



ADVISORY COUNCIL MONTHLY MEETING

Thursday, April 9th, 2026

Following the 9:30 a.m. Board Meeting –approximately 10:00 a.m.

PLEASE USE LINK FOR REMOTE ACCESS:

[Lakeland Library Cooperative April Advisory Council Meeting | Meeting-Join | Microsoft Teams](#)

**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 1-2
- 3. PUBLIC COMMENTS**
- 4. APPROVAL OF MINUTES OF THE MARCH 12th, 2026 MEETING** *(m)* PAGES 3-4
- 5. COUNCIL PRESIDENT REPORT – Elyshia Hoekstra, Chair** *(i)*
- 6. BOARD REPORT – John McNaughton, Board President** *(i)*
- 7. ILS MANAGER’S REPORT** *(i)* PAGES 5-9
- 8. MEMBER SERVICES MANAGER’S REPORT** *(i)* PAGES 5-9
- 9. COOPERATIVE DIRECTOR’S REPORT** *(i)* PAGES 5-9
- 10. OTHER REPORTS (If representatives are present)**
 - a. Circulation Committee Minutes: 2-25-26** PAGES 10-18
 - b. Continuing Education Minutes: 3-26-26** *(i)* PAGES 19-20
 - c. Youth Services Minutes: 3-2-26** PAGES 21-23
 - d. MLA Legislative Update – Dale Parus**
- 11. NEW/UNFINISHED BUSINESS**
 - a. Delivery Changes Discussion** *(i)* PAGES 24-25
 - b. ILS Evaluation Committee Q&A and Discussion** *(i)* PAGES 26-32

12. PUBLIC COMMENTS

13. NEXT MEETING - Thursday, May 14th, 2026 following the Board Meeting at Kent District Library Service Center

14. ADJOURNMENT

(m)

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

Council Members Present: Elyshia Hoekstra (OC), Joe Zappacosta (SM)

Lakeland Staff Present: Carol Dawe, Amber McLain, Ann Langlois

Absent: Stef Reed (MG)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:27 by Elyshia Hoekstra.
- 2) **APPROVAL OF AGENDA:** Cierra Bakovka moved, supported by John McNaughton to approve the agenda - *motion carried*.
- 3) **PUBLIC COMMENTS:**
 - a) None
- 4) **APPROVAL OF MINUTES:** Mary Cook moved, supported by James Pugh, to approve the Advisory Council minutes from **date** – *motion carried*.
- 5) **COUNCIL PRESIDENT REPORTS:** Nothing to report.
- 6) **BOARD REPORT:** Nothing to report.
- 7) **ILS MANAGER'S REPORT:** Ann shared that we have a Sierra upgrade to 6.5 on 3/18. This version allegedly will mitigate the time-outs during self-checkout on the BiblioCommons app. Ann shared that the GRPL/KDL Patron lookup tool's login information has been updated and the password was sent out via email. This password will now change twice a year. She also shared that inventory appears to be going well for the libraries. The quarterly meeting is also coming up next month. Ill will be giving a demo of Polaris to all Lakeland members on 3/16 at 2 PM – Polaris is currently being considered by the ILS Evaluation committee for a possible ILS switch.
- 8) **MEMBER SERVICE MANAGER'S REPORT:** Amber shared that all Biblio products and Patron Point are functioning as expected. She also shared that the BiblioStats on LLC Reports for January are incorrect currently – the numbers for January and February are the same in error. She will send an email when the January numbers are corrected. She also shared her process for auditing and amending the LLC website for WCAG 2.1 AA standards.
- 9) **COOPERATIVE DIRECTOR'S REPORT:** Carol assured everyone that the Delivery project is the priority but she is still working on Strategic planning for the libraries.
- 10) **OTHER REPORTS:**
 - a) **MLA (& ALA):** MLA facilitated meetings with 2 senators and all legislators (or their staff) regarding advocacy. The meetings went well across party lines. Meetings for the next budget are beginning, despite disputes over previous legislation. Nothing new on the Michigan-front since the February report.
- 12) **NEW AND ONGOING BUSINESS**
 - a) Summer Reading Planning Discussion
 - i) Cierra Bakovka shared that they are doing a scratch-off reading log.
 - ii) Discussion ensued regarding paper vs. online logging
 - iii) Merri Jo Tuinstra shared that Sparta is having their first big kickoff party and Maranda will be covering it for the news.
 - b) Networking Opportunities
 - i) Carol began a discussion regarding whether members would like more networking opportunities and asked for ideas regarding events.
 - c) ALA Bus Trip
 - i) ALA is in Chicago this year.
 - ii) Carol shared that Woodlands is getting a bus.
 - iii) It was also suggested that carpools may be coordinated.

13) **PUBLIC COMMENTS:**

- a) Cierra Bakovka shared that Henika has hired a fundraising consulting firm to help fundraise for their expansion project.
- b) Maggie McKeithan asked if anyone used the Palace Project, and asked to speak with them after the meeting.
- c) Deanna Riggleman shared that Tamarack got an anonymous \$500,000 donation to their community fund.
- d) Kevin Meyer shared that Hopkins has their first makerspace and it is available a few times a week.

