



BOARD MEETING PACKET

Thursday, November 12, 2020

1:30 p.m.

Via Zoom

Reminders:

- Send any member questions prior to the Board meeting to either Board President Dale Parus or Cooperative Director Carol Dawe.
- To see if there is a cancellation, you may call Lakeland at (616) 559-5253 and choose option 3 for a recorded message.

LAKELAND LIBRARY COOPERATIVE BOARD MONTHLY MEETING

Thursday, November 12, 2020

1:30 p.m.

Advisory Council meeting immediately following the Board meeting.

Via Zoom

AGENDA

- 1) **CALL TO ORDER AND ROLL CALL**
 - a) Introduce New Members
- 2) **APPROVAL OF AGENDA** (m)
- 3) **QUESTIONS FROM MEMBERS & BOARD PRESIDENT/COOPERATIVE DIRECTOR ANSWERS**
- 4) **PUBLIC COMMENTS**
- 5) **APPROVAL OF MINUTES**
 - a) October 8, 2020 Board Minutes (m) PAGES 1-2
- 6) **FINANCIAL REPORT**
 - a) FY19-20 Final Budget Balance (m) PAGES 3-6
 - b) October Financials & Check Register (m) PAGES 7-12
- 7) **PRESIDENT'S REPORT** (i)
 - a) Announce Committees PAGE 13
- 8) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGE 14-19
- 9) **COUNCIL/COMMITTEE REPORTS** (i)
 - a) Advisory and ILS Councils September 10, 2020 Official Minutes PAGES 20-21
- 10) **NEW BUSINESS**
 - a) BiblioCommons Purchase- Vote for Approval (m-voice vote) PAGE 22
- 11) **PUBLIC COMMENTS**
- 12) **BOARD MEMBER COMMENTS**
- 13) **NEXT MEETING** –Thursday, December 10, 2020, 9:30 a.m. via Zoom
- 14) **ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, October 8, 2020 at 9:30 a.m.
Zoom**

Present: Diane Kooiker, Mattie Cook, Dale Parus, Karen McKinnon, Kelly Richards, Peggy Hemerling, Shirley Bruursema, Lance Werner, and John McNaughton

Staff Present: Carol Dawe and Kelly Schroeder

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:32 a.m. by Diane Kooiker. Erica Huyser was introduced as Interim Director from Fruitport District Library. Amy Stockwell was introduced as the new Director for White Cloud Community Library beginning January 1, 2021. There were 29 additional participants.
- 2) **APPROVAL OF AGENDA:** Lance Werner moved, supported by Shirley Bruursema, to approve the agenda as presented - *motion carried*.
- 3) **ELECTION OF OFFICERS:** Slate - Dale Parus for President, John McNaughton for Vice President, Mattie Cook for Treasurer, and Peggy Hemerling for Secretary. Kelly Richards moved, supported by Peggy Hemerling, to approve the Slate of Officers as presented - *motion carried*. Dale Parus led the remainder of the meeting.
- 4) **QUESTIONS FROM MEMBERS:** There were no questions.
- 5) **PUBLIC COMMENTS:** Shirley Bruursema thanked Diane Kooiker for doing a phenomenal job as President of the Board. There were no additional public comments.
- 6) **APPROVAL OF MINUTES:** Lance Werner moved, supported by Peggy Hemerling, to approve the Board minutes from September 10, 2020 as presented – *motion carried*.
- 7) **FINANCIAL REPORT:** August Financials and Monthly Check Register - Carol Dawe thanked Janet Cornell for her hard work. She also mentioned there may be some final year end purchases not yet reconciled. Shirley Bruursema asked about needing to do a transfer and Carol said it would be minor and that the auditors would be working on the accounts in December. Peggy Hemerling moved, supported by Diane Kooiker, to approve the Financial Reports as presented - *motion carried*.
- 8) **PRESIDENT'S REPORT:** Dale Parus deferred to Diane Kooiker for a report. Diane mentioned the changes in the EOs and that the MDHHS has reinstated them. More info to come. Dale added that MLA also had a post on their Facebook feed about this.
- 9) **DIRECTOR'S REPORT:** Carol Dawe mentioned that Advisory would be talking about BiblioCore and deciding whether to vote to move it to the Board for full approval. They will also talk about health concerns regarding COVID-19 and current court decisions.
- 10) **COUNCIL/COMMITTEE REPORTS:**
 - a) Advisory & ILS Combined August 13, 2020 Official Minutes – Carol is working on Bylaws since the two councils (Advisory and ILS) have agreed to merge. She hopes to have a draft available by November.
- 11) **UNFINISHED BUSINESS:** Budget Update Discussion – Carol said that once committee members are selected, then the Finance Committee can meet to talk about changes in the budget since we will receive more state aid than expected. She also stated that staying very lean this year will help in future years.
- 12) **NEW BUSINESS:**
 - a) Approve Meeting Calendar: Dale Parus accepted the proposed schedule.
 - b) Designate Insurance Coverage: Dale Parus reminded everyone that this is part of the legal requirements for LLC and this is the annual approval of the same plan currently available to full time staff. Peggy Hemerling moved, supported by John McNaughton, to approve the renewal of Lakeland Library Cooperative's insurance coverage as presented - *motion carried*.
- 13) **PUBLIC COMMENTS:**

- a) Amber McLain (OJ) shared that an RFID project did not pan out, so that money was put into new furniture for the library.
- b) Teresa Kline (AF) mentioned the sky light was leaking at the library, so they will have a new roof on the library.
- c) Donna Clark (EC) said that Cedar Springs will be having a community-wide mask-erade party. It will be a week-long event to keep crowds down. They will post pictures of costumes on their Facebook page.
- d) Michelle Moore (OL) said that their curbside service was so popular that they will continue it and have ordered a locker system to be installed in their parking garage.
- e) Erica Huyser (SF) said they had cut hours dramatically and had to bring in supplemental staff after some other staff departures. They are hoping to be able to expand hours again.
- f) There were no additional public comments.

