



**ADVISORY COUNCIL MONTHLY MEETING
Thursday, March 12, 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) PAGES 1
- 3. PUBLIC COMMENTS**
- 4. APPROVAL OF MINUTES OF THE FEBRUARY 12th, 2026 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 4-8
- 8. MEMBER SERVICES MANAGER’S REPORT** (i) PAGES 4-8
- 9. COOPERATIVE DIRECTOR’S REPORT** (i) PAGES 4-8
- 10. OTHER REPORTS (If representatives are present)** (i)
 - a. MLA Legislative Update – Dale Parus**
- 11. NEW/UNFINISHED BUSINESS** (i)
 - a. Summer Reading Planning Discussion** (i)
 - b. Networking Opportunities** (i)
 - c. ALA Bus Trip** (i)
- 12. PUBLIC COMMENTS**
- 13. NEXT MEETING - Thursday, April 9th, 2026 following the Board Meeting at Kent District Library Service Center**
- 14. ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, February 12, 2026 at 9:30 a.m.
At the KDL Service Center**

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

Lakeland Staff Present: Amber McLain, Ann Langlois

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:00 AM by Elyshia Hoekstra.
- 2) **APPROVAL OF AGENDA:** Abby Black moved, supported by Maggie McKeithan to approve the agenda with the amendment of adding ADA compliance for websites to New and Unfinished Business - *motion carried.*
- 3) **PUBLIC COMMENTS:**
 - a) Discussion ensued regarding the Carnegie library gifts.
- 4) **APPROVAL OF MINUTES:** Karen McKinnon moved, supported by David Edelman, to approve the Advisory Council minutes from January 8, 2026 with corrections – *motion carried.*
- 5) **COUNCIL PRESIDENT REPORT:** Nothing to report.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER’S REPORT:** Ann reminded everyone to check their paging lists and to run their Clear Holdshelf lists regularly. Ann discussed the inventory process, how far along we are, and the reasoning behind it. A discussion ensued regarding how libraries are handling the process individually. The ILS Evaluation Committee’s progress was also discussed.
- 8) **MEMBER SERVICE MANAGER’S REPORT:** Amber reported that updated Patron Point training is in the works, and she is looking into giving libraries access to a new function of the dashboard that would help with troubleshooting applications. Amber also discussed the process of updating the website for usability and ADA compliance, and pointed out the resources she shared in her report.
- 9) **COOPERATIVE DIRECTOR’S REPORT:** Carol shared that Lakeland staff is happy to visit libraries to do training and offer support as the libraries need.
- 10) **OTHER REPORTS:**
 - a) **MLA:** Dale Parus shared that MLA is currently putting on many training opportunities. The governor’s budget has been published and there is no increased marked for libraries. Legislative Day is coming in April– focus will be on funding. Mary Johnson shared that a new director for MLA has been selected and an announcement should be made soon.
- 12) **NEW AND ONGOING BUSINESS**
 - a) Proposed Circulation Policy language about pennies
 - i) Ann brought up discussion regarding the phasing-out of pennies by the US Treasury. The proposed addition to policy would be that libraries should round up/down to the nearest nickel. A concern regarding only having a policy apply to one payment type was brought up. Discussion ensued regarding the feasibility of collecting fines for Library A’s items at Library B, and how that.
 - ii) John McNaughton moved, supported by Matt Lubbers-Moore, to table the proposed circulation policy regarding pennies – *motion carried.*
 - b) Preliminary discussion on survey results
 - i) It was advised to identify top trends and issues.
 - ii) Visualizing of data is helpful.
 - c) Websites and ADA Compliance
 - i) Discussion ensued regarding what everyone is doing to reach accessibility requirements.
 - ii) Accessibe, Streamline, and DocAccess were discussed.
- 13) **PUBLIC COMMENTS:**
 - a) Alex Larson shared that they had an incident that escalated to a staff member being accosted by a patron in the library. She then asked for input on behavior policy. Discussion ensued.