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

15) **ADJOURNMENT:** Abby Black moved, supported by Ingrid Boyer, to adjourn at 10:56 - *motion carried.*

Respectfully submitted by,
Amber McLain



LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

COOPERATIVE DIRECTOR'S REPORT April 9th 2026

Happy Spring.

- I want to thank Terry Cross, Ron White and Jeff Reyers for their service to Lakeland. Their dedication, reliability, hard work and kindness are exemplary. We wish them the best as they move to their next chapter. Thank you so very much. It is difficult to say good bye to these individuals who always go the extra mile, literally and figuratively.
- The agendas are full and the packets are heavy. Please take the time to read all the materials and you can reach out to me in advance!
- The audit is a separate attachment. Matt Holland from Gabridge & Co. will present their annual findings at the meeting.
- One of the most common comments on the survey was the desire to join the meetings remotely. There are some OMA issues with the Board meetings but we would like to try a TEAMS link on Thursday for Advisory so we have full attendance since we are discussing both deliver and the ILS Evaluation. The link is below and in the email as well. This link will only be available for Advisory Council starting after 10:00 whenever the board meeting is completed.

[Lakeland Library Cooperative April Advisory Council Meeting | Meeting-Join | Microsoft Teams](#)

- I have spent the bulk of my time this month on individual library issues, strategic planning the the delivery and ILS projects. In March I visited with Sparta, Salem, Gary Byker, Cedar Springs, Dorr, KDL's Friends' group, Croton. My apologies if I skipped a library. I had Zoom or phone calls with many others as well.

- The Library Cooperatives of Michigan hosted a webinar on becoming a district library. We were also thrilled to have the MiLibraryFinder.org website mentioned by the governor and we are going to use this as a way to reach out directly to her office. A letter is in the works. We are also working with our partners on a number of projects.
- I will give the rest of my report in person.

Manager/Specialist Reports:

Cataloging Services Manager - Jeff Lezman

March 2026 activities

E-mail & telephone consulting contacts: 27

Sierra records manually edited: 448

Hoopla records added to Sierra: 17,842

- **Meetings:**
 - Jeff Lezman and Ann Langlois met with the Mary Cook and her staff at the Gary Byker Library to gain a better understanding of how they utilize Sierra Acquisitions.
 - Jeff Lezman, Allison VandenBos-Hipskind, and Nicki Johnson attended a meeting with the other Cataloging Centers. Topics discussed included the inventory project, AI generated materials, correct procedures for deriving new bibliographic records, the Polaris demonstration, and bibliographic records for graphic novels.

February 2026 Statistics

- The statistics for February 2026 show an increase in the number of cataloging requests we received, while the number of records cataloged compared to February of last year remained equal.
- The number of requests received to be cataloged in February was up by 3% compared to February 2025. The number of requests received that were already in the database decreased by 61%.
- The number of records copy-cataloged in February increased by 23%, while the number of original records cataloged decreased by 68%. The total number of records cataloged was nearly equal to the number of records cataloged in February 2025.

Cataloging	February 2026	YTD	February 2025	YTD	Monthly %	YTD PCT
Requests Received	1484	7468	1443	7524	3%	-1%
Requests already in database	42	311	108	599	-61%	-48%
Requests to be cataloged	1442	7157	1335	6925	8%	3%
Copy Cataloging	1208	5480	980	5856	23%	-6%
Original Cataloging	108	936	335	1622	-68%	-42%
Total Cataloged	1316	6416	1315	7478	0%	-14%

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
February	2298	1316	988
Total	4942	2737	2211

Delivery & Facility Manager – UPDATE!

- This is Carol writing. We will discuss this at both the Board (briefly and at Advisory (in detail with a Q and A.)
 - Terry is driving, working on procedures (many, many were already in place and will write a final report for May before he leaves on 4/30.
 - Tisha Smith will be our lead sorter as she has been without the title. She works on the schedule and we will work closely on any issues that arise.
 - Nick Heimer is going to oversee the facility in terms of systems such as the security, HVAC, generator, Internet Provider, etc. We will increase his IT hours too. He has worked with Terry on these issues so it's a good fit. Janet and I will coordinate the other contracts and we will check in with the vendors as needed. Nick will have two hourly rates as a contractor. One for IT and one for Facilities.

Digital Services Specialist – Nicki Johnson

Vendor Contacts: 7

Member Contacts: 12

Tickets: 29

- **Book Page:** Our BookPage subscription has been renewed for another year. We had several libraries join or switch over to the LLC group purchase for print or digital editions. This will entitle them to a 10% discount on both formats.
- **Hoopla:** I spoke with James at hoopla. He wanted to get the word out about their blog, The Loop. This is for both employees and patrons. He also talked about The Hub, which is aimed more at our staff/management. More info and links will be made available in the LLC Quarterly meeting.
- **Overdrive/Libby/RLA:** We had our quarterly RLA partner meeting with Overdrive in March. Two of the stand-alone libraries in Michigan are discussing joining our group (not GR, KDL, or Detroit). We also discussed Simultaneous Use Packs for libraries. These titles are accessible to multiple users at the same time and available in multiple genres. I will bring these up to the Overdrive Committee at the next meeting. I posted to members about a Friday Frenzy sale on Friday the 13th. Lakeland was able to take advantage of this sale and earn a \$277 content credit towards our next purchase.
- **Read Along Trading Cards** were brought up at the last Youth Services meeting. These are baseball card-sized cards with a QR code on them. The code links to an ebook that the recipient can read for free. I have suggested doing a group purchase of these cards to be distributed through Lakeland. The cards are \$0.50 each and come in sets of 300 (3 packs of 100), which might be excessive for smaller libraries. I am currently polling for top title picks and will keep members posted.