14) BOARD MEMBER COMMENTS:

- a) Kelly Richards (UM) mentioned several remodeling projects happening at MADL, including a mural on the Heights Branch building, and moving the Muskegon Township branch to a new location.
- b) Lance Werner (KDL) shared that they hope to be able to open the new Ada Branch in January. KDL is also discussing the possible end to quarantine of items.
- c) Karen McKinnon (AL) said they are doing a Storywalk project in one of the neighborhoods and it will direct people to the library. They are also working on library card sign-ups, hotspots for checkout and their annual report.
- d) John McNaughton (GRPL) said that branches will be opening with restricted services on Monday. They also are offering their mobile library, hotspots, and their e-card registration is fully active. The city has placed ballot boxes at some of the GRPL branches.
- e) Diane Kooiker (HO) gave an update on the North Branch and they hope to re-open in January. Karen Ginman, Kelli Perkins' replacement, has started.
- f) Matti Cook (MG) said they are looking to renovate their community room and Terry Cross helped them work up an RFP. They hope to start the project by the end of the year or early next. They are also testing circulation of hotspots.
- g) Shirley Bruursema (KDL) said they are excited for the Ada Branch, which will be the 20th KDL branch. They also did a remodel at the Grandville Branch. Shirley mentioned the millages that passed in August for LLC member libraries, as well as some outside of the Cooperative. She also thanked everyone who shared cards and notes on the passing of her husband.
- h) Peggy Hemerling (BH) said the board voted to go permanently fines free. They have been offering restricted student cards. This past January, they started offering Wi-Fi hotspots. Some did not get returned. Thanks to the CARES grant, they were able to get 6 more.
- i) Dale Parus (IC) said they have been talking about the coming year and there may be a chance that they will get on the ballot sooner than thought.
- j) There were no other comments from board members.

15) NEXT MEETING: Thursday, November 12, 2020, at 9:30 a.m. via Zoom.

16) ADJOURNMENT: Kelly Richards moved, supported by John McNaughton, to adjourn at 10:12 a.m. - *motion carried.*

Respectfully submitted by,
Kelly Ann Schroeder

Lakeland Library Cooperative
Funds Balance Sheet
As of September 30, 2020

	<u>Operating</u>	<u>Pass Through</u>	<u>Capital & Growth</u>	<u>TOTAL</u>
ASSETS				
Current Assets				
Checking/Savings				
1000 · Checking Accounts	184,583	23,630	19,403	227,617
1010 · Savings Accounts	602,937	0	251,219	854,156
1040 · eCommerce - Checking	0	3,857	0	3,857
Total Checking/Savings	787,520	27,486	270,622	1,085,629
Accounts Receivable	155	49	0	204
Other Current Assets	65,317	0	0	65,317
Total Current Assets	852,992	27,535	270,622	1,151,150
Fixed Assets	256,498	0	0	256,498
TOTAL ASSETS	1,109,490	27,535	270,622	1,407,648
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable	7,668	53	0	7,721
Credit Cards	222			222
Other Current Liabilities				
2100 · Accrued Payroll	22,464	0	0	22,464
2120 · Payroll Liabilities	3,405	0	0	3,405
2200 · Benefit Liabilities	4,416	0	0	4,416
Total Other Current Liabilities	30,285	0	0	30,285
Total Current Liabilities	38,175	53	0	38,227
Total Liabilities	38,175	53	0	38,227
Equity				
3002 · Property	256,498	0	0	256,498
3700 · Nonspendable Funds	57,020	0	0	57,020
3800 · Fund Balance - Committed	0	0	85,221	85,221
3900 · Unassigned Funds	664,389	0	0	664,389
Net Income	93,409	27,483	185,401	306,292
Total Equity	1,071,316	27,483	270,622	1,369,420
TOTAL LIABILITIES & EQUITY	1,109,490	27,535	270,622	1,407,648

