



**BOARD MONTHLY MEETING**  
**Thursday, May 14<sup>th</sup>, 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
  
- 3. PUBLIC COMMENTS**
  
- 4. APPROVAL OF MINUTES**
  - a. April 9<sup>th</sup>, 2026, Unofficial Board Minutes (m) PAGE 2-3
  
- 5. FINANCIAL REPORT**
  - a. April Financials and Check Registers (m) PAGES 4-10
  
- 6. PRESIDENT’S REPORT** (i)
  
- 7. COOPERATIVE DIRECTOR’S REPORT** (i) PAGES 11-18
  
- 8. COUNCIL/COMMITTEE REPORTS** (f) PAGES 19-20
  - a. Advisory Council Official Minutes, March 12,2026
  
- 9. ONGOING/NEW BUSINESS**
  - a. Delivery update (i)
  - b. ILS next steps-JUNE VOTE (i)
  
- 10. PUBLIC COMMENTS**
  
- 11. BOARD MEMBER COMMENTS**
  
- 12. NEXT MEETING: June 11th, 2026 at the Kent District Library Service Center**
  
- 13. ADJOURNMENT** (m)

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

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

Lakeland Staff Present: Amber McLain, Ann Langlois

Absent:

- 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 Abby Black, to approve the agenda as presented - *motion carried.*
- 3) **PUBLIC COMMENTS:** There were no public comments.
- 4) **APPROVAL OF MINUTES:** Lance Werner moved, supported by Ron Suszek, to approve the board minutes from March 12, 2026– *motion carried.*
- 5) **2025 AUDIT REPORT: Matt Holland, Gabridge & Co –**
  - a) Matt Holland from Gabridge & Co summarized the 2025 LLC Audit report. An unmodified opinion was issued. Lance made the motion, supported by Rob Bristow, to approve the 2025 Audit Report as presented – *motion carried.*
- 6) **FINANCIAL REPORT:**
  - a) **March 2026** Financials and Check Register: Matt Lubbers-Moore moved, supported by Rob Bristow, to approve the March 2026 Financials as presented - *motion carried.*
- 7) **PRESIDENT’S REPORT**
  - a) Nothing to report.
- 8) **DIRECTOR’S REPORT**
  - a) Delivery will be discussed under ongoing business further down this agenda. Carol shared that a MERS information session will be held on May 21. Carol also shared that the Governor shared MI Library Finder in her recent email blast regarding literacy – the Cooperative directors will be sending her a letter regarding the role of libraries in literacy and to ask her to look at State Aid Funding.
- 9) **COUNCIL/COMMITEE REPORTS**
  - a) Official Advisory Board Minutes from Feb 12, 2026 included for information.
- 10) **ONGOING NEW BUSINESS:**
  - a) Delivery Update
    - i) Questions from the membership will be answered at the Advisory Council meeting directly following this meeting.
    - ii) Same Day Delivery will be hiring new drivers that will be dedicated to LLC delivery. They will shadow the current LLC drivers during their last week. LLC is hiring a new sorter to pick up any time Terry would have spent hiring. Tisha Smith has been made Head Sorter, and she will handle supplies delivery, sorting, etc. Nick Heimler will do some facilities work for a few hours a week and the shifting of budget will allow for some increased IT hours as well.
- 11) **PUBLIC COMMENTS:**
  - a) Riley Bower from Dorr mentioned that Dorr has a Michigan authors fair and invited everyone to attend.
- 12) **BOARD MEMBER COMMENTS:**
  - a) Matt Lubbers-Moore shared that Fruitport received a \$16,000 grant and will be opening a secondary location that will be a program space and used book sale run by the Fruitport Friends Group.

**13) NEXT MEETING:** Thursday, May 14, 2026 at 9:30 a.m. at Kent District Library Service Center.

**14) ADJOURNMENT:** Lance Werner moved, supported by Abby Black, to adjourn at **9:48-** *motion carried.*

Respectfully submitted by,  
Amber McLain

**Lakeland Library Cooperative**  
**Operating Fund Balance Sheet**  
As of April 30, 2026

**ASSETS**

**Current Assets**

**Checking/Savings**

001 · Checking Accounts	264,731
002 · Savings Accounts	529,354

**Total Checking/Savings** 794,085

**Accounts Receivable** 42,247

**Other Current Assets**

084 · Due from Other Funds	74,429
123 · Prepaid Expenses	74,938

**Total Other Current Assets** 149,367

**Total Current Assets** 985,699

**Fixed Assets** 429,957

**TOTAL ASSETS** \$ 1,415,656

**LIABILITIES & EQUITY**

**Liabilities**

**Current Liabilities**

**Accounts Payable** 9,667

**Other Current Liabilities**

231 · Payroll Liabilities 378

237 · Benefit Liabilities (3,214)

