

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL**

**Thursday, October 8, 2020
Following the Board Meeting at 9:30 a.m.**

Via Zoom

Officers: Kerry Fountain (Chair), Britney Dillon (Vice-Chair), Heather Wood-Gramza (Secretary)
Quorum: 15

AGENDA

- 1) CALL TO ORDER AND ROLL**
- 2) INTRODUCTION OF OFFICERS**
- 3) APPROVAL OF AGENDA** (m)
- 4) PUBLIC COMMENTS**
- 5) APPROVAL OF MINUTES**
 - a) Advisory & ILS Councils September 10, 2020 Unofficial Minutes (m) PAGES 1-2
- 6) BOARD REPORT – Dale Parus, Board President** (i)
- 7) ILS MANAGER’S REPORT – Sheryl VanderWagen** (i)
- 8) COOPERATIVE DIRECTOR’S REPORT - Please see Board Report** (i)
- 9) COMMITTEE REPORTS** (i)
 - a) Circ Forum Notes from August 26, 2020 PAGES 3-5
 - b) Continuing Education Committee May 7, 2020 Official Minutes PAGES 6-7
- 10) OTHER REPORTS (If Representatives Present)** (i)
 - a) MLA Board Representative Report – Kelly Richards
 - b) MLA Legislative Committee Report – Shirley Bruursema, Lance Werner, Kelly Richards, and Dale Parus
- 11) UNFINISHED BUSINESS**
 - a) BiblioCore: Next Steps (Please see Director’s Report for further information)
 - i) Digital Resources Options – Sheryl VanderWagen
 - ii) Implementation Timeline – Carol Dawe
 - iii) Discussion and Option to Vote to Move Forward (m)
- 12) NEW BUSINESS**
 - a) Approve Meeting Calendar (m) PAGE 8
 - b) Re-opening Libraries and Updated Guidelines (i)
- 13) PUBLIC COMMENTS**
- 14) NEXT MEETING - Thursday, November 12, 2020 via Zoom following the Board meeting**
- 15) ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
ADVISORY & ILS COUNCILS COMBINED MINUTES – Unofficial
Thursday, September 10, 2020 following Board meeting at 9:30 a.m.
Zoom**

Council Members Present: Kerry Fountain (Advisory Chair), Britney Dillon (ILS Chair), LaVonne Marshall (ILS Vice Chair), Heather Wood-Gramza (Advisory Secretary) and Mattie Cook (ILS Secretary)
Staff Present: Carol Dawe, Kelly Schroeder, Sheryl VanderWagen
Absent: Rob Bristow (Advisory Vice-Chair)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:01 a.m. by Kerry Fountain. There were 29 additional people in attendance.
- 2) **APPROVAL OF AGENDA:** Dale Parus (IC) moved, supported by Heather Wood-Gramza (OZ), to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:** Adam DeWitt (SF) has accepted a position with MSU and thanked everyone for all their help during his directorship at Fruitport District Library.
- 4) **APPROVAL OF MINUTES:** Peggy Hemerling (BH) moved, supported by Britney Dillon (IB), to approve the Advisory and ILS Councils Combined Meeting Minutes from August 13, 2020 as presented – *motion carried*.
- 5) **BOARD PRESIDENT REPORT:** Diane Kooiker announced that the budget has been passed and thanked everyone for their effort in this process.
- 6) **ILS MANAGER'S REPORT:** Sheryl VanderWagen said that Capira would like to sign up testers. She has sent out a link to sign up. Capira will contact volunteers directly.
- 7) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe will be attending a 2-day seminar on facilitating later this month.
- 8) **OTHER REPORTS:**
 - a) MLA Board Representative Report – Kelly Richards: Kelly said that the board will meet tomorrow. Please consider signing up for the MLA Annual Conference this year. It is virtual, so it is a unique opportunity for more staff to be able to attend.
 - b) MLA Legislative Committee Report – Shirley Bruursema, Lance Werner, Kelly Richards and Dale Parus: Kelly updated everyone on SB611 and that it passed committee and Senate is reading it now. Keep an eye out for a possible MLA Call-to-Action.
- 9) **NEW BUSINESS:**
 - a) Election of Advisory Council Officers: Dale Parus (IC) moved, supported by Peggy Hemerling (BH), to approve the slate of officers as presented – *motion carried*.
 - b) Election of continuing LLC Board member, Mattie Cook, by affirmation: Heather Wood-Gramza (OZ) moved, supported by Kelly Tinkham (NN), to affirm Mattie Cook - *motion carried*.
 - c) Quarantine Update Discussion: Carol thanked everyone for their patience and spoke a little about the studies being done with the virus and library materials. Heather Wood-Gramza gave some background to a question she posed regarding the REALM study and how that affects library procedures and working with staff and patrons. There was additional discussion and clarification with a conclusion that we are doing the best with the information we have and that is constantly shifting as we learn more.
 - d) Information Sharing [Schools]: Carol shared on behalf of Laura Rodriguez (NC) that they received a grant and will erect a carport at the library for patrons [curbside service, etc.]. Peggy Hemerling (BH) said they have added WiFi boosters to the outside of the building. LaVonne Marshall (OC) said they have increased materials offered that cater to home schoolers. Heather Wood-Gramza (OZ) said they are working on a pilot program with the middle school in hopes of getting information to parents about student/digital cards and hope to launch to more students soon. Kelly Richards (UM) mentioned the need to help transient kids be able to work on homework, etc.