Finance & HR Assistant - Janet Cornell

- **Audit:** has been a busy couple of months working on budgeting, audit follow-up, and payroll vendor migrations. The audit has been completed and is included in the packet of information for your review. Along with the audit, we also filed our report to the state for our annual retirement report. I'll be emailing that out to the board soon and will have Amber add it to our website for compliance.
- **State Aid:** We also received the first state aid distribution. The first check is a little smaller than the second, but it is a much-needed cash flow infusion as our reserves get depleted from most of our annual contract renewals occurring in the first half of our fiscal year. The financials will still show a net negative inflow until the second distribution comes during the 4th quarter. We did transfer a portion of the state aid check to our Michigan CLASS account to earn interest while keeping the rest in our regular checking and savings accounts for cash flow use.
- **The new MERS driver's division** has been set up but the financials haven't caught up on MERS side. We paid our monthly March bill along with the deposit on the new division. They should be issuing us a credit on the account this month to account for the differences. This is why the balance sheet shows a negative balance due.
- **Ecommerce checks** were disbursed this month for the March distribution and reports were sent. Billing for our 3rd quarter will be going out soon.
- **Email and phone consults** with Member libraries and vendors: Feb-12, Mar-16

ILS Manager – Ann Langlois

March email, Zoom, and phone consults: member libraries: 76; vendors: 5

March help tickets opened: 168

March help tickets closed: 156

- **ILS Evaluation Project:** on March 16 there was a demo of Polaris for all and an email with a link to an area where members could ask questions and receive answers was shared. The ILS Committee met the following week; all members were present and unanimously voted to recommend the adoption of Polaris to the Advisory Council. More information in the Advisory Packet.
- **Quarterly meeting:** the next quarterly meeting will be online 4/16/26 at 1:30 pm; all members are welcome to attend. Register [here](#).

Member Services Manager – Amber McLain*Email/Phone Consults with Libraries: 36**Email/Phone Consults with Vendors: 24*

- **BiblioCommons**
 - BiblioCommons continues to function as usual.
- **BiblioSuggest**
 - BiblioSuggest continues to function as usual. I have sent out March's patron suggestions from the LLC Parent catalogs to the affected libraries.
- **BiblioApp**
 - BiblioApp continues to function as usual.
- **Patron Point**
 - Patron Point continues to function as usual.
 - *Number of Applications in March: 852*
 - *Number of Auto-Renews in March 2026: 3424*
- **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. I finished remediating the page structure, contrast, etc and did a document audit to have a log of what documents are on the LLC site and which ones need to be remediated for compliance.

Respectfully submitted,

Carol Dawe

**Lakeland Library Cooperative
Circulation Committee Meeting
February 25, 2026
ZOOM (<https://us02web.zoom.us/j/7407387755>)
1:30 P.M.**

Unapproved Minutes

- I. Call to Order - *motion by Paula (IC), second by Leann (OZ)*
- II. Additions/Changes to the Agenda
- III. Approve the Agenda - *motion by Veronica (Flat River), second Jen (Lake Odessa)*
- IV. Approve the Minutes of the November meeting (attached) - *motion Paula (IC), second Lynel (OZ)*
- V. Director's report: Carol Dawe (carol@llcoop.org)
 - A. Library Cooperatives of Michigan program on becoming a district library
 - B. Michigan Library Association Community Coalition Training event April 14th at KDL with Every Library
 1. For more info, ask Carol
- VI. Member Services report: Amber McLain (amber@llcoop.org)
- VII. ILS Manager report: Ann Langlois (ann@llcoop.org)
 - A. Inventory reminder
 1. Due next month
 - a) Please let Ann know when you are done
 - b) Once you are done, you don't have to scan in any more new items, we'll do this again in a few years
 - B. ILS Evaluation Committee updates
 1. Has been meeting since last April
 2. Looked at three options, invited one of them back for another demo
 3. The committee is impressed with the software
 4. Committee recommended getting a quote
 5. The quote is being reviewed by Lakeland
 6. Lakeland will need to ask for a second quote before moving forward
 7. If it looks like it may go forward, there will be a demo period for all libraries
 - C. Sierra 6.5 is coming in March, look for an email from Ann
 1. Will hopefully help with the Biblio app slowness

VIII. Ongoing Business:

A. Nick Heimler's Top 100 of 2025 report:

http://www.llcreports.org/stats/Circulation/Top_100_Y2025/

B. Rachel, Spring Lake: time to start deleting 2+ year old messages and notes on patron records again?

1. This is optional, you are welcome if you have the time

C. Andrew Susalla (MADL): Limits on Library of Things checkouts using Sierra category C?

1. Category C is being used in the hidden backend for MeLCat stuff

2. There may be ways to do this if we move to another ILS

3. Looking for ways to automate a limit on Library of Things checkout

4. Category C is part of the patron's record, currently using the Patron Blocks Table from the item records

5. There may be an update in Sierra that could help with this, but it's down the road

D. Mary: How often do libraries delete rejected patron point records? Do you do it right away or leave them in Sierra for a determined amount of time?