**Total Other Current Liabilities** (2,836)

**Total Current Liabilities** 6,831

**Total Liabilities** \$ 6,831

**Equity**

370 · Nonspendable Funds 119,021

371 · Property 429,957

390 · Unassigned Funds 860,402

Net Income (556)

**Total Equity** \$ 1,408,825

**TOTAL LIABILITIES & EQUITY** \$ 1,415,656

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

	YTD	Budget	%
<b>Income</b>			
566 · State Aid Revenue	376,390	758,051	49.7%
630 · Service Revenue	662,160	882,879	75.0%
665 · Interest Revenue	12,465	15,000	83.1%
672 · Other Revenue	-	100	0.0%
<b>Total Income</b>	<b>\$ 1,051,015</b>	<b>\$ 1,656,030</b>	<b>63.5%</b>
<b>Expense</b>			
702 · Salaries & Wages	422,118	760,105	55.5%
710 · Benefits	94,236	133,199	70.7%
719 · Mileage	1,492	3,450	43.3%
720 · Professional Development	2,768	8,000	34.6%
726 · Supplies	1,836	3,840	47.8%
801 · Professional Services	40,521	74,650	54.3%
810 · Insurance	21,414	17,795	120.3%
817 · ILS & IT Expenses	353,202	385,371	91.7%
831 · RIDES	-	9,410	0.0%
860 · Delivery Expenses	24,650	139,762	17.6%
880 · Member Development	1,034	6,000	17.2%
920 · Facility Expenses	25,815	38,895	66.4%
<b>Total Expense</b>	<b>\$ 989,087</b>	<b>\$ 1,580,477</b>	<b>62.6%</b>
<b>Net Ordinary Income</b>	<b>\$ 61,928</b>	<b>\$ 75,553</b>	<b>82.0%</b>
<b>Other Income/Expense</b>			
690 · Other Financing Sources			
693 · Sale of Capital Assets	55,500	-	
699 · FBTransfers In	-	42,431	0.0%
<b>Total Other Income</b>	<b>55,500</b>	<b>42,431</b>	<b>130.8%</b>
990 · DS-SBITA (Bibliocore)	117,984	117,984	100.0%
<b>Total Other Expense</b>	<b>117,984</b>	<b>117,984</b>	<b>100.0%</b>
<b>Net Other Income</b>	<b>\$ (62,484)</b>	<b>\$ (75,553)</b>	<b>82.7%</b>
<b>Net Income</b>	<b>\$ (556)</b>	<b>\$ -</b>	<b>100.0%</b>