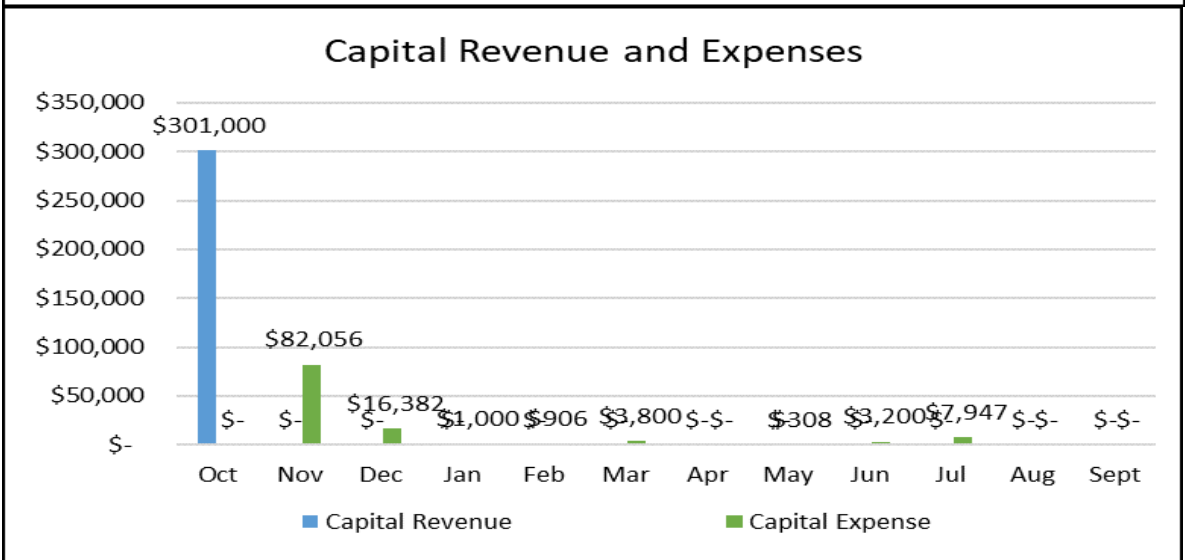
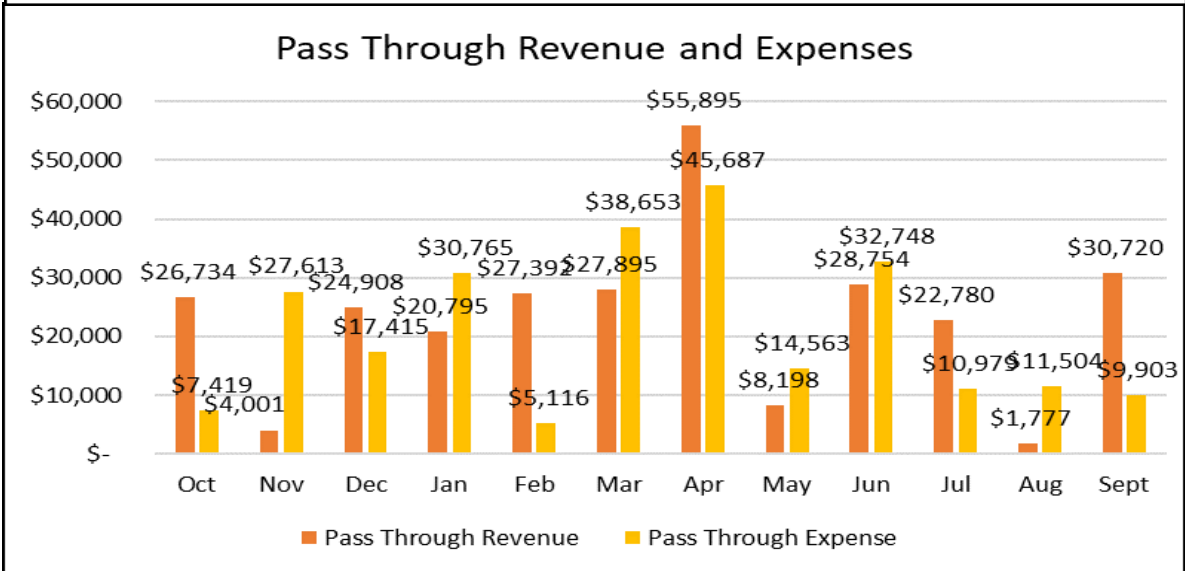
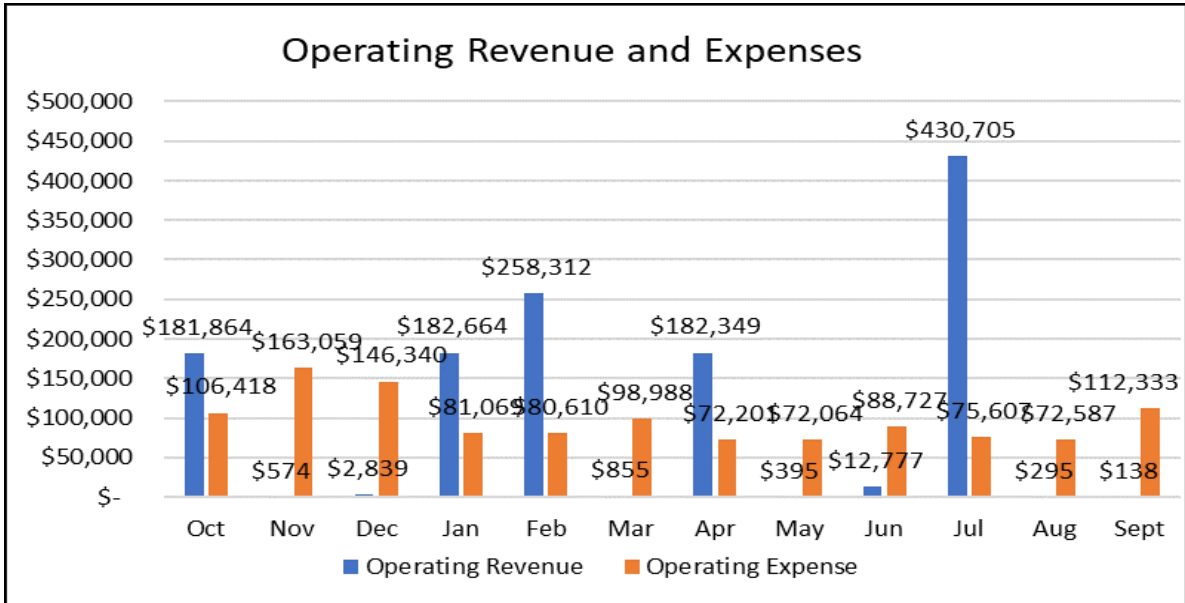
Lakeland Library Cooperative
Budget vs. Actual by Fund
 October 2019 through September 2020

	Operating			
	Sept	YTD	Budget	%
Income				
4000 - Administration & IT Revenue	0	186,226	186,226	100%
4010 - Cataloging Revenue	0	191,816	191,816	100%
4020 - Delivery Revenue	0	20,485	20,465	100%
4030 - ILS Revenue	0	328,540	328,540	100%
4040 - State Aid Revenue	0	518,020	513,625	101%
4050 - Miscellaneous Revenue	138	8,680	6,325	137%
Total Income	138	1,253,767	1,246,997	101%
Expense				
6000 - Salaries & Wages	101,370	705,304	710,748	99%
6010 - Benefits	4,008	116,232	138,042	84%
6050 - Liability Insurance	0	3,700	3,749	99%
6100 - Cataloging Services	268	47,092	51,510	91%
6300 - ILS Services	(10,443)	144,933	158,449	91%
6400 - IT Equipment & Services	10,793	33,196	36,049	92%
6800 - Professional Services	175	14,837	21,570	69%
6850 - RIDES	(156)	7,110	7,127	100%
6900 - Building/Grounds	4,010	40,918	44,249	92%
7100 - Transportation	1,671	37,208	45,095	83%
7400 - Mileage	0	2,342	3,449	68%
7500 - Professional Development	190	12,691	26,054	49%
7600 - Supplies	447	4,439	4,550	98%
9000 - Contingency	0	0	6,000	0%
Total Expense	112,333	1,170,002	1,256,641	93%
Net Ordinary Income	(112,195)	83,765	(9,644)	(869%)
Other Income				
9500 - FB Transfers for Fiscal Year	0	9,644	9,644	100%
Total Other Income	0	9,644	9,644	100%
Net Other Income	0	9,644	9,644	100%
Net Income	(112,195)	93,409	0	100%

Lakeland Library Cooperative
Budget vs. Actual by Fund
 October 2019 through September 2020