1. Some libraries aren't deleting or really looking at them

2. Some libraries go through once or twice a month and delete since the patron has to fill out a form anyway

3. One library tried to reach out to those patrons, but had no success

4. If you would like to delete those, you can create a help desk ticket (tech-help@llcoop.org) and Amber can help you with it

E. Kim, Loutit: Could we re-word the renewal notices patrons receive by email? Is it possible to have the new due date first in the message instead of at the bottom? Patrons frequently call us about the messages since they don't scroll down to see the new due date.

1. Where the date is shown cannot be moved

2. Some of the wording can be edited, let Ann know suggestions, though it is a cooperative wide change

F. Alicia Herrick: I would like to initiate a discussion about the barriers that juveniles face when obtaining a library card, as well as how we can make cosigners feel comfortable sharing their contact information [...]

1. Considering the current climate, not all parents are comfortable sharing this kind of information, but we still want kids to have cards

2. Carol believes it is a legal issue to have a cosigner, or at least a Lakeland policy

a) But there is a clause allowing libraries to choose alternatives

3. Some libraries issue limited cards to these kids, which limits them to using the home library only and only 1 to 5 items checked out at a time

- a) These libraries are aware they may have to eat the cost of lost materials without a cosigner responsible

IX. Next Meeting Dates

- A. May 27, 2026, at Georgetown Township Public Library
 B. August 26, 2026, at Howard Miller Library
 C. November 18, 2026, at Herrick District Library (Main)
 1. New chair, vice chair, secretary need to be elected (Rachel, Jen V were elected Nov 2022, and Jen S took over for the Vice Chair that was elected Nov 2022)

X. Adjournment - *motion Kimberly, second Mary*

Attendee List: Jen, Ann, Rachel, Carol, Jen, Staff, Alicia, Amy, Andrew, Anna, Ann, Chloe, Connie, gbraspeninx, Henika, Julie, Kimberly, Krysta, Leann, Leighton, Leslie, Lisa, Lynel, Marlee, Mary, Naomi, Pam, Pam, Paula, Roxana, Veronica, Virginia

Chat: 2026-02-25 13:32:52 From Rachel Yonai- Chair- SLDL to Everyone:

https://docs.google.com/document/d/12v_QaDs7k15Qi_7yk3hOx7oAjhsOcVCh6sX421Sgsew/edit?tab=t.0

2026-02-25 13:33:23 From Paula Wood to Everyone:

Paula Wood IC

2026-02-25 13:33:27 From Leann to Everyone:

Leann-Howard Miller-2nd

2026-02-25 13:33:28 From Veronica Pitchford - Flat River Community Library to Everyone:

Second

2026-02-25 13:33:56 From Veronica Pitchford - Flat River Community Library to Everyone:

so moved

2026-02-25 13:34:05 From Jen Lake Odessa to Everyone:

I'll second

2026-02-25 13:34:42 From Lynel - Howard Miller Library to Everyone:

second

2026-02-25 13:34:06 From Henika District Library to Everyone:

so moved

2026-02-25 13:34:39 From Paula Wood to Everyone:
Moved Paula Wood IC

2026-02-25 13:41:22 From Rachel Yonai- Chair- SLDL to Everyone:
Lakeland Training Hub: <https://llcoop.org/training-hub/>

2026-02-25 13:47:44 From Rachel Yonai- Chair- SLDL to Everyone:
Nick Heimler's Top 100 of 2025 report:
http://www.llcreports.org/stats/Circulation/Top_100_Y2025/

2026-02-25 13:53:11 From Leann to Everyone:
Could Andrew explain what he is hoping to implement to assist with LOT items, please

2026-02-25 13:53:47 From Leann to Everyone:
not yet

2026-02-25 13:55:03 From Leann to Everyone:
I would be interested in what Andrew may figure out how to limit, if he finds a resolution

2026-02-25 13:56:23 From Carol Dawe (Lakeland Library Cooperative) to Everyone:
I need to step out for a couple minutes.
Rachel Yonai- Chair- SLDL: 👍

2026-02-25 13:57:32 From Leann to Everyone:
That would be great, Ann.

2026-02-25 13:59:30 From Chloe Lewis to Everyone:
We don't currently do anything with those but we have found many of those records in a report we ran recently.

2026-02-25 14:01:30 From Mary to Everyone:
Thank you

2026-02-25 14:04:21 From Jen - Herrick to Everyone:
We tell people to watch for 2 emails. If the only get one, it renewed, if they get 2, it failed
Rachel Yonai- Chair- SLDL, Kimberly Rice, Henika District Library: 👍

2026-02-25 14:07:54 From Rachel Yonai- Chair- SLDL to Everyone:
Spring Lake does that too, Virginia!