**Lakeland Library Cooperative**  
**Operating Checks for the Month**  
**As of April 30, 2026**

Date	Name	Memo	Account	Amount
<b>001.01 - Main Checking-Sweep Acct</b>				
04/01/2026	Evergreen Lawn Care	Grounds Maintenance	Facility Contracts	1,945.12
04/01/2026	Michigan Library Association	Advocacy day	Conference/Training	300.00
04/01/2026	RNL Graphic Solutions (Pummill)	Printed forms	Supplies	153.77
04/01/2026	Seaman's Air Conditioning/Refrigeration	Repair Roof heat tapes	Building Repairs/Maint.	2,450.00
04/06/2026	MERS	Pension	Benefits	7,053.72
04/06/2026	MI-Unemployment Insurance Agency		Payroll Liabilities	206.82
04/06/2026	State of Michigan--Vendor		Payroll Liabilities	2,042.51
04/06/2026	Coverall - New Dreams, Inc.	Janitorial service	Facility Contracts	170.00
04/06/2026	Cross, Terry - Vendor		Mileage	49.30
04/07/2026	MERS 457/DC		Payroll Liabilities	374.26
04/07/2026	MERS 457/DC		Payroll Liabilities	1,858.93
04/07/2026	Payroll		-Split-	19,020.68
04/07/2026	United States Treasury		Payroll Liabilities	6,460.94
04/08/2026	Amazon		Supplies	40.26
04/08/2026	Berger Chevrolet		Vehicle Repair/Maint.	803.67
04/08/2026	First National Bank	IT, conference, phones	-Split-	2,635.46
04/08/2026	Home Depot	Maintenance supplies	Building Repairs/Maint.	56.33
04/15/2026	Printing Productions Ink	Bag tags	Delivery Supplies	153.44
04/20/2026	Grand Rapids Income Tax Dept.		Payroll Liabilities	118.14
04/20/2026	Walker City Treasurer		Payroll Liabilities	244.69
04/20/2026	Backstage Library Works		Authority Control	1,454.20
04/20/2026	Heimler Consulting	IT consulting	Consulting	5,280.00
04/20/2026	Springshare LLC (Patron Pt)	Verifications	Patron Point	2,523.60
04/20/2026	Dawe, Carol - vendor		Mileage	79.75
04/21/2026	MERS 457/DC		Payroll Liabilities	374.26
04/21/2026	MERS 457/DC		Payroll Liabilities	1,858.93
04/21/2026	Payroll		Payroll Liabilities	18,880.02
04/21/2026	United States Treasury		Payroll Liabilities	6,471.76
04/21/2026	Aflac		Payroll Liabilities	194.56
04/21/2026	BCBS	Health Insurance	Benefits	3,392.05
04/21/2026	BCN	Health Insurance	Benefits	5,991.20
04/21/2026	Cintas	Floor Mats	Facility Contracts	128.73
04/21/2026	Comcast-Data Lines	Data Lines	IT Operations	575.00
04/21/2026	Consumers Energy		Utilities	409.45
04/21/2026	Delta Dental	Dental/Vision Insurance	Benefits	346.55
04/21/2026	DTE Energy		Utilities	63.08
04/21/2026	DTE Energy		Utilities	276.09
04/21/2026	Flyers Energy		Vehicle Fuel	1,335.36
04/21/2026	Gabridge & Company PLC		Audit	8,500.00
04/21/2026	Granger	Trash removal	Facility Contracts	56.03
04/21/2026	Healthiest You	Telehealth	Benefits	51.00
04/21/2026	Standard Insurance - MERS group	LTD/Life Insurance	Benefits	213.95
04/21/2026	Grand Rapids City Treasurer		Utilities	308.69

**Lakeland Library Cooperative**  
**Operating Checks for the Month**  
**As of April 30, 2026**

<b>Date</b>	<b>Name</b>	<b>Memo</b>	<b>Account</b>	<b>Amount</b>
04/29/2026	ALA- Memberships		Memberships	222.00
04/29/2026	Seaman's Air Conditioning/Refrigeration		Building Repairs/Maint.	307.98
04/29/2026	West Michigan Document Shredding LLC	Document destruction	Facility Contracts	140.00
04/30/2026	Amazon	Maintenance supplies	Building Repairs/Maint.	132.00
04/30/2026	First National Bank	IT, phones, training	-Split-	2,314.69
04/30/2026	Flyers Energy		Vehicle Fuel	1,258.47
			<b>TOTAL</b>	<b><u>109,277.44</u></b>

**Lakeland Library Cooperative**  
**Pass Through & Capital Funds Balance Sheet**  
As of April 30, 2026

	<b>Pass Through</b>	<b>Capital</b>
<b>ASSETS</b>		
Current Assets		
Checking/Savings		
001 · Checking Accounts		
001.1 · Fund - Checking	31,045	8,544
001.3 · eCommerce - Checking	7,044	
<b>Total 001 · Checking Accounts</b>	<b>38,089</b>	<b>8,544</b>
002 · Savings Accounts		72,513
<b>Total Checking/Savings</b>	<b>38,089</b>	<b>81,057</b>
Accounts Receivable	14,062	
Other Current Assets		
111 · *Undeposited Funds	323	
<b>Total Other Current Assets</b>	<b>323</b>	<b>-</b>
<b>Total Current Assets</b>	<b>52,474</b>	<b>81,057</b>
<b>TOTAL ASSETS</b>	<b>\$ 52,474</b>	<b>\$ 81,057</b>
 <b>LIABILITIES &amp; EQUITY</b>		
Liabilities		
Current Liabilities		
Other Current Liabilities		
214 · Due To Other Funds	40,000	34,429
<b>Total Other Current Liabilities</b>	<b>40,000</b>	<b>34,429</b>
<b>Total Current Liabilities</b>	<b>40,000</b>	<b>34,429</b>
<b>Total Liabilities</b>	<b>\$ 40,000</b>	<b>\$ 34,429</b>
 Equity		
390 · Unassigned Funds		44,870
Net Income	12,474	1,759
<b>Total Equity</b>	<b>\$ 12,474</b>	<b>\$ 46,628</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>\$ 52,474</b>	<b>\$ 81,057</b>