- 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 Matt Lubbers-Moore, to adjourn at 11:15 - *motion carried.*

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

COOPERATIVE DIRECTOR'S REPORT March 5, 2026

We wish Diane Kooiker the best of luck as she retires from Herrick District Library and we wish Ron Suszek congratulations as he becomes the new director at Herrick. We thank them for their service and offer our best wishes as they start their new chapters!

Terry Cross has announced his retirement effective April 30th. His 16 years of service have provided the Cooperative with exceptional delivery, strong departmental leadership, and a building that is expertly maintained. We wish him the best as this new chapter unfolds and new adventures await! Thank you, Terry for your service, collaboration and leadership.

With every change, there is opportunity. There is a detailed proposal in the board packet addressing options that insure continued reliable delivery and a path toward improving and enhancing our shared integrated library system and long-term sustainability for the cooperative overall. The board president and treasurer have been involved in this process. The delivery staff was made aware of the possible changes yesterday (3/4). All of this is explained in my narrative.

I briefly discussed this with Advisory Council Leadership today (3/5). Once the board makes their decision on Thursday, we can discuss this in detail at the next Advisory Council Meeting on April 9th, 2026.

Agenda Items:

Board: Three motions regarding the delivery proposal are explained in the narrative and included on the Board agenda.

The Advisory agenda will provide discussion for Summer Reading Planning, Networking Opportunities and gauging interest in a bus for ALA this summer.

I have been quite busy with the above issue. My LLC colleagues continue to do the important work for all of you. I am in awe of their professionalism, enthusiasm and expertise.

Two additional items of note:

1. March 9th is the District Library Workshop for Trustees and Directors: You can still sign up here:
<https://woodlands.zoom.us/meeting/register/mtXfpsBiRHqDUuJMR97RQw#/registration>

2. The Lakeland Team is still looking at the Survey results but due to staffing issues, we will have more to report in April and May.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

February 2026 activities

E-mail & telephone consulting contacts: 47

Sierra records manually edited: 655

Hoopla records added to Sierra: 15

Thanks to the efforts of both Allison VanDenBos-Hipskind and Nicki Johnson we continue to make good progress in reducing our backlog of cataloging from December and January.

January 2026 Statistics

The statistics for January 2026 show an increase in the number of cataloging requests we received, with a decrease in the number of records cataloged compared to January of last year.

The number of requests received to be cataloged in January was up by 16% compared to January 2025. The number of requests received that were already in the database decreased by 30%.

The number of records copy-cataloged in January was equal to January 2025, while the number of original records cataloged decreased by 43%. The total number of records cataloged was down by 10% compared to January 2025.

Cataloging	January 2026	YTD	January 2025	YTD	Monthly %	YTDPCT
Requests Received	1484	5984	1282	6081	16%	-2%
Requests already in database	110	269	157	491	-30%	-45%

Requests to be cataloged	1374	5715	1125	5590	22%	2%
Copy Cataloging	1313	4272	1313	4876	0%	-12%
Original Cataloging	230	828	402	1287	-43%	-36%
Total Cataloged	1543	5100	1715	6163	-10%	-17%

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	2644	1421	1223
Total	2644	1421	1223

Delivery & Facility Manager - Terry Cross

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

	February – 2026	February – 2025	Difference	% Change
Total Book Bags & Bins	2,822	2,716	106	3%

In February, there were 2,822 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 3% increase as compared to the 2,716 bags and bins that were sorted and delivered in February of the prior year.

MelCat/Rides Statistics

	# Of Incoming Bins Received from Rides Courier			# Of Outgoing Bins Received from Member Libraries		
	February 2026	February 2025	Difference	February 2026	February 2025	Difference
# Of Bins	176	145	31	204	161	43

In addition to the book bags and bins that were received from member libraries, there were 176 MelCat bins that were received and sorted in February 2026. This was an increase of 31 bins as compared to the 145 bins that were received in February 2025. Also in February 2026, 204 bins were sent out, which was 43 more than the 161 bins that were sent out in February 2025.