and are partnering with community centers to create hot-spots. Mary Johnson (UM) also added that they are working with Muskegon Heights Public School on curriculum resources. Dale Parus (IC) added that they are also working on student and digital cards. Kerry Fountain (IS) said they are loaning out hot-spots and offering make-and-take kits and crafts for patrons to do at home.

10) **PUBLIC COMMENTS:**

a) There were no comments from members.

11) **NEXT MEETING:** Thursday, October 8, 2020, following the Board meeting at 9:30 a.m. via Zoom pending the Governor's address in early October.

12) **ADJOURNMENT:** Kelly Richards (UM) moved, supported by Dale Parus (IC), to adjourn at 10:37 a.m. - *motion carried.*

Respectfully submitted by,
Kelly Ann Schroeder

CIRCULATION FORUM MEETING VIA ZOOM
August 26, 2020
1:30 P.M.

Select a Recorder – Jen V, Herrick

Approve the Agenda – Motion from Ronda from Leighton, seconded by Kelly from Newago, passed

Approve the Minutes of the February 26, 2020 meeting – Motion from Leann from Howard Miller, seconded by Erik from Herrick, passed

Items

Water damaged items in delivery

- Don't put wet items in delivery without putting it in some sort of protective material, such as a Ziploc bag or other airtight container.
 - Herrick has been taking pictures of damaged items and emailing instead of sending wet stuff back

Paging Lists: Bib, Item and INN-Reach

- Most libraries are back in MeL, by the end of September, we will all be back, so make sure to run all of your lists

Clear Holdshelf

- Please do this as often as you were before shutdown, at least a couple of times a week
- Lakeland has upped the maximum number of holds to 50, this means that if you are not clearing your holdshelf, you may end up with lots and lots of holds on the shelf
- Anything that was on hold from before closure should be off your holdshelf now, including MeL holds

Patrons

Billing and Overdue notices

- Overdue was turned back on end of July, billing started around the beginning of August
- You may not get very many overdues as you should only see the ones that don't go to iTiva or email automatically
- There were probably quite a few when we started billed again and you probably haven't had many since, but expect a bunch more starting today, 8/26/20 and from now on should see more like normal levels
- Fines are cancelled until the end of October for everyone
 - Some libraries that are completely or partially fine free, those will not be effected by this
 - Herrick's materials are fine free through Dec 31
 - Again, may have to explain to patrons that replacement fees are still put on accounts, but if things are returned by Oct 31, the overdue fines will be waived

Collection agency

- New accounts are sent on Sunday mornings, but we haven't quite caught up and not much new has been sent yet
- Unique is letting people they contact know about the cancellation of overdue fines
- Right now, at 10 days, overdue notice sent; 30 days later the item is billed; an item must be 63 days overdue to go to collections (and the account must be over \$40)

Expired patrons – procedures

- When you know a patron has moved, do you expired their card?
 - At Herrick, they allow one further checkout and then require proof to update their card.