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

	Pass Through			Capital & Growth		
	YTD	Budget	%	YTD	Budget	%
<b>Income</b>						
628 · Group Supply Revenue	7,538	10,700	70.4%			
629 · Group Collections	69,270	94,000	73.7%			
635 · Group Services	18,474	36,350	50.8%			
637 · Ecommerce Fines	17,379	28,000	62.1%			
665 · Interest Revenue				1,759	2,000	87.9%
672 · Other Revenue	547	1,750	31.3%			
<b>Total Income</b>	<b>\$ 113,208</b>	<b>\$ 170,800</b>	<b>66.3%</b>	<b>\$ 1,759</b>	<b>\$ 2,000</b>	<b>87.9%</b>
<b>Expense</b>						
728 · Library Supply Expense	7,538	10,700	70.4%			
729 · Collection Expenses	63,770	94,000	67.8%			
805 · Group Subscriptions	18,499	36,350	50.9%			
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%
<b>Total 970 · Capital Outlay</b>	<b>-</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>22,500</b>	<b>0.0%</b>
<b>Total Expense</b>	<b>\$ 100,735</b>	<b>\$ 170,800</b>	<b>59.0%</b>	<b>\$ -</b>	<b>\$ 22,500</b>	<b>0.0%</b>
<b>Net Ordinary Income</b>	<b>\$ 12,474</b>	<b>\$ -</b>	<b>100.0%</b>	<b>\$ 1,759</b>	<b>\$ (20,500)</b>	<b>-8.6%</b>
<b>Other Income</b>						
699 · Fund Balance Transfers In				-	20,500	0.0%
<b>Net Other Income</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.0%</b>	<b>\$ -</b>	<b>\$ 20,500</b>	<b>0.0%</b>
<b>Net Income</b>	<b>\$ 12,474</b>	<b>\$ -</b>	<b>100.0%</b>	<b>\$ 1,759</b>	<b>\$ -</b>	<b>100.0%</b>

**Lakeland Library Cooperative**  
**Pass Through & Capital - Monthly Checks**  
 As of April 30, 2026

Date	Name	Memo	Account	Amount
<b>001 · Checking Accounts</b>				
<b>001.1 · Fund - Checking</b>				
<b>001.11 · Checking - Pass Through</b>				
04/08/2026	OverDrive	audio and ebooks	Group Collections	5,164.13
04/15/2026	ID Label, Inc.	barcodes	Library Supplies	445.62
04/29/2026	Better Containers Mfg	library bags	Library Supplies	3,960.30
04/30/2026	BookPage	subscription	Group Subscriptions	7,574.61
Total 001.11 · Checking - Pass Through				<u>17,144.66</u>
<b>001.12 · Checking - Capital</b>				
Total 001.12 · Checking - Capital				<u>0.00</u>
Total 001.1 · Fund - Checking				<u>17,144.66</u>
<b>001.3 · eCommerce - Checking</b>				
Total 001.3 · eCommerce - Checking				<u>0.00</u>
<b>TOTAL</b>				<u><u>17,144.66</u></u>



# LAKELAND LIBRARY COOPERATIVE

LEADING • LEARNING • LENDING

## COOPERATIVE DIRECTOR'S REPORT MAY 14, 2026

**April flowers bring May flowers and a lot of change too.**

### **Agenda items:**

#### **Delivery:**

I will give the **Board** a brief update on delivery and then at the **Advisory** meeting we will have time for questions and answers and concerns so that I can hear from all of you and make sure we are meeting your needs. You are the customer and we value you and know that this has been a big change and it impacts your daily work. There is more information on delivery below.

#### **ILS Selection:**

We have included a document in this packet that will be helpful for discussion at both the Board and Advisory meetings.

I want to take a few minutes at the board meeting to explain the process and make sure the board has all they need to make this decision in June.

