



BOARD MONTHLY MEETING

Thursday, April 9th, 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) PAGES 1-2

3. PUBLIC COMMENTS

4. APPROVAL OF MINUTES

- a. March 12th 2026, Unofficial Board Minutes

(m) PAGE 3-4

5. 2025 AUDIT REPORT: Matt Holland, Gabridge & Co.

(m) See separate document.

6. FINANCIAL REPORT

- a. March Financials and Check Registers

(m) PAGES 5-10

6. PRESIDENT'S REPORT

(i)

7. COOPERATIVE DIRECTOR'S REPORT

(i) PAGES 11-15

8. COUNCIL/COMMITTEE REPORTS

- a. Advisory Council Official Minutes, February 12, 2026

(f) PAGES 16-17

9. ONGOING/NEW BUSINESS

- a. Delivery update

(i) PAGES 18-19

10. PUBLIC COMMENTS

11. BOARD MEMBER COMMENTS

**12. NEXT MEETING: May 14th, 2026 at the Kent District Library
Service Center**

13. ADJOURNMENT

(m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, March 12, 2026 at 9:30 a.m.
Kent District Library Service Center**

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

Lakeland Staff Present: Amber McLain, Ann Langlois

Absent: Matt Lubbers-Moore (SF)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 AM 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**
 - a) Kevin Wisniewski from MADL shared a comment about regarding Terry Cross's retirement and the timeframe for which the consideration for outsourcing deliver occurred.
- 4) **APPROVAL OF MINUTES:** Lance Werner moved, supported by Ron Suszek, to approve the board minutes from February 12, 2026 with the addition of Jessica Hunt as present– *motion carried*.
- 5) **FINANCIAL REPORT:**
 - a) February Financials and Check Register: Abby Black moved, supported by Maggie McKeithan, to approve the February Financials as presented - *motion carried*.
- 6) **PRESIDENT'S REPORT**
 - a) None
- 7) **DIRECTOR'S REPORT**
 - a) Carol shared information regarding a Library Cooperatives of MI program that happened recently which covered details of becoming a District library and what that entails.
 - b) Carol pointed out that there is a gap in her director's report – she was going to attend an Innovative event, but decided not to out of an abundance of caution as we are in the infancy stages of considering negotiations with III.
- 8) **COUNCIL/COMMITEE REPORTS**
 - a) Advisory Council Official Minutes from November 13, 2025 included for information.
- 9) **NEW BUSINESS:**
 - a) Delivery Proposal Review and Discussion
 - i) Carol discussed the process of how this proposal came to be with Terry Cross's retirement, our two drivers coming up on retirement, as well as the process for researching different options to replace our current delivery structure. The proposal was crafted with many things in mind: the cost of gas, the cost of maintenance and vehicles, the need for consistency of drivers and delivery, and dedication of the service. Carol also clarified that the fiscal year for delivery will be May to April.
 - ii) Discussion ensued regarding the timeframe for which the proposal came about, how costs will change with no longer maintaining health insurance for employees and truck maintenance, as well as the inter-connectedness of this proposal with the possibility of a new ILS.
 - iii) Lance Werner moved, supported by Maggie McKeithan, to approve the outsourcing of Lakeland Library Cooperative delivery services - *motion carried*.
 - b) MERS Carve-Out Discussion
 - i) Abby Black moved, supported by Rob Bristow, to approve the attached revised MERS DB Adoption Agreement to carve out Drivers employees into a new division with a 5-yr vesting - *motion carried*.
 - c) Amended adjusted expenses for 2025-2026 Operating Budget
 - i) Rob Bristow moved, supported by Lance Werner, to adopt the amended adjusted expenses for 2025-2026 Operating Budget as presented in the Delivery Proposal - *motion carried*.

10) PUBLIC COMMENTS:

- a) Kevin Wisniewski expressed displeasure with the decision to outsource delivery.
- b) Amy Stockwell asked about whether current LLC drivers were eligible for retirement.
- c) Kevin Meyer asked when the outsourced was slated to start and it was confirmed to be around May 1.

11) BOARD MEMBER COMMENTS:

- a) John McNaughton shared the Grand Rapids Public library approved a new five-year strategic plan, and it is available at grpl.org.