2026-02-25 14:09:50 From Chloe Lewis to Everyone:
I would be interested to know more about the limited card you as a library issue to any Unhoused Individuals.

2026-02-25 14:11:48 From Jen - Herrick to Everyone:

Replying to "I would be interested to know more about the limit...":

You can email us at reference@herrickdl.org and we can share our procedures

Rachel Yonai- Chair- SLDL: 👍

2026-02-25 14:12:19 From Chloe Lewis to Everyone:

Replying to "I would be interested to know more about the limit...":

Thank you!

2026-02-25 14:12:42 From Kimberly Rice to Everyone:

Thank you! We have had this issue, too.

2026-02-25 14:17:58 From Leann to Everyone:

Howard Miller-August 26 if not at Lake Odessa

Rachel Yonai- Chair- SLDL: ❤️

2026-02-25 14:19:12 From Jen Lake Odessa to Everyone:

Howard Miller can host. :)

Rachel Yonai- Chair- SLDL: ❤️

2026-02-25 14:21:26 From Kimberly Rice to Everyone:

Motion

2026-02-25 14:21:27 From Mary to Everyone:

support

**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

Lakeland Library Cooperative
Continuing Education Committee
March 26, 2026, 2:00 PM
Zoom

Agenda

1. Call to order and roll call
2. Additions or deletions to the agenda
3. Approval of the agenda (motion)
 - a. David Edelman made the motion, supported by Ingrid Boyer, to approve the agenda as presented - motion carried.
4. Updates from the Cooperative Director
 - a. Carol shared that the Library Cooperatives of MI hosted an event on becoming a District Library and will be doing a follow-up program, possibly focusing on millages.
5. Committee Updates
 - a. None
6. Ongoing/New Business
 - a. Current Projects
 - i. Onboarding Zoom
 1. Alison is making contact with presenters to organize the event for late April or early May on Zoom (survey says Zoom in the afternoon is preferred)
 - b. Other Programs
 - i. Peter Anderson / Leadership Program Update / Change management program (Late 2026/Early 2027–Carol)
 1. Carol shared that she reached out to MCLS consultant Jenny Cobila-Mondor regarding programs pertaining to empathy and conflict, change management, etc. Some programs will be on zoom and some in-person, with exercises.
 2. Peter Anderson is tabled for the time being.
 3. More details will be provided at the next meeting.
 - ii. AI Videos (Ingrid)
 1. AI videos from Plaid (developed for the Library of MI) were shared with the Committee. It was decided to not create a program with these, but rather to share the videos as a CE resource with the members.
 - iii. Notary Training
 1. Carol is in communication with the Michigan Notary Association.
 - b. Brainstorm - Open Discussion
 - i. Web Accessibility and Training
7. Next Meeting Date: April 23, 2026, 2 PM
8. Adjournment (motion)

- a. David Edelman made the motion, supported by Ingrid Boyer, to approve the agenda as presented - motion carried.

LLC YS March 5, 2026 at 1:00pm

Notes taken by Justine Wiegers (AL)

Attending: Allison Boyer (OL), Amber McLain (LLC), Ashley Johnson (OA), Barbara Root (IB), Brenda Jones (OC), Chris Stegink (AL), Courtney Moyses (GRPL), Diana Wenger (UM), Erin Quada (BH), Jenny Brown (AB), Jessica Volkers (OZ), Julianne Klumpp (IC), Justine Wiegers (AL), Keeva Filipek (KDL), Kim Umphrey (OS), Melissa Osickey (OS), Nicole Schafer (ES), Shanni Kerr (IC), Stephanie Inglehart (NG), Tiffany Ohman (MG), Tori Schreur (AW), Willow Calderwood (IS/IV), and Zach Ludge (OC)

1. Greetings- Ashley
2. Round table introductions
3. Approval of the Agenda
 - a. Motion to approve: Jessica
 - b. Seconded: Zach
 - c. Motioned passed
4. Approval of October Minutes
 - a. Motion to approve: Shanni
 - b. Seconded: Erin
 - c. Motioned passed
5. Report
 - a. Officers
 - i. Shanni- Shared her disappointment of not being able to make it to the Summer Reading Workshop last November.
 - ii. Justine- Reminder that elections are coming up in October, so start thinking about whether you be willing to step into one of these roles.
 - b. Lakeland- Amber
 - i. If you can't find something on the Lakeland website, let her know. She has been working on updates.
 - ii. ILS
 1. Working on getting quotes
 2. Still looking into other options other than Sierra
 - c. Continuing Education Report- Amber
 - i. MI Right to Read (lunch and learn session). Amber has notes from this session that she is willing to share if you want them.
 - ii. Looking into purchasing an owl camera for meeting to be virtual as well as in person.
6. Maranda Update
 - a. Meijer is back with gift cards
 - b. Whitecaps are giving tickets again
 - c. Air Zoo is back in again this year
 - d. No Celebration Cinema buckets
 - e. Grand Prize ideas
 - i. Doing more VIP style packs for local experiences
 - ii. Example ideas
 1. Behind the scenes for Whitecaps
 2. Behind the scenes for John Ball Zoo
 3. Behind the scenes for Meijer Gardens
 4. Behind the scenes for Air Zoo or Grand Rapids Museum
 5. VIP Music concert/theatre/Broadway shows