I will provide detailed financials in June but it is important that everyone involved understands that if we move forward with Polaris, migration costs will be drawn from the fund balance. Operating fees for the member libraries will not increase due to this project nor will there be a supplemental fee for this project. You will see an annual increase just like in years past for cost of living and typical budget increases but nothing additional.

After our final discussion at Advisory, we will ask each member library to cast a vote online via a GOOGLE poll. The question will be to vote yes or no to forward the decision to the Lakeland Board in June to purchase Polaris as our new ILS. We will send out the ballot Thursday, after the meeting and you will have one week to vote. One vote per library and we will ask the director to vote and include their name and library. We want 100% participation. It doesn't matter how you vote but we want everyone to vote. Thanks in advance.

## Delivery and Facilities:

We said farewell to Terry, Ron and Jeff on Thursday, April 30<sup>th</sup> after 16, 7 and 6 years of service. Please see Terry's final report below. We hired a new sorter, Todd Wittkowski and he is working Thursday and Friday and doing very well. Tish is our lead sorter and has stepped into some of Terry's duties. Nick will continue to work approximately 12 hours per week on IT and no more than 8 hours a week on facility issues including system upgrades and maintenance such as HVAC, roof, security upgrades etc. He is billing at different hourly rates and it is working well. He lives nearby so this time spent will occur early in the mornings and will not interfere with his current clients.

The three trucks were sold for \$50,000.00 to Josh Jasper Truck and Equipment Sales in LaOtto, Indiana. This broker was recommended by Dan Savage at Same Day and it was a good experience. The 3 trucks were picked up last Friday. The entire transaction was completed without a hitch, no pun intended. Terry was so helpful in this process. It is far more complicated than it seems and I would have really struggled without him. The price was less than we first anticipated but as we looked at comps for other trucks, we felt this was the best deal (I negotiated up from \$42,000) and there was a real benefit in selling them together so that we didn't have to continue to pay insurance or worry about turning into a used truck lot.

## Same Day Delivery transition:

Thank you all for your patience, willingness to help and troubleshoot and your sense of humor. The drivers are learning their routes and we are learning what years of dedicated drivers do without thinking about it. I am very pleased with the response from all of you, the good, the bad and the head scratching...and Same Day staff has been both proactive and responsive. I'm getting used to the 5 a.m. dispatch phone calls. Many of you shared stories of setting off alarms on your first day on the job. The drivers felt a little better hearing this but they are also committed to learning and improving. I am editing this on Friday, May 8<sup>th</sup> and this afternoon I am meeting with Same Day to address concerns and provide more details for the drivers. We will do this regularly for the foreseeable future.

## Other items of note:

**Advocacy Day:** Our banner looked very swanky and our materials were well received as was the candy. More importantly I think all of us had productive meetings and shared our concerns about funding.

**MERS Informational Session:** Please join Tara from MERS for this informational session on May 21<sup>st</sup>.

Here is the link: <https://llcoop.org/calendar/#/events/vHr3e7fhfQ/instances/e7r6Ztn5Aa/>

**Meetings, Presentations, etc.:** Please check our calendar for meeting dates!  
<https://llcoop.org/calendar/#/events/>

**Board and Staff Development:** I have worked with Grand Rapids, the KDL Friends Alliance, Salem Township and Dorr recently. I hope these sessions are helpful. I always feel like I learn something new every time and I work hard to provide assistance for each situation. Please let me know if I can help in anyway.

**Strategic Planning:** I continue to work with Allendale, Cedar Springs, Gary Byker, Leighton, and Saranac. This is a reminder to those who have completed your plans to send me your quarterly updates. I will update LLC's plan too! Time flies when you plan the work and work the plan.

**Library Cooperatives of Michigan:** Mideastern Michigan Library Cooperative is in a state of flux. Many of its larger libraries have or will be joining TLN. It remains to be seen what will happen with the smaller libraries if MMLC can remain financially viable. Each library can make their own decision as to which cooperative they want to join and each cooperative can decide if they will approve membership for an individual library. The Cooperative Law doesn't provide details for consolidation but only requirements for a new cooperative which is not an easy task and it must be approved by the Library of Michigan. To add to this, Kate Van Auken at White Pine Library Cooperative and Linda Adams at Northland Library Cooperative have both announced their retirements at the end of September, 2026. They will both be missed and both will be advertising for a new director. Kathy McKinney at Suburban Library Cooperative is settling in and doing a terrific job! It's a pleasure to work with her.