12) NEXT MEETING: Thursday, April 9, 2026, at 9:30 a.m. at Kent District Library Service Center.

13) ADJOURNMENT: Lance Werner moved, supported by Abby Black, to adjourn at 10:15 - *motion carried.*

Respectfully submitted by,
Amber McLain

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

ASSETS

Current Assets

Checking/Savings

001 · Checking Accounts 146,195

002 · Savings Accounts 527,173

Total Checking/Savings 673,368

Other Current Assets

084 · Due from Other Funds 74,429

123 · Prepaid Expenses 74,938

Total Other Current Assets 149,367

Total Current Assets 822,735

Fixed Assets 429,957

TOTAL ASSETS \$ 1,252,692

LIABILITIES & EQUITY

Liabilities

Current Liabilities

Accounts Payable 15,852

Other Current Liabilities

214 · Due to Other Funds 625

231 · Payroll Liabilities 2,405

237 · Benefit Liabilities (3,214)

Total Other Current Liabilities (184)

Total Current Liabilities 15,667

Total Liabilities \$ 15,667

Equity

370 · Nonspendable Funds 119,021

371 · Property 429,957

390 · Unassigned Funds 820,496

399 · Net Position - Unrestricted 39,907

Net Income (172,356)

Total Equity \$ 1,237,025

TOTAL LIABILITIES & EQUITY \$ 1,252,692

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

	YTD	Budget	%
Income			
566 · State Aid Revenue	376,390	758,051	49.7%
630 · Service Revenue	441,440	882,879	50.0%
665 · Interest Revenue	10,047	15,000	67.0%
672 · Other Revenue	-	100	0.0%
Total Income	\$ 827,877	\$ 1,656,030	50.0%
Expense			
702 · Salaries & Wages	360,941	760,105	47.5%
710 · Benefits	80,444	133,199	60.4%
719 · Mileage	1,143	3,450	33.1%
720 · Professional Development	2,018	8,000	25.2%
726 · Supplies	1,683	3,840	43.8%
801 · Professional Services	26,374	74,650	35.3%
810 · Insurance	21,414	17,795	120.3%
817 · ILS & IT Expenses	347,895	385,371	90.3%
831 · RIDES	-	9,410	0.0%
860 · Delivery Expenses	21,844	139,762	15.6%
880 · Member Development	1,034	6,000	17.2%
920 · Facility Expenses	22,958	38,895	59.0%
Total Expense	\$ 887,749	\$ 1,580,477	56.2%
Net Ordinary Income	\$ (59,872)	\$ 75,553	-79.2%
Other Income			
693 · Sale of Capital Assets	5,500		
699 · FBTransfers In	-	42,431	0.0%
Total Other Income	5,500	42,431	13.0%
Other Expense			
990 · DS-SBITA (Bibliocore)	117,984	117,984	100.0%
Total Other Expense	117,984	117,984	100.0%
Net Other Income	\$ (112,484)	\$ (75,553)	148.9%
Net Income	\$ (172,356)	\$ -	100.0%