- At Zeeland, they update the card, allow one checkout, then require that the patron gets properly updated
 - They update the A-field so any notices go to the correct address
 - Sheryl recommends this method
- Ionia does what Zeeland does, but saves the old address in a note field
- Herrick asks if there is a reason libraries update the address, but not the codes that go with it, they find it confusing when looking at a patron record
 - Zeeland doesn't change those codes because the barcode isn't changed yet
- GRPL has pushed all patron expiration dates back one year to alleviate some of the issues they were expecting
 - Sheryl has extended some expiration dates for a couple of Lakeland libraries as well
- What are some policies that address this?
 - Herrick doesn't have any specific policy, but typically they ask their patrons address, phone, email and verify via photo ID for other libraries
 - Ionia does have this in their policies, for their patrons, they ask about address, phone, and email, for other patrons, they require photo ID
 - Zeeland is the same, don't require photo ID for their patrons
 - MG is similar
- What kind of proof of address do you require for renewing cards?
- Lakeland has been renewing cards for patrons who send in requests through OverDrive, they had been doing 1 year, but now that most libraries are open, they are giving 1 week and telling them to contact their home libraries so that they can access their holds

Patron records with mismatched fields

- Sheryl cleans these up as she sees them
- When changing patron records, we have to remember to change address, phone as needed, email as needed, as well as *Pat Agency Code*, *pcode4*, and home library
 - Pcode 4 and Pat Agency must match the library that issued the patron's card, home library may have some differences, these are how counts are taken and statistics are run – which may affect your state aid
- KDL and GRPL cards registered to our system – make sure to use the correct codes here as well

Student/Restricted cards – local procedures at other libraries

- KDL is issuing cards to students who live outside their service area but go to school in KDL. If the child gets a card from their home library, KDL will update them and allow them more service.
- Herrick is looking to start up a student card and wonders how other libraries are doing it (please send info to adeluna@herrickdl.org)
- Zeeland has been doing them, they limit to 3 print materials, offered to any ZPS student
 - Had one student that was excited to have a student card that he was solely responsible for so that his guardian couldn't run his card into the ground
 - They have seen an uptick in unreturned materials
 - Cards are good for 3 years.
- Shanni for Ionia has offered to share their policies and procedures, Tamarack asked for this ask well
- MADL had integrated this into the school registration program, so when a parent signs a child up for school, they are presented with a library card application as well, the school secretaries are verifying all address info before sending it on
 - Good for 3 years with no limitations, just a message to get parent's ID info
- Loutit also has student cards
 - 1-year expiration, only one item per checkout

Home Library Pickup – what to change in patron records

- **Must change both home library and p-type** so that the patron gets full access to materials including AV and New
 - This prevents New books being sent to other libraries
 - An example would be a Herrick patron wanting to pick up at Howard Miller, if we forget to change the p-type, New Herrick books would be sent to Howard Miller for this patrons to pick up instead of Howard Miller New books being set aside for Howard Miller pick up
 - This include KDL and GRPL cards
 - Can check Lakeland website to see home library agreements

MeLCat/RIDES

INN-Reach reports changes

- Should be running INN-Reach reports again now
 - In Transit Too Long: 22 days
 - Returned Too Long: 29 days
 - Institutional Overdues: 38 days
- Before contacting a library, make sure that they are open and participating
- If you have a return for a library that is not currently participating, you can send it to ZY001 Midwest Coll for Lib Services

Updates & Reminders

Capira Mobile App

- The committee is about to start testing the app
- Sheryl expects that by late September, it should be up and running
 - Self-check-out and mobile registration have a lot of back end work yet
- When it's ready, it will be released to all regular app stores

Delivery

- If you need bags, ask for bags!
- Please be sure to follow best practices when packing bags
 - Do not stuff books into bags, only flat stack
 - Transit slips should always cover the two-letter code sticker and slips should face the back
 - All two-letter codes in Sierra are lower case, watch for i/l
 - Under-filling is better than over-filling
- Green bags for mail delivery are often short due to quarantining, so they are not currently using them, just place mail in a blue or grey bin
- Lakeland is routinely short of blue bins due to quarantining
- You do not need to quarantine items delivered to you from Lakeland because all items are quarantined for 4 days before they are checked in when returned, so they are quarantined before being sent to Lakeland where they are only handled by staff wearing gloves and masks

