

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL**

Thursday, May 13, 2021

11:00 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 CALL**
- 2) APPROVAL OF AGENDA** *(m)*
- 3) PUBLIC COMMENTS**
- 4) APPROVAL OF MINUTES**
 - a) Advisory Council March 11, 2021 Unofficial Minutes *(m)* PAGES 1-2
- 5) BOARD REPORT - Dale Parus, Board President** *(i)*
- 6) ILS MANAGER'S REPORT - Sheryl VanderWagen**
- 7) COOPERATIVE DIRECTOR'S REPORT - Please see Board Report** *(i)*
- 8) COMMITTEE REPORTS** *(f)* PAGES 3-6
 - a) Continuing Education Committee January 21, 2021 Minutes
 - b) Youth Services March 1, 2021 Minutes
- 9) OTHER REPORTS (If Representatives Present)** *(i)*
 - a) MLA Board Representative Report – Kelly Richards
 - b) MLA Legislative Committee Report – Shirley Bruursema, Kelly Richards, and Dale Parus
- 10) UNFINISHED BUSINESS**
 - a) BiblioCore Update *(i)*
 - i) Training Opportunities
 - ii) Staff Testing
 - iii) Marketing
- 11) NEW BUSINESS**
 - a) Brief Bib Record Recommendation Discussion *(i)(m)* PAGES 7-9
 - b) Patron Point Discussion *(i)*
 - c) Wowbrary Update *(i)*
- 12) PUBLIC COMMENTS**
- 13) NEXT MEETING - Thursday, June 10, 2021, TBD**
- 14) ADJOURNMENT** *(m)*

**LAKELAND LIBRARY COOPERATIVE
ADVISORY COUNCIL MINUTES – Unofficial
Thursday, March 11, 2021
Via Zoom**

Council Members Present: Kerry Fountain, Britney Dillon and Heather Wood-Gramza
Staff Present: Carol Dawe, Sheryl VanderWagen, and Kelly Ann Schroeder

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 10:21 a.m. by Kerry Fountain (IS). There were 39 additional participants.
- 2) **APPROVAL OF AGENDA:** Heather Wood-Gramza (OZ) moved, supported by Britney Dillon (IB), to approve the agenda as presented - *motion carried*.
- 3) **PUBLIC COMMENTS:** Lois Lovell (ES) announced her retirement at the end of March and introduced Merri Jo Tuinstra as the new director. There were no additional public comments.
- 4) **APPROVAL OF MINUTES:** Mattie Cook (MG) moved, supported by Lois Lovell (ES), to approve the Advisory Council minutes from February 11, 2020 as presented – *motion carried*.
- 5) **BOARD REPORT:** Dale Parus (IC) had nothing additional to report.
- 6) **ILS MANAGER'S REPORT:** Sheryl VanderWagen reminded everyone that several boards have decided to go fines free and to let her know if you also want to. Please get in touch with her and she will work through the requests on a first-come-first-served basis.
- 7) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe referenced an NPR article and added that we are all thankfully still here. She congratulated everyone on doing a remarkable job during these unprecedented times. In her 3 years at Lakeland, she has seen 22 new directors come in. Being a dynamic organization is to our benefit.
- 8) **COMMITTEE REPORTS:** There were no comments or questions.
- 9) **OTHER REPORTS:**
 - a) MLA Board Representative Report – N/A
 - b) MLA Legislative Committee Report – Dale Parus shared that Lansing is doing a lot quickly and about some bills that would extend virtual meetings. Lakeland's April 8th meetings should be okay for virtual as they fall prior to the end of the pandemic order expiration. Shirley Bruursema (KDL) mentioned they will be meeting in person next month at KDL with an open meeting. Dale also reported that MLA is meeting to discuss ways to form coalitions with associations to have a similar voice at Lansing. There will also be additional funding from a Federal level that should help, and State Aid is holding steady. Shirley added that we may see an increase in funding, but they are not sure yet. Both talked about Advocacy Day coming up April 20th and encouraged everyone to participate. They also talked about the meeting with Peter Meijer, how he understands the issues, and he will be visiting with KDL and GRPL. If you get an opportunity to go, please do. Carol also wanted to thank Debbie Mikula at MLA for the outstanding job on getting contacts out on both the federal and state levels.
- 10) **UNFINISHED BUSINESS:**
 - a) BiblioCore Update – Carol said that things are ahead of schedule, surveys have gone out, and we hope to test later in March. Some questions came up about the survey and Sheryl gave some added info.
 - b) Video Games Circulation Discussion – Sheryl gave an update from the survey. Not a lot of member libraries have video games, but those who do are willing to share the older titles. She will work on codes, etc. after June 1st and she will be in touch later.
 - c) Fines and Quarantining Materials Discussion – Heather Wood-Gramza (OZ) gave a presentation with some quarantine info and suggested that it is “not if, but when” libraries will open, and discussion was had about this. Kerry reminded everyone that we've suspended fines systemwide for almost a year now. If you want your library to be fines free, reach out to Sheryl. She also

added that some libraries depend on these fines and asked everyone to share their views. The discussion was eventually broken down into 2 parts.