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

Date	Name	Memo	Account	Amount
001.01 - Main Checking-Sweep Acct				
03/09/2026	MERS	Pension	Benefits	4,027.63
03/09/2026	State of Michigan--Vendor		Payroll Liabilities	2,022.70
03/09/2026	Allied Universal (Midstate)	Building Security	Facility Contracts	121.56
03/09/2026	Coverall - New Dreams, Inc.	Janitorial service	Facility Contracts	170.00
03/09/2026	Superior Pest Control, Inc.	Pest Control	Facility Contracts	58.00
03/09/2026	Dawe, Carol - vendor		Mileage	247.95
03/09/2026	Langlois, Ann - Vendor		Mileage	11.60
03/10/2026	Payroll		-Split-	18,902.94
03/10/2026	United States Treasury		Payroll Liabilities	6,447.73
03/10/2026	Comcast-Data Lines	Data Lines	IT Operations	575.00
03/10/2026	Flyers Energy		Vehicle Fuel	1,529.06
03/10/2026	Granger	Waste services	Facility Contracts	55.62
03/10/2026	Healthiest You	Telehealth	Benefits	51.00
03/10/2026	Home Depot	Delivery Supplies	Supplies	75.04
03/10/2026	SS Power Wash	Truck wash	Vehicle Repairs/Maint	90.00
03/12/2026	MERS	Pension-New Division	Benefits	4,567.00
03/18/2026	Concentra Medical Centers		Driver Certifications	110.00
03/18/2026	Fed Ex	Postage	Supplies	87.63
03/18/2026	Michigan Library Association	Advocacy Day	Professional Development	50.00
03/23/2026	Backstage Library Works		Authority Control	273.70
03/23/2026	Heimler Consulting	IT consulting	Consulting	4,224.00
03/23/2026	NCC Group-Escode		ILS Services	430.00
03/23/2026	The Library Network - TLN	MI Activity Pass	Memberships	434.93
03/23/2026	McLain, Amber - Vendor		Mileage	92.80
03/23/2026	Aflac		Payroll Liabilities	194.56
03/23/2026	BCBS	Health Insurance	Benefits	3,392.05
03/23/2026	BCN	Health Insurance	Benefits	5,991.20
03/23/2026	Cintas	Floor Mats	Facility Contracts	128.73
03/23/2026	Consumers Energy		Utilities	434.80
03/23/2026	Delta Dental	Dental/Vision Insurance	Benefits	346.55
03/23/2026	DTE Energy		Utilities	62.34
03/23/2026	DTE Energy		Utilities	352.26
03/23/2026	Flyers Energy		Vehicle Fuel	916.33
03/23/2026	Ricoh USA Inc.	Copier	IT Operations	25.44
03/23/2026	Standard Insurance - MERS group	LTD & Life Insurance	Benefits	274.80
03/24/2026	Payroll		-Split-	18,867.79
03/24/2026	United States Treasury		Payroll Liabilities	6,434.70
03/30/2026	Grand Rapids Income Tax Dept.		Payroll Liabilities	118.14
03/30/2026	Walker City Treasurer		Payroll Liabilities	242.35
03/31/2026	MERS 457/DC	Feb-Mar DC	Payroll Liabilities	1,122.78
03/31/2026	MERS 457/DC	Feb-Mar 457	Payroll Liabilities	5,576.79
			TOTAL	<u>89,137.50</u>

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

	Pass Through	Capital
ASSETS		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	28,884	8,529
001.3 · eCommerce - Checking	4,812	
Total 001 · Checking Accounts	33,696	8,529
002 · Savings Accounts		72,060
Total Checking/Savings	33,696	80,590
Accounts Receivable	971	
Total Current Assets	34,666	80,590
TOTAL ASSETS	\$ 34,666	\$ 80,590
 LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	5,164	
Other Current Liabilities		
214 · Due To Other Funds	40,000	34,429
Total Other Current Liabilities	40,000	34,429
Total Current Liabilities	45,164	34,429
Total Liabilities	\$ 45,164	\$ 34,429
 Equity		
390 · Unassigned Funds		26,762
399 · Net Position - Unrestricted		18,108
Net Income	(10,498)	1,291
Total Equity	\$ (10,498)	\$ 46,161
TOTAL LIABILITIES & EQUITY	\$ 34,666	\$ 80,590

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

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
Income						
628 · Group Supply Revenue	3,132	10,700	29.3%			
629 · Group Collections	48,506	94,000	51.6%			
635 · Group Services	10,924	36,350	30.1%			
637 · Ecommerce Fines	15,148	28,000	54.1%			
665 · Interest Revenue				1,291	2,000	64.5%
672 · Other Revenue	547	1,750	31.3%			
Total Income	\$ 78,257	\$ 170,800	45.8%	\$ 1,291	\$ 2,000	64.5%
Expense						
728 · Library Supply Expense	3,132	10,700	29.3%			
729 · Collection Expenses	63,770	94,000	67.8%			
805 · Group Subscriptions	10,924	36,350	30.1%			
807 · Fines Paid	10,381	28,000	37.1%			
880 · Member Development	-	1,000	0.0%			
969 · Other Services	547	750	72.9%			
970 · Capital Outlay						
971 · Building/Grounds Improvements				-	7,500	0.0%
975 · Technology				-	15,000	0.0%
980 · Vehicles				-	-	0.0%
Total 970 · Capital Outlay	-	-	0.0%	-	22,500	0.0%
Total Expense	\$ 88,754	\$ 170,800	52.0%	\$ -	\$ 22,500	0.0%
Net Ordinary Income	\$ (10,498)	\$ -	100.0%	\$ 1,291	\$ (20,500)	-6.3%
Other Income						
699 · Fund Balance Transfers In				-	20,500	0.0%
Net Other Income	\$ -	\$ -	0.0%	\$ -	\$ 20,500	0.0%
Net Income	\$ (10,498)	\$ -	100.0%	\$ 1,291	\$ -	100.0%