	Pass Through				Capital & Growth			
	Sept	YTD	Budget	%	Sept	YTD	Budget	%
Income								
4700 - Pass Through Revenue								
4710 - Ecommerce Fines	2,229	28,856	60,000	48%	0	0		
4720 - Group Purchases	0	57,332	83,000	69%	0	0		
4730 - Group Services	22,250	133,558	83,750	159%	0	0		
4740 - ILS Add-on Services	0	27,966	25,000	112%	0	0		
4750 - IT Services	117	312	350	89%	0	0		
4760 - Library Supplies	286	6,855	6,100	112%	0	0		
4790 - Miscellaneous Purchases	5,838	24,972	250	9,989%	0	0		
Total 4700 - Pass Through Revenue	30,720	279,851	258,450	108%	0	0		
Total Income	30,720	279,851	258,450	108%	0	0		
Expense								
7800 - Pass Through Expenses								
7810 - Quarterly Fines	4,407	24,999	60,000	42%	0	0		
7820 - Group Collections	4,641	56,219	83,000	68%	0	0		
7830 - Group Subscriptions	1,000	111,045	83,750	133%	0	0		
7840 - ILS Add-On Expense	0	27,966	25,000	112%	0	0		
7850 - IT Services Expense	0	312	350	89%	0	0		
7860 - Library Supply Expense	0	6,855	6,100	112%	0	0		
7890 - Other Purchases Expense	(145)	24,972	250	100	0	0		
Total 7800 - Pass Through Expenses	9,903	252,368	258,450	98%	0	0		
9900 - Capital Outlay								
990.337 - Building/Grounds Improvements	0	0			0	32,616	52,000	63%
990.710 - Technology Upgrades/Purchases	0	0			0	82,983	249,000	33%
Total 9900 - Capital Outlay	0	0			0	115,599	301,000	38%
Total Expense	9,903	252,368	258,450	98%	0	115,599	301,000	38%
Net Ordinary Income	20,817	27,483	0	100%	0	(115,599)	(301,000)	38%
Other Income/Expense								
Other Income								
9500 - FB Transfers for Fiscal Year	0	0			0	301,000	301,000	100%
Total Other Income	0	0			0	301,000	301,000	100%
Net Income	20,817	27,483	0	100%	0	185,401	0	100%

Lakeland Library Cooperative FY 2019-20 Revenue and Expenses by Fund September 2020



Lakeland Library Cooperative
Funds Balance Sheet
As of October 31, 2020

	<u>Operating</u>	<u>Pass Through</u>	<u>Capital & Growth</u>	<u>TOTAL</u>
ASSETS				
Current Assets				
Checking/Savings				
1000 - Checking Accounts	247,017	8,959	-40,597	215,379
1010 - Savings Accounts	502,937	0	251,219	754,156
1040 - eCommerce - Checking	0	3,857	0	3,857
Total Checking/Savings	749,954	12,815	210,622	973,392
Accounts Receivable	31,921	2,105	0	34,025
Other Current Assets	49,503	0	0	49,503
Total Current Assets	831,378	14,920	210,622	1,056,920
Fixed Assets	256,498	0	0	256,498
Due From/(To)	0	0	0	0
TOTAL ASSETS	1,087,876	14,920	210,622	1,313,418
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable	11,277	719	0	11,995
Other Current Liabilities				
2120 - Payroll Liabilities	2,292	0	0	2,292
2200 - Benefit Liabilities	3,560	0	0	3,560
Total Other Current Liabilities	5,852	0	0	5,852
Total Current Liabilities	17,129	719	0	17,847
Total Liabilities	17,129	719	0	17,847
Equity				
3002 - Property	256,498	0	0	256,498
3700 - Nonspendable Funds	57,020	0	0	57,020
3800 - Fund Balance - Committed	0	0	85,221	85,221
3900 - Unassigned Funds	664,389	0	0	664,389
3990 - Due to Unassigned Funds	93,409	27,483	185,401	306,292
Net Income	-568	-13,281	-60,000	-73,850
Total Equity	1,070,747	14,201	210,622	1,295,570
TOTAL LIABILITIES & EQUITY	1,087,876	14,920	210,622	1,313,418