An oil change was done on Truck # 37. No other truck repairs were performed in February. All trucks are currently up to date with their preventative maintenance schedules and are in good operating condition.

A driver successfully passed the annual DOT re-certification examination and received the Medical Examiner's Certificate. All staff members currently operating trucks are up to date with the required DOT requirements.

The Summary of Work-Related Injuries and Illnesses Form MIOSHA-300A was posted on February 1. There were no work-related injuries at Lakeland during the 2025 calendar year.

Digital Services Specialist – Nicki Johnson

Vendor Contacts: 7 Member Contacts: 10 Tickets: 40

On March 3, I attended the Digital Lenders Forum online. Though made up mostly of academic libraries, it was interesting to hear other libraries discuss their thoughts on digital books and the future of lending.

BookPage renewal is ongoing. I presented to all libraries, not just current subscribers, and we have three new libraries joining the group! Responses are due by March 20.

Vox Books continue to trickle in. They are being shipped to libraries as soon as we receive them at Lakeland.

Finance & HR Assistant - Janet Cornell

Janet has been so busy helping me with these proposals that she will skip her report this month!

ILS Manager – Ann Langlois

February email, Zoom, and phone consults: member libraries: 44; vendors: 7

February help tickets opened: 211

February help tickets closed: 193

Sierra upgrade to 6.5 has been scheduled for March 18 at 9 p.m.: please make sure all staff log out before 9 p.m. this date. Innovative has said that this upgrade should mitigate the slowness in checking out while using Biblioapp. Some new features include the ability to open and edit a patron record from an item record. The look of it will change slightly with updated product branding, refreshed login screens, and revised color palettes for both the Glacier Point and Half Dome themes. There is improved screen-reader support, clearer focus indicators, updated color contrast, and additional enhancements aligned with accessibility guidelines.

Removing Dynix date from item records: I am going to remove old Dynix dates from item records as part of cleaning up the ILS.

Change in GRPL/KDL/LLC patron lookup tool password: GRPL is updating some security procedures and in agreement with LLC, will be changing the password twice a year going forward, at the beginning of March and September. [Here's the link](#) to the tool that can be used to look up GRPL, KDL, and LLC patrons to see if they're in good standing.

Pennies: at the last meeting, the vote on a policy of pennies and rounding up/down was tabled after discussion. It will be up to each library how they deal with pennies at their location.

Inventory: this month the inventory project is due to be completed. Phew, a year went by fast! Thanks to everyone for the work on this.

Member Services Manager – Amber McLain

Email/Phone Consults with Libraries: 41

Email/Phone Consults with Vendors: 14

BiblioCommons

BiblioCommons continues to function as usual.

BiblioSuggest

BiblioSuggest continues to function as usual. I have sent out February'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

Patron Point 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: 767

Number of Auto-Renews in December 2025: 3009

Website

I am continuing to work on the Lakeland website with a focus on structure, usability, and accessibility to meet WCAG 2.1 AA guidelines.

For accessibility, my current process is to do a multi-tier approach.

- First, I run the WAVE extension and address the issues it brings up. I do this one first because it tends to be the pickiest in my experience, so if I fix the things it nitpicks, the next resources will have fewer things to catch.
 - <https://wsc.us.org/tool-wave>
- Next, I run Google Chrome's native accessibility checker, called Lighthouse, which can check both the desktop and mobile versions of pages.
 - <https://wsc.us.org/tool-lighthouse>
- Finally, I run Axe DevTools to catch anything the first two didn't catch. There is a paid version of this extension, but the free version will scan for WCAG 2.1 AA errors and best practices.
 - <https://wsc.us.org/tool-axe>
- Then I also do a tab test to make sure that every link on the page is able to be reached by tabbing through the website.
 - <https://webaim.org/techniques/keyboard/>
- And I also do a screen reader test.
 - https://webaim.org/articles/screenreader_testing/

Respectfully submitted,

Carol Dawe