- 6. Celebration Cinema VIP showing
 - 7. Kids Food Basket
 - a. Could have kids win an experience on the farm
 - b. It was mentioned that this might not be as cool of a prize for those of us who are in a rural area where the farm/gardening is already part of daily chores.
 - f. Other prize ideas
 - i. Grand Rapids Museum has a new exhibit about digging and exploration
 - ii. Van Andel on the go
 - 1. Switching some of their scientists from cancer research to soil research
 - 2. This could be a good partnership for educational programming
 - g. Sparta is having Maranda for a huge kickoff event
 - h. Summer Reading Dates
 - i. Promos will start prior to June 1 since some programs will launch then
 - ii. Turn in Grand Prize drawings names by July 23 by 5pm
 - iii. Prizes will be available at KDL Service Center on July 29 at 1:00pm
 - 1. If you cannot pick up the prize on that date, talk to Amber to arrange delivery
 - i. Other ideas
 - i. Birthday Party Packages
 - 1. Either Maranda Summer Reading Program birthday. Unsure what year she started. Will do a little research.
 - 2. USA Birthday with July 4th being the 250 year
 - ii. Anything with gemstones or mining
7. New and Unfinished Business
- a. Conference Report
 - i. PLA- in Minneapolis this year
 - ii. MLA Spring Institute- If you want to hear Justine and Chris talk, and missed them at MLA Annual Conference, you have another opportunity. They will be speaking on gardening, gardening and food related program, and other related topics.
 - iii. ALA- in Chicago this year
 - b. Roundtable
 - i. Tori- Does anyone circ VR headsets? No one said they did, which was answer enough for Tori.
 - ii. Erin- Comics plus: Does anyone use them? Ashley said that their library just started, so she is nothing really to report at this time.
 - iii. Courtney- suggests visiting the Children's Museum during Spring Institute
 - iv. Keeva- KDL is hosting k-pop programs at 15 branches this summer
 - v. Brenda- Lote4Kids: has anyone worked with them?
 - 1. Amber recommends talking to Nicki at Lakeland about maybe doing a group purchase
 - vi. Ashley- Interactive movie. They did Frozen sing-a-long. They ate carrots, blew bubbles instead of throwing ice, etc. There is a whole google drive with information
 - vii. Jessica- Beanstack: You can send drafts of your challenges to your Beanstack support person.
 - viii. Diana-
 - 1. Muskegon will be hosting American Girl birthdays with programs
 - 2. Book recommendation: Who Ate Steve by Susannah Lloyd
 - ix. Shanni- Netgalley e-ARCs
 - x. Kim- had a patron start a chess club, and it is going really well.

- xi. Allison
 - 1. Beanstack-
 - a. Working with Beanstack to make their stuff better and more appealing
 - b. Partnering with local businesses/locations for code words for a Beanstack challenge
 - 2. New Pigeon Book: It's My Bird-Day! By Mo Willems
 - xii. Chris- Asked for décor ideas. Suggestions given:
 - 1. Volcanos out of traffic cones
 - 2. Clouds in dino shapes painted on windows
 - 3. Dino silhouettes
 - 4. Actual dino sized footprints
 - 5. Dino eggs- flour, coffee, salt, and water
 - 6. Dino footprint trail
 - xiii. Stephanie- Branching out to other underground stuff like gemstones and such.
8. Next meeting will be May 4, 2026 at 1:00 pm at KDL Service Center (814 W River Center Dr NE, Comstock Park, MI)
9. Motion to adjourn
- a. Motion to approve: Chris
 - b. Seconded: Stephanie
 - c. Motioned passed

Delivery Summary

This email was sent on 4/2 to all members.

Please read below for important changes to our delivery service.

You are welcome to enter your questions into this shared document and I can prepare a FAQ to address your questions as we transition to our new delivery model on May 1st. The directors will be discussing this at the April 9th Advisory Council meeting as well so you can share your questions before hand if that's easier.

https://docs.google.com/document/d/1ikhi64C3IY6OYxjmGGJ4ChweJI3wukKYu_Z4oja4mSw/edit?usp=sharing

In order to ensure long-term stability and sustainability for the Cooperative, I have recommended and the Lakeland Board has approved the following changes to our delivery service. This decision was made after careful consideration of many options and what was best long-term.

1. Last year, Terry Cross shared with me his plan to retire on April 30th, 2026. He announced it publicly on March 1st, 2026.
2. I researched several options regarding delivery, taking into account that what we have now is exemplary but difficult to sustain, manage and afford as staffing changes, vehicles, vehicle maintenance, insurance, and fuel costs rise.
3. At the March Cooperative Board meeting, I presented the board with multiple options and they voted to approve the following:
 - a. SameDay Delivery will be taking over our delivery as of May 1st utilizing the same 5-day schedule that is currently in place.
 - b. Our dedicated drivers, Ron White and Jeff Reyers, have been provided with early vesting in MERS to secure their retirement eligibility but will no longer work for Lakeland as of April 30th.
 - c. The sorting of materials will continue at Lakeland by Lakeland staff. Additional sorter hours have been budgeted as needed. One sorter has been promoted to Lead-Sorter.
 - d. Our trucks will be sold.
4. SameDay Delivery is the same service used by Kent District Library for the last several years. They understand libraries and will have dedicated employees to deliver our materials using the same 5-day schedule that is currently in place. SameDay does NOT use contract drivers so there is far more stability than other companies that we investigated.
5. Terry and I are working with SameDay to make this a smooth transition.
6. Ron and Jeff will train the new drivers and take them on the delivery routes prior to May 1st.