When the cooperative directors meet this fall, we will be focusing on what services we provide, how we are governed, how we budget and what we can do to share services, projects etc. As you can see from the updated web page, we do a lot! <https://microops.info/> .

Please let me know if you have any questions about my report and please continue reading. My colleagues continue to serve all of you and the library community at large too. Ann presented at IUG (Innovative User Group) in Chicago. Amber and Nicki presented at libraries this month. Jeff, Allison and Nicki are cataloging a lot of interesting items and Janet is keeping us informed, legally employed and paid and Nick keeps us online if not in-line. 😊

## **Manager/Specialist Reports:**

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

#### April 2026 activities

We have been cataloging some special materials for our member libraries including Korean language books, local history, and local genealogy materials. We are also continuing to work on moving graphic novels from serial records to monographic records.

E-mail & telephone consulting contacts: 30

Sierra records manually edited: 414

Hoopla records added to Sierra: 10,991

#### March 2026 Statistics

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

The number of requests received to be cataloged in March was up by 33% compared to March 2025. The number of requests received that were already in the database increased by 99%.

The number of records copy-cataloged in March increased by 78%, while the number of original records cataloged increased by 2%. The total number of records cataloged increased by 56% compared to the number of records cataloged in March 2025.

<b>Cataloging</b>	<b>March 2026</b>	<b>YTD</b>	<b>March 2025</b>	<b>YTD</b>	<b>Monthly %</b>	<b>YTD PCT</b>
Requests Received	<b>1468</b>	<b>8936</b>	1100	8624	33%	4%
Requests already in database	<b>191</b>	<b>502</b>	96	695	99%	-28%
Requests to be cataloged	<b>1277</b>	<b>8434</b>	1004	7929	27%	6%
Copy Cataloging	<b>1476</b>	<b>6956</b>	828	6684	78%	4%
Original Cataloging	<b>358</b>	<b>1294</b>	351	1973	2%	-34%
Total Cataloged	<b>1834</b>	<b>8250</b>	1179	8657	56%	-5%

### 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.

<b>Month</b>	<b>Total</b>	<b>Lakeland Cataloging</b>	<b>Other Cataloging Centers</b>
January	2644	1421	1223
February	2304	1316	988
March	2805	1834	971
<b>Total</b>	<b>7753</b>	<b>4571</b>	<b>3182</b>

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

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

	<b>April – 2026</b>	<b>April – 2025</b>	<b>Difference</b>	<b>% Change</b>
Total Book Bags & Bins	3,123	3,008	115	4%

In April 2026, there were 3,123 book bags and bins sorted, loaded, and delivered to member libraries. This represents a 4% increase as compared to the 3,008 bags and bins that were sorted and delivered in April of the prior year.

## MelCat/Rides Statistics

	# Of Incoming Bins Received from Rides Courier			# Of Outgoing Bins Received from Member Libraries		
	April 2026	April 2025	Difference	April 2026	April 2025	Difference
# Of Bins	197	191	6	201	159	42

In addition to the book bags and bins that were received from member libraries, there were 197 MelCat bins that were received and sorted in April 2026. This was an increase of 6 bins as compared to the 191 bins that were received in April 2025. Also in April 2026, 201 bins were sent out, which was 42 more than the 159 bins that were sent out in April 2025.

With my retirement approaching at the end of the month, my primary focus throughout April was trying to ensure a seamless transition of my responsibilities. Significant time was dedicated to working with staff in the following areas:

- **Facility Management:** I worked with Nick to transition him as the primary point of contact for all building matters. This included a full review of facility maintenance duties and coordination of the handoff with our security vendor to ensure a smooth transition of oversight.
- **Group Purchasing:** I worked with Amber to hand over all activities related to our group purchasing programs.
- **Financial Duties:** I coordinated with Carol to transition my banking and financial duties.
- **Administrative & Statistics:** I trained Tish on the daily administrative workflows and statistical reporting duties.
- **Administrative, Insurance & Security:** I worked with Janet to transition her as the primary contact for insurance matters as well as some administrative and password protocols.

In addition to this training, a group purchase for “Love Your Library” Poly Bags was processed. Ten libraries ordered a total of twenty-six cases, all of which will be delivered by the end of the month. To ensure delivery operations remained on schedule in April, I covered the routes for a week, driving three days for Ron and two days for Jeff.