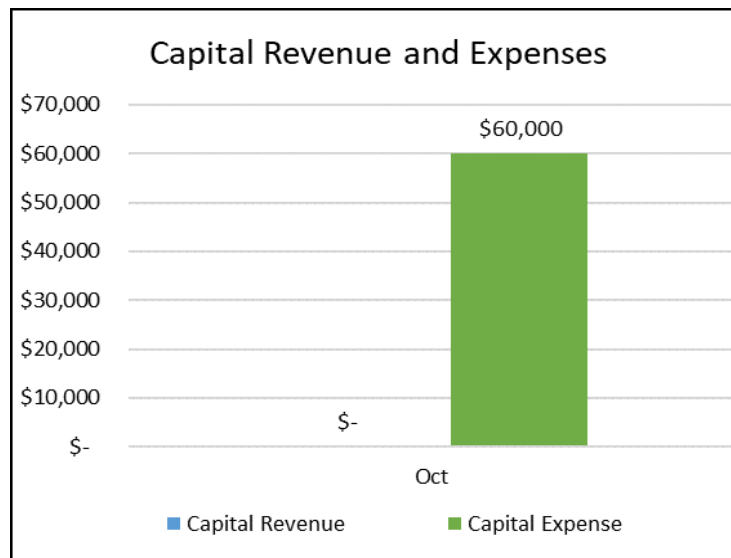
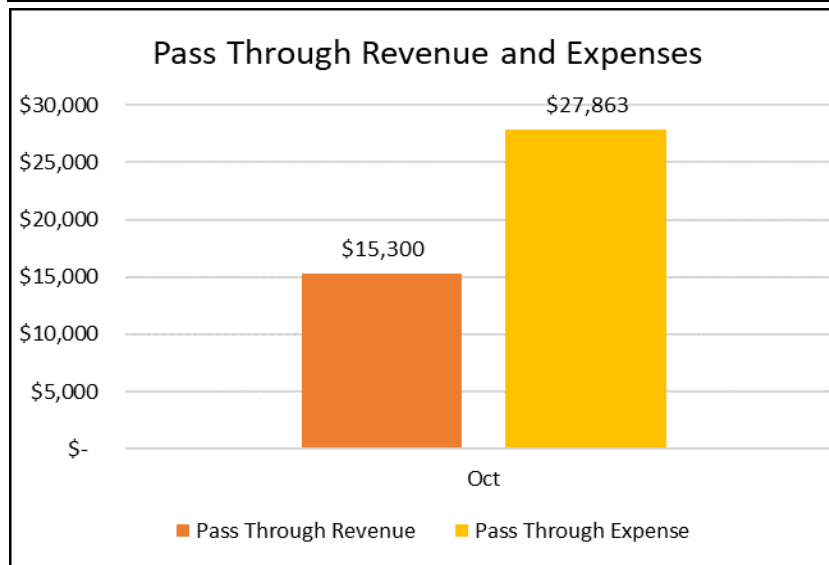
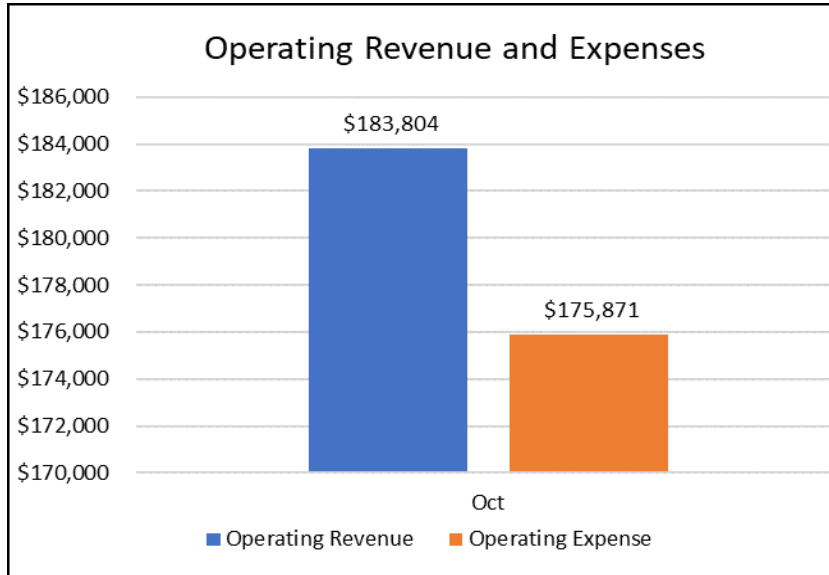
Lakeland Library Cooperative
Budget vs. Actual by Fund
 October 2020

	Operating			
	Oct	YTD	Budget	%
Income				
4000 · Administration & IT Revenue	59,499	59,499	237,985	25%
4010 · Cataloging Revenue	40,355	40,355	161,414	25%
4020 · Delivery Revenue	18,777	18,777	75,114	25%
4030 · ILS Revenue	66,128	66,128	264,512	25%
4040 · State Aid Revenue	0	0	256,930	0%
4050 · Miscellaneous Revenue	0	0	2,700	0%
Total Income	184,758	184,758	998,655	19%
Expense				
6000 · Salaries & Wages	32,310	32,310	717,200	5%
6010 · Benefits	17,535	17,535	124,060	14%
6050 · Liability Insurance	3,700	3,700	4,070	91%
6100 · Cataloging Services	1,231	1,231	54,000	2%
6300 · ILS Services	109,525	109,525	237,200	46%
6400 · IT Equipment & Services	3,512	3,512	28,090	13%
6800 · Professional Services	30	30	6,980	0%
6850 · RIDES	0	0	7,275	0%
6900 · Building/Grounds	5,037	5,037	42,790	12%
7100 · Transportation	11,947	11,947	45,315	26%
7400 · Mileage	0	0	1,500	0%
7500 · Professional Development	500	500	6,175	8%
7600 · Supplies	0	0	4,000	0%
Total Expense	185,327	185,327	1,278,655	14%
Net Ordinary Income	(568)	(568)	(280,000)	0%
Other Income				
9500 · FB Transfers for Fiscal Year	0	0	280,000	0%
Total Other Income	0	0	280,000	0%
Net Income	(568)	(568)	0	100%

Lakeland Library Cooperative
Budget vs. Actual by Fund
 October 2020

	Pass Through				Capital & Growth			
	Oct	YTD	Budget	%	Oct	YTD	Budget	%
Income								
4700 - Pass Through Revenue								
4710 - Ecommerce Fines	0	0	40,000	0%	0	0	0	0%
4720 - Group Purchases	12,386	12,386	56,000	22%	0	0	0	0%
4730 - Group Services	2,914	2,914	116,900	2%	0	0	0	0%
4740 - ILS Add-on Services	0	0	30,000	0%	0	0	0	0%
4750 - IT Services	0	0	350	0%	0	0	0	0%
4760 - Library Supplies	0	0	6,600	0%	0	0	0	0%
4790 - Miscellaneous Purchases	0	0	250	0%	0	0	0	0%
Total Income	15,300	15,300	250,100	6%	0	0	0	0%
Expense								
7800 - Pass Through Expenses								
7810 - Quarterly Fines	0	0	40,000	0%	0	0	0	0%
7820 - Group Collections	4,055	4,055	56,000	7%	0	0	0	0%
7830 - Group Subscriptions	1,000	1,000	116,900	1%	0	0	0	0%
7840 - ILS Add-On Expense	22,358	22,358	30,000	75%	0	0	0	0%
7850 - IT Services Expense	0	0	350	0%	0	0	0	0%
7860 - Library Supply Expense	1,169	1,169	6,600	18%	0	0	0	0%
7890 - Other Purchases Expense	0	0	250	0%	0	0	0	0%
Total 7800 - Pass Through Expenses	28,582	28,582	250,100	11%	0	0	0	0%
9900 - Capital Outlay								
990.337 - Building/Grounds Improvements	0	0	0	0%	0	0	7,500	0%
990.710 - Technology Upgrades/Purchases	0	0	0	0%	60,000	60,000	92,500	65%
Total 9900 - Capital Outlay	0	0	0	0%	60,000	60,000	100,000	60%
Total Expense	28,582	28,582	250,100	11%	60,000	60,000	100,000	60%
Net Ordinary Income	(13,282)	(13,282)	0	100%	(60,000)	(60,000)	(100,000)	60%
Other Income								
9500 - FB Transfers for Fiscal Year	0	0	0	0%	0	0	100,000	0%
Total Other Income	0	0	0	0%	0	0	100,000	0%
Net Income	(13,282)	(13,282)	0	100%	(60,000)	(60,000)	0	100%