- i) Quarantine: After much discussion, Diane Kooiker moved, supported by Kelly Richards, for the Cooperative to cease quarantine of materials effective immediately but leaving individual libraries the option to continue quarantining as they see fit – *motion carried*.
- ii) Fines: After discussion which took staff and patrons into consideration, Amber McLain (OJ) moved, supported by Teresa Kline (AF), to continue the suspension of fines Cooperative-wide until September 1, 2021 – *motion carried*.
- d) Unique Management Discussion – Kerry asked if there was any data yet and Carol said it was a split decision with no majority. An ad hoc committee of Britney Dillon and Diane Kooiker was suggested, and they will revisit it and come back in April. They may do another survey.

11) **NEW BUSINESS:**

- a) Group Purchase Opportunities – Carol mentioned that she, Janet Cornell and Kelly Schroeder met and are working on how to make this a more systematic process. Please send ideas to Carol. She explained some details on ways Lakeland may facilitate, but also talked about using TLN as a first option outside of the Coop. This information will go up on the website for easier reference for member library staff.
- b) Caucus of A and B Libraries for Open Seat on LLC Board – The A and B libraries did a breakout session and brought forth 2 nominations: Maggie McKeithan (OS) and Jackilyn Roseberry (NF). After discussion, Maggie McKeithan (OS) was voted in to be the A & B representative on the Board effective at the April meeting.

12) **PUBLIC COMMENTS:**

- a) Melissa Huisman (OH) is looking to sell their Tech Logic credit card reader. They are also having trouble with acquisitions and cataloging working together, as well as some short record issues. Carol said they can talk about it with Sheryl and Jeff.
- b) There were no additional public comments.

13) **NEXT MEETING:** Thursday, April 8, 2021 via Zoom following the Board Meeting.

14) **ADJOURNMENT:** Amber McLain (OJ) moved, supported by Karen McKinnon (AL), to adjourn at 11:54 a.m. - *motion carried*.

Respectfully submitted by,
Kelly Ann Schroeder

**Lakeland Library Cooperative
Continuing Education Committee
January 21, 2021
Unofficial Minutes**

Call to Order: 1:02 pm

Members Present: Mattie Cook (MG), Heather Wood-Gramza (OZ), Mary Cook (HO), Kayla Shinabargar (OC), Erin Supri (IS), Trish Reid (KU)

Absent: Zandra Blake (GR), Britney Dillon (IB)

LLC Representatives: Carol Dawe, Janet Cornell

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

Approval of Finance Report: A couple of Budget amendments in December and January affected the CE balance which is currently \$9,315. Carol also asked to earmark \$6,300 for an MLA marketing initiative. Motion by Erin with support by Trish to accept as presented. Motion approved.

Youth Services Update: The next meeting is scheduled for May 3, 2021. The Summer Reading Program presented on Zoom in November had a good turnout and was much the same with presenters providing videos of their offerings. Services remain the same though, with no in-person programing.

Discussion Items:

Board Trustee/Director Update Sessions (Carol) – Library of Michigan has done quite a few sessions addressing topics for directors and trustees. No local need has been addressed right now, but she may do a couple on her own with the help of a few select directors and at no cost.

Past Event Summary:

- *Mindful Stress Resilience 11/16/20 (Mattie)*– Casey Koker from Bronson Health in Kalamazoo presented. Good participation from a variety of library staff. The attendance was maxed at 60 participants and 54 attended. No follow-up survey was given, but the feedback was positive. Many mentioned that her honest approach was helpful with many tips that could be easily implemented.
- *Friend-raising vs Fundraising 1/8/21 (Heather)* – A good mix and participation as 30 of 40 registered participants attended, including some Friends. Tamela Spicer at the Johnson Center for Philanthropy presented with great reviews. Many positive responses were given of having the confidence to approach funding without a begging mentality and developing funding relationships.

FY20-21 Event Planning and Tentative Calendar –

- *Social Services Strategies and Tips (Mary)* – Scheduled for January 29, 2021 with 91 participants already registered out of 100. Tiffany Russell has agreed to present and allow a recording to be made available afterward. Mary asked for help in monitoring questions and the logistics of presenting with so many participants. Janet and Trish volunteered to help field questions in the chat

so that Mary can present them to Tiffany during appropriate Q&A moments. The recording will be sent to those registered and made available on Lakeland's website.