This month, our delivery operations continued to serve all 42 member libraries across our 8-county region. All three of our Chevy Express trucks remain in good working order despite the high-volume demand of running two routes per day for five days per week. I would like to extend a sincere thank you to the cooperative and member libraries for consistently prioritizing our fleet’s needs. Your willingness to fund both the necessary high-mileage repairs and the purchase of new vehicles when they were needed has been the backbone of our success. Because of this support, we have maintained a reliable link between our libraries for over a decade and a half.

As this is my final report after 16 years of service, I want to recognize the delivery team. Special thanks are due to Ron and Jeff for their years of steady hands behind the wheel, and to Tish,

Jill, Mae, and Craig for their hard-working efforts as sorters. Their reliability, dependability and hard work have been second to none.

In closing, it has been a privilege working at Lakeland. I want to extend a sincere thank you to Carol for her leadership and support, and I am especially grateful to all of the member libraries who truly made my position possible. It has been an honor to work with you all.

### **Digital Services Specialist – Nicki Johnson**

Vendor Contacts: 5      Member Contacts: 27      Tickets: 22

We have a vox order going in this week. The order, so far, covers 9 libraries and 130 books. By combining our orders, we save 10% and get free shipping.

This month, Wowbrary is renewing. A couple of libraries are considering joining the Lakeland group. Because of the number of Lakeland libraries participating, we receive a 25% discount. This year, there was no increase in price.

On May 6, I will be presenting at the MADL in-service in Muskegon. They've asked me to come and talk about all things Libby and hoopla.

On May 29, at 10 am, I've scheduled an Overdrive Committee meeting. If anyone has agenda items, please let me know.

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

**Personnel Changes:** Changes in Delivery also included changes in staff. Time was spent the last couple of weeks going through termination checklists for Terry, Ron, and Jeff - miss them already and wish them well! I still have a few follow-up duties in the next payroll before finalizing the termination process. We also hired a new part-time sorter, Todd Wittkowski, which included some onboarding duties as well.

**Internal Controls:** I attended a Michigan Treasury webinar on Internal Control best practices. It was relevant due to separation of duties with Terry leaving, and was very helpful in addressing some of our concerns with the consolidation of staff. They included a chart to separate financial duties based on the number of staff available. The webinar was geared to townships and municipalities, but I can share a link to the recording and the slides if you are interested in reviewing your own internal controls.

**Procedures:** I had to update some of my procedural duties to address the areas that I picked up from Terry or that included his input. I also needed to update some of the payroll procedures due to MERS and UIA portal changes, which is an ongoing process as I am still going through learning how to enter and report through them. I have a webinar this week with MERS on their new provider and site as there are more things to submit and report to them for payroll.

**Document destruction:** Terry ordered a couple of bins from West Michigan Document Shredding to allow him to destroy old documents according to our retention policy. I also went into the office and was able to include a few fiscal years scheduled for destruction. Most of our files are now being retained electronically, but we do still have a couple of fiscal years in paper format. We will continue to order the service in the next few years until we purge the paper files down to the old permanent records.

**Pass Through billing:** There were quite a few invoices sent out in April for pass through items. These included our group subscription for BookPage, and orders for Love My Library bags and

barcodes. I have more invoices to get out soon for labor law posters and backordered VOX books. Please check your inbox for an invoice if you had requested orders for these items.

**Email and phone consults** with Member libraries and vendors: 12

### ILS Manager – Ann Langlois

**April email, Zoom, and phone consults:** member libraries: 57 ; vendors: 15

**April help tickets opened: 98; April help tickets closed: 88**

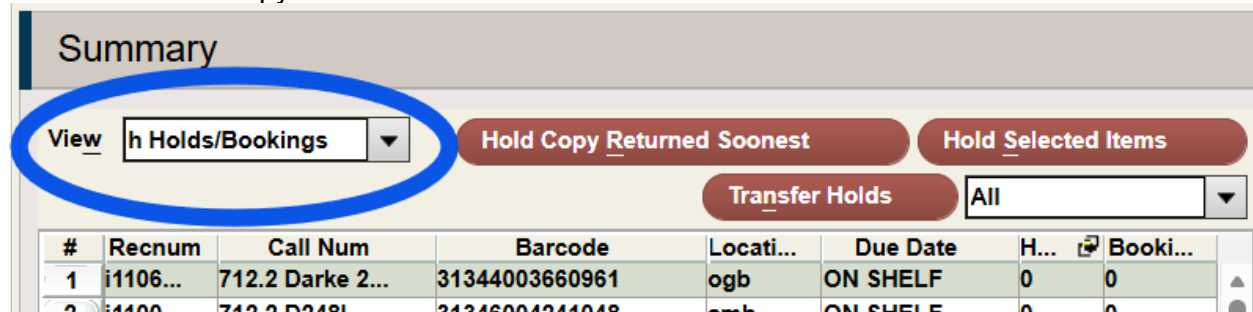
**IUG Conference:** I attended the conference in Chicago in April, and also presented on Lakeland's inventory project. 75 people attended the talk I gave. I attended other sessions, including on Polaris, to see if there were any special issues to note about it, and also to gather more feedback on how it works for other users. They seemed satisfied overall, and mentioned how important that standardization is, especially for cooperatives.