7. As of today, I will be the contact person for all service issues moving forward. You can email me directly at carol@lcoop.org.

8. Every effort will be made to provide the same reliable and exemplary service. The new drivers will have the same access to each building, will drive the same routes, and will provide the same service as you currently have now. There will be no additional costs for this change.

Thank you for your attention to this matter and your patience as we transition to the new service.

Carol

Carol Dawe
630-207-1205 (Cell is preferred.)

Director
Lakeland Library Cooperative
4138 3 Mile Road NW
Grand Rapids, MI 49534
616-559-5253 ext 2001

ILS Evaluation Committee Q & A and Discussion:

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1. ILS Evaluation Committee Minutes from March 24, 2026
2. Overview of the ILS Evaluation Project
3. Timetable and Cost Estimate Summary

LAKELAND LIBRARY COOPERATIVE
ILS EVALUATION COMMITTEE
MARCH 24, 2026, 1 PM
ZOOM

1. Ann Langlois called the meeting to order at 1:00 PM.
2. Ann did a short recap of the demos we have gotten from Polaris so far.
3. Ann discussed the current Google docs and how the question and answer process works between Innovative and her as those questions come in. She encouraged questions to be continued to be posted.
4. Ann did a recap of feedback on polaris from other users.
 - a. Another cooperative in MI had positive feedback.
 - b. A consortia in IL is very happy overall specifically with patron and staff experience with the UX. Their second choice was a different ILS, but that one had not worked with consortia before. They highly suggested making sure we have a site manager on the Innovative side to support the process. Further discussion regarding individual modules within Vega and how they compete with third-party offerings ensued.
 - c. Spine labels, multi-channel notifications, and receipt styles were discussed.
 - d. A single-site library in MI had positive feedback about being a development partner with Vega. They use Vega Web builder for their website and they are happy with Polaris. Admin permissions for Vega Web can be given to individuals per instance (i.e. Library A can have admin permissions to change only Library's A instance)
5. Further discussion of this Committee's feedback on Polaris
 - a. One committee member shared that the biggest concern is with training staff and patrons, and also the learning curve with a new system in general.
 - i. A second committee member agreed, stating that the staff at their library are mostly just concerned with training and the timeframe.
 - ii. Training pacing and scheduling would be figured out if the consortia decides to move forward.
 - b. One committee member raised a concern with the amount of information and changes to be learned based on the sandbox.
 - c. Another committee member shared that their staff were very excited based on the demo given to all members.
 - d. Ann explained how the process would move forward in the next year if the cooperative members voted to move forward.
 - e. A short discussion regarding BiblioCommons being replaced by Vega ensued, will be revisited as the quote is discussed.
 - f. Discussion of general experience with various staffs and how they found Polaris, concerned, etc ensued
6. Discussion of the quote

- a. Carol Dawe explained that the quote given for LLC was for “the kitchen sink” - i.e. everything included (everything but the web builder, and licensing for apps is under negotiation).
 - b. However, even though the quote includes everything, we do not have to implement everything at once.
 - c. TLC gave a quote for their ILS that was similar in price but charged for pieces that were included in the overall Polaris quote, and also relied on more third-party vendors.
 - d. Carol discussed that the Polaris quote includes their Vega modules - catalog, app, etc. This would replace BiblioCommons as our discovery layer and app, which would save \$80,000 annually.
 - e. The goal was to keep costs similar year to year to maintain economic sustainability. It is anticipated that costs will fluctuate as the new delivery model is implemented. Costs will fluctuate if we migrate and have to go month-to-month with BiblioCommons.
 - f. Libraries will not be charged extra to migrate, if the board approves the migration. The migration costs will come from the LLC Growth Fund (Fund Balance).
7. Next steps in this process will be 1) for the committee to vote whether to move forward with pursuing Polaris, 2) the discussion will move to the Advisory Council, which will then make a recommendation to the board whether to move forward with Polaris, 3) contracts worked out with lawyers, and 4) proposal moved to the board for final voting.
 8. The committee voted 11-0 to recommend to the Advisory Council to move forward with Polaris.