Lakeland Library Cooperative
FY 2020-21 Revenue and Expenses by Fund
October 2020



Lakeland Library Cooperative
Monthly Check Register
As of October 31, 2020

Date	Name	Memo	Account	Amount
1001 - Main - Checking				
1001.1 - Checking - Operating				
10/01/2020	Standard Insurance - Agility	Dental and vision ins.	Benefits	423.68
10/07/2020	Aggressive Cleaning Service		Janitorial Services	310.00
10/07/2020	AT&T Long Distance		Itiva	219.48
10/07/2020	Cintas		Floor Mats	81.59
10/07/2020	Fuel Management System		Vehicle Fuel	601.34
10/07/2020	MCLS		Conference/Training	80.00
10/07/2020	OCLC	EZproxy	IT Operations	1,545.00
10/07/2020	West MI Document Shredding	record destruction	Trash Removal	65.00
10/07/2020	Wolverine Power Systems, Inc.		Generator Maintenance	190.00
10/07/2020	Pine Rest Chr Mental Health	EAP	Benefits	255.00
10/09/2020	MERS		-SPLIT-	4,341.53
10/09/2020	State of Michigan--Vendor		Payroll Liabilities	2,725.36
10/09/2020	MI-UIA		Payroll Liabilities	126.00
10/09/2020	Comcast	data lines	IT Operations	504.05
10/09/2020	Consumers Energy		Utilities	609.51
10/09/2020	Granger		Trash Removal	102.54
10/09/2020	Mitel		Telephone	455.28
10/13/2020	Payroll		-SPLIT-	16,918.56
10/13/2020	ICMA 457	303174	Payroll Liabilities	20.00
10/13/2020	MERS 401/457	4106	-SPLIT-	1,249.23
10/13/2020	941 Form - IRS	38-2044408	-SPLIT-	5,832.92
10/21/2020	Backstage Library Works	Authority Control	Authority Control	267.66
10/21/2020	Bazen Electric	Bldg repairs	Building Repair/Maintenance	3,075.00
10/21/2020	Aflac		Benefits	833.14
10/21/2020	AT&T	Fax and Itiva	-SPLIT-	606.09
10/21/2020	Backstage Library Works		Authority Control	745.00
10/21/2020	Berger Chevrolet		Vehicle Repair/Maintenance	63.97
10/21/2020	Concentra Medical Centers		Driver Certification	154.00
10/21/2020	Fuel Management System		Vehicle Fuel	573.88
10/21/2020	Lighthouse Insurance	D&O and Cyber Ins.	-SPLIT-	4,557.50
10/21/2020	Priority Health	Health Ins.	Benefits	6,626.08
10/21/2020	ProQuest LLC	syndetics	ILS Services	20,588.45
10/21/2020	Innovative Interfaces, Inc.		ILS Services	88,406.41
10/23/2020	Grand Rapids Income Tax Dept.		Payroll Liabilities	218.53
10/23/2020	Walker City Treasurer		Payroll Liabilities	335.43
10/23/2020	DTE Energy		Utilities	74.84
10/23/2020	DTE Energy		Utilities	33.16
10/23/2020	Grand Rapids City Treasurer		Utilities	241.54
10/23/2020	Standard Insurance - MERS grp	LTD & Life Ins.	Benefits	270.89
10/23/2020	Verizon Wireless		Telephone	4.89
10/27/2020	Payroll		-SPLIT-	18,755.43
10/27/2020	941 Form - IRS		-SPLIT-	6,451.90
10/27/2020	ICMA 457		Payroll Liabilities	20.00

Lakeland Library Cooperative
Monthly Check Register
As of October 31, 2020

Date	Name	Memo	Account	Amount
10/27/2020	MERS 401/457		-SPLIT-	999.23
			Total 1001.1 - Checking - Operating	<u>190,559.09</u>
1001.2 - Checking - Pass Thru				
10/07/2020	Innovative Interfaces, Inc.	Emarc for Overdrive	-SPLIT-	52.72
10/12/2020	Customer Refund	Overpayment on invoice	Accounts Receivable	325.28
10/21/2020	ID Label, Inc.	Barcodes	Library Supplies	498.80
10/21/2020	Innovative Interfaces, Inc.	Sierra Pass Through services	ILS Pass Through Services	22,357.55
10/23/2020	OverDrive	Audio and Ebooks, Maint.	-SPLIT-	5,006.29
			Total 1001.2 - Checking - Pass Thru	<u>28,240.64</u>
1001.3 - Checking - Capital				
10/07/2020	Innovative Interfaces, Inc.	Cloud Hosting	Technology Purchases	60,000.00
			Total 1001.3 - Checking - Capital	<u>60,000.00</u>
Total 1001 - Main - Checking				<u>278,799.73</u>
TOTAL				<u>278,799.73</u>



Committee Rosters for the coming year are:

Finance Committee

Mattie Cook, Chair

Diane Kooiker

Karen McKinnon

Dale Parus, Ex-Officio

Personnel Committee

Dale Parus, Chair

Kelly Richards

John McNaughton

Peggy Hemerling

**LAKELAND LIBRARY COOPERATIVE
COOPERATIVE DIRECTOR'S REPORT
November 12, 2020**

It has been an interesting month. We have had 3 COVID-19 scares affecting 5 staff members here at the Lakeland office. Thankfully, everyone is safe and healthy so far and we have been able to continue operations. As this is being written, we have now had 3 libraries close and the cases in Kent County alone are rising faster than in any other part of Michigan. Janet writes below about implementing newly mandated daily health screenings. We worked on this late last week and had it up and running on Tuesday. I've also done a lot of research on quarantining options ahead of the Advisory Council meeting and met with leadership and had conversations with KDL and other libraries and partners. All of this takes a lot of time. We are keeping our website up-to-date as best we can.

John McNaughton and his staff from GRPL will be joining us at Advisory to share their experiences with their new Mobile Library Initiative. So much good has come from having to react, reassess and reinvent our services.