Sharing: questions, concerns, challenges (your chance to share ideas & stories of successes, failures and more)

Library staff

- We've been forced to think outside the box, Zeeland had set up a window shopping display for their express books
- Streaming programs has been taken well
- Beanstack was popular

Patron service

- Curbside has proven to be very popular
- Patrons are overwhelmingly excited for us to be back

Next meeting: December 2, 2020 at 1:30 p.m. (tentatively Sparta Township Library) (and Zoom?)

**Lakeland Library Cooperative
Continuing Education Committee
May 7, 2020
Official Minutes**

Call to Order: 1:01 pm

Members Present: Mary Cook (HO), Trish Reid (KU), Heather Wood-Gramza (OZ), Kayla Shinabargar (OC), Zandra Blake (GR), Bethany Nettleton (ML)

Absent: Mattie Cook (MG), Britney Dillon (IB)

LLC Representatives: Janet Cornell

Approval of Minutes: Motion by Heather with support by Trish to accept minutes as presented. Motion approved.

Approval of Finance Report: No changes to finances since the last meeting.

Discussion Items:

Virtual Summer Reading Meeting and Youth Services Representative – No report as no one participated in the online meeting. Janet mentioned they seem to be communicating well with each other as there is a lot of activity on emails to LLC-All.

CE Proposal Form – Mary worked with Kelly in getting the form available and out to the members. She thought it would be a good idea for them to submit the forms to Kelly so that she can pass them on to the committee to keep continuity in submission and the committee agreed.

Update of Other Scheduled Events –

- *Understanding Financials/Budgeting Basics 5/22/20 (Janet)* – Janet and Beth met with the presenters to discuss ideas to include. John Amrhein and Eric Walcott of MSU Extension, are all set to do it virtually by Zoom. We will be hosting through our Zoom account. Janet will send out the flyer to LLC directors this afternoon. If there is not much of a response, she will send it out on Mich-Lib for non-members. Her thoughts were to keep it small to allow for more interaction and Q&A.
- *Using Data to Make Decisions 9/18/20 (Mattie)* – No updates, working to set it up virtually.
- *Friend-raising vs Fundraising (Heather)* – On hold until libraries are back open.
- *Board Member/Director Workshop TBD (Carol)* – No report, on hold until know more.
- *Book Repair Workshop, TBD (with Southwest Cooperative)* – On hold.
- *Marketing Workshop TBD (with Southwest Cooperative in next fiscal year)* – On hold

Other Business:

Virtual Events Options/Needs for Libraries - Trish talked with KDL Programing and they are in the middle of preparing a Virtual Best Practices document. She has one from San Mateo County Library that she is willing to share for us to look at. Heather thought it would be good to have a Trending Topic on sharing Best Practices later this summer. Zandra mentioned about updating service contracts with content providers to handle things virtually. Heather commented that her library put together a YouTube video

tutorial “Math Moment with Mr. Dustin” to provide content and involve staff. She learned there are some nuances to get used to in using YouTube as a medium. Janet mentioned we also need to update our CE checklist for virtual offerings as some items on it do not work well for planning.

Library Service Issues due to COVID19 Support Sessions – Not much was shared on the Google document Mary sent out. Director focus right now is on reopening and it keeps changing, so that it would be hard to plan a session to address these topics. It was suggested to revisit this at the next meeting and if something came up in the interim that a special meeting could be scheduled to address it.

Next Regular Meeting: June 18, 2020 at 1 pm via Zoom.

The meeting adjourned at 1:26 pm.

Respectfully submitted,

Janet Cornell

**Lakeland Library Cooperative
Advisory Council Meetings Schedule
FY2020-2021 PROPOSED**

DATE	LOCATION	TIME
October 8, 2020	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
November 12, 2020	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
December 10, 2020	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
January 14, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
February 11, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
March 11, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
April 8, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
May 13, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
June 10, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
July 8, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
August 12, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting
September 9, 2021	Via Zoom or TBD	Following 9:30 a.m. Board Meeting