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

Date	Name	Memo	Account	Amount
001 · Checking Accounts				
001.1 · Fund - Checking				
001.11 · Checking - Pass Through				
03/09/2026	Library Ideas, LLC	Vox books	Other Collections	194.32
03/23/2026	Coopersville Area District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	332.22
03/23/2026	Gary Byker Memorial Library-Vendor	Dec-Feb Fines	Ecommerce Fines	92.55
03/23/2026	Hesperia Community Library-Vendor	Dec-Feb Fines	Ecommerce Fines	38.36
03/23/2026	Ionia Community Library-Vendor	Dec-Feb Fines	Ecommerce Fines	43.04
03/23/2026	Patmos Library-Vendor	Dec-Feb Fines	Ecommerce Fines	140.25
03/23/2026	Saranac Public Library-Vendor	Dec-Feb Fines	Ecommerce Fines	32.70
03/23/2026	Saugatuck--Douglas District Library-Vendo	Dec-Feb Fines	Ecommerce Fines	70.54
03/23/2026	Sparta Township Library--Vendor	Dec-Feb Fines	Ecommerce Fines	106.64
03/23/2026	TCH Reynolds Township Library-Vendor	Dec-Feb Fines	Ecommerce Fines	131.07
03/23/2026	White Cloud Community Library-Vendor	Dec-Feb Fines	Ecommerce Fines	43.04
03/23/2026	White Lake Community Library-Vendor	Dec-Feb Fines	Ecommerce Fines	160.70
03/23/2026	OverDrive	Audio and Ebooks	Group Collections	5,275.65
Total 001.11 · Checking - Pass Through				6,661.08
001.12 · Checking - Capital				
Total 001.12 · Checking - Capital				0.00
Total 001.1 · Fund - Che				6,661.08
001.3 · eCommerce - Checking				
03/19/2026	Allendale Township Library-Vendor	Dec-Feb Fines	Ecommerce Fines	152.48
03/19/2026	Carson City Public Library-Vendor	Dec-Feb Fines	Ecommerce Fines	41.26
03/19/2026	Cedar Springs Public Library-Vendor	Dec-Feb Fines	Ecommerce Fines	53.92
03/19/2026	Dorr Township Library-Vendor	Sept-Feb Fines	Ecommerce Fines	43.88
03/19/2026	Flat River Community Library-Vendor	Dec-Feb Fines	Ecommerce Fines	78.13
03/19/2026	Fremont Area District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	65.79
03/19/2026	Georgetown Twp Public Library-Vendor	Dec-Feb Fines	Ecommerce Fines	382.33
03/19/2026	Grant Area District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	59.39
03/19/2026	Hackley Public Library-Vendor	Dec-Feb Fines	Ecommerce Fines	178.50
03/19/2026	Hastings Public Library-Vendor	Dec-Feb Fines	Ecommerce Fines	31.81
03/19/2026	Henika District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	32.41
03/19/2026	Herrick District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	674.97
03/19/2026	Home Township Library - Vendor	Dec-Feb Fines	Ecommerce Fines	27.14
03/19/2026	Howard Miller Library-Vendor	Dec-Feb Fines	Ecommerce Fines	368.38
03/19/2026	Loutit District Library--Vendor	Dec-Feb Fines	Ecommerce Fines	125.29
03/19/2026	Muskegon Area District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	785.56
03/19/2026	Newaygo Area District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	41.71
03/19/2026	Salem Township Library-Vendor	Dec-Feb Fines	Ecommerce Fines	239.32
03/19/2026	Spring Lake District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	183.95
03/19/2026	Tamarack District Library-Vendor	Dec-Feb Fines	Ecommerce Fines	51.31
Total 001.3 · eCommerce - Checking				3,617.53
TOTAL				10,278.61



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
ADVISORY COUNCIL MINUTES – Official
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

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
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