On a happier note, Coopersville will have a new director in late November. We wish Lavonne Marshall the best of luck in her retirement and we do the same for Nancy Harper at White Cloud.

The board will be voting on the purchase of BiblioCore and with hope we can start that implementation process in January with a go live date prior to summer reading! You will see information in the packet and please let me know if you have questions.

I just received our official State Aid figures, and the numbers are slightly higher than last year. The Finance Committee will be meeting in the next week or two to look at my recommendations. I'm hoping we can keep the budget "as-is" except for substituting State Aid for money from reserves and reinstating money for Continuing Education, professional development and legal fees (more COVID-19 resources.)

The Continuing Education Committee is focusing on mindfulness and mental health for programs in the next few months. Please keep a look out for flyers and check our event calendar.

I attended MLA virtually and we streamed the MLA awards on our Facebook page. I was so pleased to see Clare Membiela acknowledged along with so many others.

I have been helping many of you with board development and other issues. I hope that the trustee sessions on the 12th and 19th are helpful as well. The Cooperative directors hope to focus on issues that weren't touched upon in these sessions. I am happy to help in anyway. The letter to trustees should go out in the next few weeks. We had to change things due to a few unexpected complications, but the letter is very positive and only offers assistance from the cooperatives. We will be sending letters to all trustees to you via delivery. We tried to keep it simple.

I am going to close now to that we can get this out to you. The bylaw revisions are next on my to-do list. See you soon, via Zoom.

Other Reports:**Delivery & Facility Manager - Terry Cross**

See above: Terry will submit his report on December. He has been driving this past week.

Finance & HR Assistant - Janet Cornell

Financial transactions and account reconciliations were made for FY2019-20 to finalize the books for the State Aid report and to prepare for the audit. The audit is scheduled for the first week in December but will be done remotely this year. I have already contacted our auditor so I can get a head start in pulling information they will need. A few days in the office will be needed to pull and scan records that are in paper format from the first half of the fiscal year. We also had to prepare records for a worker's comp audit this year. This was also done remotely through the insurance auditor's secure file upload program.

With the accounting reconciled for last fiscal year, focus will be directed to the budget again for this year. Carol and I will be meeting to go over the budget and apply the new State Aid figures we just received, so we can have a revised copy sent to the Finance Committee as soon as possible.

October continued to be a busy month for HR related webinars. With the Michigan Supreme Court decision that struck down the Governor's executive orders, many of the state agencies implemented policies related to COVID-19. Most of these put the same parameters in place as the executive orders, but we learned that a few policies that were voluntary before now have become requirements. One such policy was daily health screenings for entrance to the workplace for both employees and contractors. Time was spent updating our internal policies and training staff to make sure we are still within compliance. I have scheduled a few webinars in November to keep on top of any more changes that emerge.

IT Manager - Thom Riley

Our Sierra and Encore services have been scheduled for an update this month and in preparation for this we have been updating our information regarding configuration changes we made for select members Sierra installations. So many members have moved, upgraded and replaced PCs that we needed to reconnect and update our records. There will need to be changes made for these PCs once the servers are updated for them to connect to Sierra. For most of these installations we will remotely make the required changes after the update and work with staff at the remaining locations where we need staff intervention.

We have completed the installation of the new proxy server and have begun the configuration of the proxy application services. We will be working with a small set to establish procedures for vendor additions/configurations. This project will span November and should be completed in December.

We have completed some additional domain work for a couple members regarding changes to DNS and administrative access and ownership.

We have worked with several members on individual projects they have undertaken and are happy to offer information and/or assistance as we can.

We are currently working on resolving some issues with the i-tiva services regarding notice delivery. Last month, we resolved a similar issue requiring software updates. The recent issues included signal tone for several of the telco lines and was found to be a hardware failure issue in

the Grand Rapids central office. The faulty hardware issue has been resolved and we continue to work on some logged unsuccessful delivery status notifications.

We continue to create staff and board meetings using Zoom. We have also created several Zoom meetings for library programs for the members. Send any requests to us and we will get meetings setup and ready for your use.

In October 221 support tickets were created and 206 were closed out.

Cataloging Services Manager - Jeff Lezman

October 2020 activities

In October, cataloging staff continued to work from home as outlined in the Lakeland COVID-19 Preparedness and Reopening Plan.

This month we began cataloging a collection of STEM kits for Patmos Library.

We completed a clean-up project to correct the material type codes of 1,703 large print materials.

We also completed a clean-up project to correct the material type codes of 730 audiobooks.

We added 37,828 Hoopla records to the database.

September 2020 Statistics

These statistics for September 2020 show the final counts for the fiscal year and reveal the impact of the COVID-19 shutdown on the department.

September e-mail & telephone consulting calls: 44

The number of cataloging requests received in September was down by 7% compared to September 2019. The number of requests received that were already in the database decreased by 39%. The number of records copy-cataloged in September was down 14% compared to September 2019, while the number of original records cataloged was down by 28%. The total number of records cataloged was down by 15% compared to September 2019.

The number of requests we received in FY2019-2020 was down 23% compared to the previous fiscal year. The number of items that were copy-cataloged was down by 27%, while the number of items that had original cataloging performed were up by 1%. Overall, our cataloging efforts were down by 25% compared to the previous year.

Cataloging	Sep. 2020	YTD	Sep. 2019	YTD	Monthly %	YTD PCT
Requests Received	2,003	18,310	2,152	23,864	-7%	-23%
Requests already in database	46	534	76	715	-39%	-25%
Requests to be cataloged	1,957	17,776	2,076	23,149	-6%	-23%
Copy Cataloging	1,658	15,159	1,929	20,710	-14%	-27%

Original Cataloging	115	1,860	160	1,837	-28%	1%
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ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 96 totes in September 2020 (down 16 from 2019) and sent out 84 totes (down 29 from 2019). There are still a few libraries in the state that have not resumed lending and borrowing and RIDES deliveries. Returned materials to libraries designated as “temporarily not participating” in the label maker should continue to be sent to the MCLS office (ZY001).

Holidays 2020: With libraries opening with reduced hours, there may be changes to your normal holiday closure schedule for Thanksgiving, Christmas, and New Year’s. If your normal holiday schedule is changing this year and you are going to be closed more days, please open a ticket with tech-help@lcoop.org to notify us so that the system days closed table can be updated. This affects due dates, including automatic renewal, and hold shelf pickup dates.