Overview of the Lakeland Library Cooperative ILS Evaluation Project

- *July-December 2024:* literature review of ILS evaluation, trends, updates, and surveys of other Michigan cooperatives' impressions of their ILSes by LLC ILS Manager, initial Lakeland staff meetings to discuss project and survey
- *January 2025:* survey of LLC membership to define ILS needs; members overall were looking for a more modern ILS
- *April 2025:* formation of the ILS Evaluation Committee, composed of representatives from various class sizes of libraries and roles in the library (including two directors); meetings begin
- *April-June 2025:* developed a list of requirements for a new ILS
- *July 2025:* researched and identified different ILS vendors to invite to a RFI
- *August 2025:* finalized RFI document, published it publicly on LLC website for any vendors to respond to, and also invited five vendors (three traditional, two companies who manage open source ILSes) to respond
- *September 2025:* due date for RFI responses; three (traditional) companies responded
- *September-October 2025:* evaluated RFI responses, selected and notified vendors to invite for demonstrations
- *November 2025:* vendor demonstrations
- *December 2025:* met to discuss impressions of products and rank choice; selected one vendor to invite for an additional demonstration
- *January 2026:* second demonstration by Innovative staff of Polaris; Committee members tried sandbox version of it. The Committee unanimously voted to request a quote for Polaris, as well as TLC's Carl products.
- *February-March 2026:* LLC staff requested and reviewed quotes for both ILSes. Carol and Ann met with Innovative and TLC to discuss their individual quotes.
- *March 16, 2026:* demonstration of Polaris for all members of LLC. Members were invited to post their questions about the product and answers are visible to all.
- *Middle of March 2026:* contacted two additional other cooperatives, similar in size to Lakeland, for references on Polaris
- *March 24, 2026:* The full Committee members unanimously voted to recommend purchase of Innovative's Polaris ILS to the Advisory Council. Discussed the Polaris quote.
- *April 9, 2026:* LLC staff and ILS Evaluation Committee members will discuss the project and impressions of Polaris at the Advisory meeting.

Cost Explanation Summary for the ILS Migration Proposal.

Timetable:

1. April 9th: Advisory will hear from Ann Langlois, ILS Manager and Chair of the ILS Evaluation Committee, various members of the committee and me. This is an informational meeting and no action will be taken.
2. May 14th: At this meeting, detailed cost information will be provided. The Advisory Council will vote on whether to move the ILS Migration Proposal to the Lakeland Library Cooperative Board.
3. June 11th: If the May 14th vote is in the affirmative, the Lakeland Board will vote on the ILS Migration Proposal. At this meeting, the contract and pricing will be summarized for review and will be voted on by the board.
4. June 12th and beyond: Depending on the board's decision, LLC staff will move forward with either planning a new ILS migration or remaining on Sierra. If we move forward with Polaris, we will then start to look at migration implementation, 3rd party vendor compatibility with member-owned software and hardware, training, go live dates, schedules and dozens and dozens of other factors, decisions and options.

Cost Factors:

The ILS Evaluation Committee was directed to make decisions based on functionality and the needs of both staff and our library users. Money was not the focus but we all know that costs do matter; however, they can't be the only or primary factor when making a decision.

Two major decisions were made when determining costs.

1. When quotes were requested from the two finalists, Polaris and TLC, we requested that the vendors include their full product line so that there are no hidden costs now or in the future.
 - a. This meant that we could consider eliminating a number of our current 3rd party vendors such as Shoutbomb, MessageBee notices, Backstage for authority, Syndetics for title pages and other discovery layer content, etc. Not only would this provide ease of troubleshooting but we were hoping for cost savings as well.

i. The Polaris product provides options for all these services, including a mobile app. The only service not yet available is patron registration via GIS Mapping like we have with PatronPoint.

ii. TLC continues to use 3rd party vendors so the quote was not nearly as complete and the app was a separate charge for each library.

iii. Both vendors have the option to continue to use Bibliocommons for the discovery layer for Herrick and MADL since they are using Biblioweb for their web pages and web content management. Polaris also provided this service but the costs are for individual libraries. TLC does not provide Web Content Management.

2. For decades, Lakeland has been responsible stewards of its finances. Because of this there is a large fund balance and we continue to keep operating costs low and membership fees reasonable.

a. ILS Costs:

i. Current combined annual costs for BiblioCommons, Sierra, Backstage authority work, MessageBee notices, Shoutbomb and Syndetics are \$356,800.00

ii. The current quote from Innovative for Polaris/Vega which included functionality from the products listed above is \$277,646.00 annually and an additional \$62,420 for a one-time implementation fee. (We are still negotiating this cost and making sure we have everything covered.)

iii. This would be an annual savings of \$79,154.00 beginning in 2028-2029, which would offset delivery costs.

b. Delivery Costs

i. In FY 2028-29, the 5-year delivery costs approved by the board in March combined with a new ILS, actually makes operating costs similar to what they are currently now in 2025-2026. This does NOT include annual increases of cost of

living and operating expenses but those are usually between 3 and 8 percent.

c. Estimated Total Costs:

i. To get us through the transition, we would use \$50,000 from the sale of the trucks and \$146,168 from the fund balance to make up the difference and pay for the \$62,420 implementation costs. At the end of FY 2027-2028, our fund balance would still be strong with \$784,492.

ii. I will have more detailed numbers in May and June but I hope this assures you that there will be no upfront costs from the libraries that move to Polaris/Vega and long-term, we will be keeping costs in line with current expenses except for normal annual budget increases. For Herrick and MADL, we will work with them on costs if they stay with Bibliocommons.

iii. There are a lot of moving parts here so this is an estimate but it really does make this move cost effective and beneficial to patrons and staff with enhanced functionality.