- *ACES Impact on Youth (Heather)* – Planned for April 16, 2021 at 9:30-11 am with Kathy Peppin from Ottawa County ISD presenting. ACES stands for Adverse Childhood Experiences and focuses on how trauma impacts mental and physical health and wellbeing in children. By preventing and addressing traumatic experiences they can reduce these effects. One way this will be helpful for staff is in their approach to dealing with behavior issues.
- *Diversity Issues book discussion (Mattie, Mary, and Carol)* – Nothing planned as of date.
- *Adult Services (Kayla, Mary, and Erin)* – Nothing planned as of date.

Other Business:

Monthly meetings – The CE Committee meetings are scheduled for the third Thursday every other month but can be postponed if nothing is pressing on the agenda. We will reassess if the February meeting is needed as it approaches.

Next Regular Meeting: February 18, 2021 at 1 pm via Zoom.

The meeting adjourned at 1:31 pm.

Respectfully submitted,

Janet Cornell

LLC YS COMMITTEE MEETING

Location: ZOOM

Date: March 1st, 2021

Time: 1pm

- Update from Maranda – Could not make it. Sent in questions.
 - How are libraries doing SRP? Most doing virtual, maybe in person if possible
 - Discussion of Beanstack and app usage for summer Reading
 - Prizes? Maranda is sending books. Allison will need help sorting and will send out date and time when the books come in. Zoo passes would be nice. Mention of Binder Park passes, Boulder Ridge, Lewis Farms, Critter Barn, Deer Tracks Junction, and other animal places in the area.
 - Food Sites. Meet Up Eat Up. Coopersville will be following theirs around. Loutit Says theirs is going to be in the schools, but won't be there in person.
- Approval of October Minutes
 - Motion to accept: Jessica Volkers @ Zeeland, 2nd: Shelly Patterson @ Grant
- Thought on SRP 2020 Workshop
 - Thought went well.
- Update on SRP 2021 Workshop
 - Maybe Zeeland if safe? 19th of November.
 - Lydia @ Hackley starting the process.
 - Theme: Oceans of Possibility.
 - Call for Volunteers! Erin @ Saranac Clarksville, Mike @ Ionia, Shelly Patterson@ Grant, Allison Boyer @ Loutit, Melisa Thatcher @ Hackley.
 - Following up for a Zoom meeting.
- Spring Institute, March 11-12 –Online
 - All Virtual. Several have signed up.
 - Going to miss the networking in person, but still looking forward to it!
- Craft/Take 'n' make/program ideas for Summer Reading
 - Magnetic Slime (be careful it can turn EVERYTHING black)
 - MADL is doing dinosaur eggs from Oriental Trading
 - Magazine strip art for teens
 - Grant doing kites
 - Planter-type program to tie in with seed library
 - Gecko bead key chains @ Hackley
 - Among Us crafts, Baby Yoda Felts, and Lots of Sewing for teens!
- Prize ideas for a COVID SRP
 - Gift Certificates for teens @ Loutit
 - Water bottles @ Zeeland for 0-5
 - Random gift bags
 - Pen fidget spinners!, "Gotta catch 'em all" Take n make bags with the local museums @ Loutit
 - Pizza Hut coupons, gift cards, bookstore gift cards!, supporting local
 - Finisher bags

LLC YS COMMITTEE MEETING

Location: ZOOM

Date: March 1st, 2021

Time: 1pm

- Buttons!!
- Clip on tails search scavenger hunt @ Grant
- Flat Stanley challenge/scavenger hunt with a stuffy @ Ionia
- Round robin sharing time
 - Any good books?
 - Mike @ Ionia read Lightfall: The Girl & the Galdurian, Coopersville also loves that graphic novel, AMAZING illustrations!!
 - Shelly @ Grant read Blended by Sharon M. Draper for Black History Month
 - Zach @ Coopersville read Lore by Alexander Bracken, recommends it for teens
 - Erin @ SCDL read Dune and is having a watch party for the movie
 - Allison @ Loutit read and recommends We are the Water Protectors
 - Lydia @ Hackley recommends Courtney Summers' The Project
- Next Meeting: Monday May 3rd. Zoom

**Lakeland Library Cooperative
Advisory Council Meeting
May 13, 2021**

The issue:

Pending brief bib records created by Lakeland libraries for cataloging do not appear in the public catalog because they are suppressed from public display. This prevents patrons from placing holds on materials online. On order records for Herrick's materials do appear in the public catalog. Patrons can place holds on these records, but confusion can occur when libraries attach new items to one of these records but there are holds for that library's patron on the other record because there are two separate bibliographic records in Sierra. There have been instances where patrons have not received their holds because their hold was on one record, while the library's item was on another. Both records are eventually merged into a single record along with the holds but sometimes not until after items start circulating on one bib record or another.

