS evaluation project committee.
- Attendance at trainings has been higher. Several libraries have asked and received in person training and many others have participated in one on one and group zoom sessions.
- Front line staff members are creating more help-tickets which helps increase and improved direct communication and troubleshooting.
- Report generation is increased and had freed up staff time for other issues, such as training.
- Members report improved operations and culture at their libraries as a result of continuing education and professional development.
  - Participation is up
  - Surveys are positive and when there are concerns, they are addressed and feedback is positive.
  - Contested elections for committees, board and council.

## LENDING

**Work together to create efficiencies and access to resources in cost-effective ways to increase individual member library capacity and reciprocal lending, borrowing, and improved user experience.**

- 3.1 Ensure a cohesive vision for the future of the ILS by capturing institutional knowledge and creating a succession plan to fill key roles.
- 3.2 Improve the functionality of the ILS by investigating ways to streamline and maximize the features of the existing ILS and 3rd party add-ons.
- 3.3 Develop a wish list of ILS features and functionality desired by members to inform future ILS decision-making including the possibility of a migration to a new ILS..
- 3.4 Find ways to share resources and services to benefit all members.
- 3.5 Complete a delivery study and implement recommended changes for increased efficiency and access.

Anticipated and Actual Results:

- Member input is used to generate ideas that lead to decisions for new ILS features and functionality.
  - ILS Evaluation project committee is working on this and will continue to do so.
  - Committee meets monthly.
  - RFI was submitted. Results being tallied
  - Rubric being created.

- Demos will be the next step.
  - This is ongoing.
- Members and end-users report greater satisfaction with the ILS features and functionality.
  - We beta tested and implemented BiblioApp and were the first shared system to do so. Worked with members on a tight timetable and the rollouts were successful. Patron satisfaction was high.
  - PatronPoint was implemented, training provided and upgrades and enhancements continue. Card Renewal was added.
  - BiblioCommons upgrades were implemented including BiblioSuggest.
  - Focus groups for strategic planning at member libraries mentioned the discover layer positively.
- Increases in shared collections, joint software, and group purchases.
  - Staff provides training for digital collections and access to new and enhanced group purchase opportunities. Several new products have been added including new Ancestry subscriptions, a Coop-wide MOU for Hoopla, and other products.
  - Staff streamlined library card, barcode and other supply purchases.
- Delivery study produces actionable changes/updates to increase efficiency and access.
  - 2 new trucks were purchased in 2021 and 2022. A 3<sup>rd</sup> truck was kept as a spare and decreased overall costs for delivery. Another truck is about to be purchased.
  - Due to the purchase of new trucks, outsourcing wasn't considered but this issue will be researched in 2026 and 2027 to maximize efficiency and costs.

# QUARTERLY UPDATE FOR STRATEGIC GOALS FOR 2025-2027: October 2025-January 2026

**Highlighted = Completed**

*Italics: Forthcoming*

## Administrative Policies and Internal Processes:

- Board requested a Director Succession Plan in the 2024-2025 Director Evaluation
  - **Succession plan completed and approved by the board in September, 2025.**
- Board agreed that policies should be reviewed, revised and rewritten.
  - All job descriptions will be updated and roles reevaluated.
    - **Cataloging and Collection Specialist 1 has been renamed and updated.**
    - **Other Cataloging Job Descriptions have also been renamed and updated**
  - Employee Handbook will be updated as needed.
    - **Vacation policy was updated and approved.**
  - **Procurement, Credit Card and Succession policies were updated and approved.**
  - **Bylaws and Plan of Service were updated and approved.**
- Delivery Efficiencies and Effectiveness
  - *Practices, procedures and staffing will be re-evaluated for the board to address in March and April of 2026*
- Accounting System
  - **Payroll has been migrated from Quickbooks to Patriot.**
  - AP and AR programs are being evaluated.
- *Further steps will be created as we move forward.*

## ILS Evaluation Project

- **Needs assessment complete**
- **RFI**
  - **Created, reviewed and published.**
  - **Responses received from 3 vendors**
  - **Committee is working on the rubric to evaluate RFIs**
- **Vendors will be chosen for demonstrations**
  - **Demonstrations Complete**
- *Quotes from two vendors have been requests and will be evaluated by staff.*
- *Further steps will be created as we move forward.*

**Cooperative Evaluation and Effectiveness:**

- Survey created to measure success, and understand membership needs and interests.
  - **Survey was created and distributed.**
  - **Responses are being analyzed.**
    - Board and Advisory Feedback requested for best practices for moving forward.
  - *Further steps will be created as we move forward.*
- Complete strategic plans for participating libraries.
  - **Plans are complete for Saugatuck, Freemont, Coopersville, Flat River, Hesperia, Hastings, Hopkins, White Lake**
  - *Plans for Gary Byker, Allendale, Cedar Springs, Leighton and Saranac Clarksville are in progress.*
- Continue to work with partners on a variety of projects and issues.
  - **MiLibraryFinder was rolled out at MLA.**
    - Marketing plan is in the works.
  - **Cooperative Director assisted Suburban Library Cooperative in hiring a director.** *(This was done mostly on her own time but will benefit all coops and member libraries to have all coop positions filled.*
  - **Statewide District Library Workshop will be held March 9<sup>th</sup>on Zoom at 5:00 so staff and trustees can attend.**
  - **Intellectual Freedom Workshop will be held for LLC Libraries on February 12, 2026 in partnership with Michigan Library Association.**
  - *Millage workshops and resources are being developed in partnership with The Library of Michigan.*