**Additional ILS Clean-Up Projects:** don't worry, they won't be as big as the patron cleanup or the inventory projects! 😊 However, I will be in touch with libraries about old missing, lost&paid, billed, etc. items to clean them up, as well as some other projects.

**Holds:** sometimes, when trying to place a hold from the patron's account and after finding a title, it's not possible to actually select the title to place the hold. If this happens, the View option needs to be changed. Follow the steps below:

In order to place holds from the patron account, the View just has to be changed.

1. Open the patron account
2. Click Holds
3. Click the Add Holds button
4. Search for the title of interest
5. Under Summary > View, make sure that h-Holds/Bookings is selected from the dropdown, and the options below will show up
6. Click on Hold Copy Returned Soonest for most holds



The screenshot shows the 'Summary' page of an ILS interface. A blue circle highlights the 'View' dropdown menu, which is currently set to 'h Holds/Bookings'. Below the dropdown are several buttons: 'Hold Copy Returned Soonest', 'Hold Selected Items', and 'Transfer Holds'. A search filter is set to 'All'. Below these controls is a table with columns: '#', 'Recnum', 'Call Num', 'Barcode', 'Locati...', 'Due Date', 'H...', 'Booki...'. The first row shows a record with Recnum 'i1106...', Call Num '712.2 Darke 2...', Barcode '31344003660961', and Due Date 'ON SHELF'.

#	Recnum	Call Num	Barcode	Locati...	Due Date	H...	Booki...
1	i1106...	712.2 Darke 2...	31344003660961	ogb	ON SHELF	0	0
2	i1106...	712.2 Darke 2...	31344003660961	ogb	ON SHELF	0	0

**ILS Evaluation Project:** more information is available in the packet attachment.

### Member Services Manager – Amber McLain

*Email/Phone Consults with Libraries: 22*

*Email/Phone Consults with Vendors: 16*

### BiblioCommons

BiblioCommons continues to function as usual.

### BiblioSuggest

BiblioSuggest continues to function as usual. I have sent out April'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: 689*

*Number of Auto-Renews in March 2026: 2719*

**Website and Accessibility**

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 those of you who did not hear:

As of April 20, the Department of Justice has extended the deadline for digital WCAG compliance.

From <https://www.federalregister.gov/documents/2026/04/20/2026-07663/extension-of-compliance-dates-for-nondiscrimination-on-the-basis-of-disability-accessibility-of-web>:

"The compliance date for State and local government entities with a total population of 50,000 or more is extended from April 24, 2026, to April 26, 2027. The compliance date for public entities with a total population of less than 50,000, or any special district government, is extended from April 26, 2027, to April 26, 2028."

And

"Because of circumstances outside of the Department's and covered entities' control, both in covered entities' resources and the availability of technology, the Department believes those deadlines are infeasible and unfair to covered entities. Upon these new observations, the Department again strikes a balance between covered entities' burdens and ensuring accessibility for individuals with disabilities and believes an extension is appropriate. Accordingly, the Department is extending both compliance dates by one year, consistent with the longer time frames the Department considered as regulatory alternatives for the 2023 NPRM and 2024 final rule."

So if you serve a population of 50k+, your new compliance deadline is April 26, 2027. If you serve a population of less than 50,000, your new compliance deadline is April 26, 2028. Lakeland will continue to work on remediating our website to comply with WCAG 2.1 AA guidelines and will continue to gather resources that will assist you all on your own compliance journey. Stay tuned for more information about possible information sessions or trainings on this subject in the future.

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Respectfully submitted,

Carol Dawe

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL MINUTES – Official  
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: 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