Lakeland catalogers overlay as many of these brief bib records as they can the following day with full MARC records from SkyRiver. But some brief records are moved to "pending" codes when there are no SkyRiver records. Depending on the materials, these records can be in "pending" for months, especially if the records are created when the titles are in pre-publication status. For pending records, Lakeland catalogers will submit a request to SkyRiver requesting them to locate a MARC record (SkySearch) OR they will call the item in for original cataloging. This recommendation addresses only the "pending" records because those remain on the system as brief records longer than 24 hours.

Recommendation:

Remove Circ 3.12 (New Materials) from the ILS Circulation Policies, return to systemwide sharing of new materials and unsuppress the **pending** brief bib records so that they appear in the public catalog, allowing patrons to place their own holds on these titles effective May 3, 2021.

Discussion:

Holdability rules must be changed for this solution to work. Holds on "new" materials are restricted to patrons of the item's owning library. Once a single new item record is attached to a bib record, only that library's patrons can place holds (based on the use of the library's "New" location codes (xxd, xxj6)). All the brief bib records have a new item attached for the library that adds the brief bib record. Thus, only that library's patrons would be able to place holds in the public catalog if the brief records are un-suppressed.

This will result in more patron frustration and require more staff intervention to place holds for their patrons.

If we change the new materials lending policy, so that any patron can place a hold on a “new” item, we can unsuppress the pending bib records without creating additional problems for our patrons. This would also mean that the new items could **fill** any hold on the system, and we would have to drop the current policy of keeping new items to only local holds for 6 months.

However, there are priorities built into the system to serve local patrons before other shared ILS patrons. Local holds on local copies will always fill first, followed by agency holds, and finally all other holds will fill in date placed order. For example, once all UN holds are filled on a new UN item, the system would then go through and fill other MADL holds (agency) with the UN copy before it starts filling holds from the rest of the Cooperative. If at any time, a new UN hold is placed, that item is routed back to UN when it is returned. For libraries without branches the priority is local holds with local copies and then system holds in date order. And if a local hold is placed in the meantime, those items would also be routed back to their owning locations. For example, an OH item will fill all OH holds first and then go back and start filling holds from the rest of the Cooperative. If a new OH hold is placed, that item would be routed back to OH when the current patron returns it.

Restrictions on holds and sharing of new print materials were put in place in 2010 as part of the quest to reduce delivery by 50% when Lakeland had a great reduction in budget. Since then, the libraries have chosen to add audiobooks, DVD’s and soon videogames to what can be shared between shared ILS members. Customer service has always been at the forefront of these decisions. In like manner, customer service is a big part of this recommendation.

Really popular titles with hundreds of holds would have patron waiting time reduced considerably. Some patrons currently wait 6 months or more for a new title. Patrons often question staff as to why there are “on shelf” copies on the system when they have been waiting months for a title. Sometimes these holds expire before they can be filled, and the patrons must re-request those titles. Sometimes the holds become “stuck” on the bib records because changing the codes on an item does not “re-page” items. These are left for the patron to report to staff so that holds can be cancelled and replaced.

The longer bib records have existing holds, the longer it takes before automatic renewal of items can take place because the existence of any hold (local or not) prevents the automatic renewal of any item attached to that bib record.

Although initially the popular/hot titles would not be available for browsing, the sooner the system is able to work through the waiting list of patrons, the sooner that item will appear in the browsing collections for all libraries. With the safeguard of the hold priorities above, any local item that was wanted by a local patron, would be routed home for that patron as soon as it was returned, IF another copy did not fill that hold in the meantime. In addition, many libraries have noticed a significant decline in physical circulation due to COVID closures. This would have a direct positive impact on circulation along with decreasing the long term wait time for holds on the system.

Libraries always have the option to purchase items that they designate as “Express” copies that are not holdable to any patron and exclusively designed to be used for browsing, first come, first served collections.

We do not expect a real impact on delivery. There is capacity in the trucks and in the long run, we do not expect much change. With holds being filled faster than they are currently, we predict that the number of outstanding holds will eventually be reduced and thus the impact on delivery will be minimal.

The change will not affect sharing of new materials in MeLCat. The new materials itypes (7, 25, 36, 66, 68, 77, 91) prevent MeLCat requests on new materials. Shared ILS libraries that currently use these itypes already prevent requesting of new materials from MeLCat patrons and those items appear in the MeLCat catalog as “Not Requestable.” This will not change.