Sierra and Encore Upgrade (v5.2): We will be upgrading Sierra and Encore to software version 5.2 on Wednesday evening, November 18 after 9:00 p.m. The upgrade will be performed by the Innovative helpdesk since we are a hosted installation. There will be new “jar” files the following morning when users log in to Sierra. This will cause a slight delay during the login process. Some libraries are using the “jar map” file that was installed on some workstations at some locations to prevent ongoing “jar file” error messages. The jar files on those workstations will not update automatically and will require a new “jar map” installation instead. Thom and Dave are working on this process and will be in touch with those libraries who have workstations using the “jar map” files.

Capira Mobile App: The app is undergoing the final testing phase. We will have a meeting of the group to cover questions and talk about marketing. I sent out a Doodle poll to the libraries in the group asking about the best time for a meeting. We will schedule the meeting based on responses to the poll.

Shoutbomb invalid phone numbers: I have received several invalid phone number reports from Shoutbomb in the last month because patrons have changed phone numbers and not notified their Shoutbomb accounts. I have placed messages on the patron records with the invalid phone numbers. Please have patrons login to their Shoutbomb accounts and discontinue notification or update/remove phone numbers as needed. After a certain period, I will submit the invalid accounts to Shoutbomb and have them manually removed on their end.

Shoutbomb pickup locations: As libraries have re-opened to the public, I have received a few requests to revert the Shoutbomb pickup locations back to just their library names, rather than the long text which contains either a phone number or the option to text CURBSIDE. If you would like to have your location reverted to your library name, please let me know and I will submit the change to Shoutbomb.

RBdigital Audiobook Conversion to OverDrive: OverDrive completed the Lakeland RBdigital Audiobook subscription migration to OverDrive on October 21, 2020. The titles in that subscription were converted to OverDrive Advantage and are now accessible in OverDrive and the Libby app. The RBdigital app has a notification to that effect as well. We do not yet have a date for the RBdigital Magazine conversion.

Branch Closures: The North Muskegon Branch (UW) is currently closed and all holds have been redirected to MADLs LVPD branch (UL) located in their administration building. There is

currently no pickup location for UW. The Muskegon Heights Branch (UU) is also closed with their holds being redirected to Norton Shores (UN) with the Muskegon Heights pickup also temporarily removed from the system. Both branches are expected to reopen in November and the changes will be reversed.

Call number update project: I worked with the Gary Byker staff assisting them with dividing their picture book collection into “families” of titles and adding the designated “family” name to their item call numbers.

State Aid reports: We are starting to receive questions about State Aid reports. For all shared system libraries, annual item and patron count reports for your fiscal year end have been posted to the Lakeland reports website (<http://www.llcreports.org/>) and are accessible under the Report type, “Fiscal YTD”. Circulation reports can be generated in Sierra Web Management reports. If you need the instructions for generating circulation reports, please contact me and I will send them in email. Electronic holdings and circulation should be counted from the services you subscribe to such as OverDrive, Hoopla, etc. Monthly ILL and MeLCat reports for interlibrary loan stats are also available on the reports website along with RBdigital eaudiobook and emagazine circulation up to conversion to OverDrive. The OverDrive sharing report with MCLS and SLC is also posted to the reports website. Note about the OverDrive sharing regarding reporting holdings: Libraries do not count, nor are they able to count, holdings in the other OverDrive groups to which your patrons have access. You only count your own licensed OverDrive holdings but you report ALL circulation by your patrons including those titles used by your patrons that are licensed to the MCLS and SLC groups (this is the equivalent of ebook ILL).

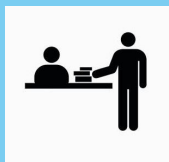
Respectfully submitted,

Carol Dawe

LAKELAND LIBRARY COOPERATIVE

MONTHLY SNAPSHOT

Member resources shared by 42 libraries in 81 locations across 8 counties



CHECKOUTS/RENEWALS

Total*** - 815,229

INTERLIBRARY LOANS

24,408 - Items Loaned



ITEMS ADDED

Item Records*** - 30,800
Bib Records - 3,449

ITEMS TOTAL

29,380,741 - Item Records***
1,582,638 - Bib Records
(Some digital items are not counted)



CUSTOMERS SERVED

Total*** - 101,033

MELCAT

4,795 - Items Received***
5,035 - Items Loaned***



DELIVERY - BAGS & BINS

October 2020 - 2,807
October 2019 - 2,787
Up 1%

RETURN ANYWHERE

356 - Items Returned*



* Includes KDL
** Includes GRPL
*** Includes KDL & GRPL

Lakeland provided and/or subscription services

LLC OVERDRIVE GROUP



October 2020 - 33,166
LLC to MCLS - 2,944
MCLS to LLC - 4,972
LLC to SLC - 824
SLC to LLC - 460

LLC RBDIGITAL GROUP

3,401 - eMagazines
292 - eAudio



I-TIVA

Patrons Contacted - 7,825
Messages Delivered - 6,842
Patrons Who Called In - 281
Patrons Who Logged In - 99

SHOUTBOMB

4,473 - Total Registered Users
4,996 - Total Registered Barcodes
51 - New Users



TECHNICAL SUPPORT

Tickets Created - 221
Tickets Closed - 206

CONSULTING SUPPORT

22 - Advocacy
117 - Members
7 - Vendors



OUR MISSION IS TO STRENGTHEN OUR MEMBER LIBRARIES
COVERING EIGHT WEST MICHIGAN COUNTIES BY PROVIDING
THE MEANS TO SHARE RESOURCES, SERVICES AND EXPERTISE
FOR THE BENEFIT OF INDIVIDUALS AND COMMUNITIES.

Data collected from October 2020.

Visit the website at www.llcoop.org.

**LAKELAND LIBRARY COOPERATIVE
ADVISORY & ILS COUNCILS COMBINED MINUTES – Official
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

BiblioCore Purchase Review for Board Approval

November 12, 2020

According to Lakeland Policy:

AD2.2 Contracts and Agreements

The Lakeland Library Cooperative Director shall determine which purchases of materials, supplies, equipment and contractual services shall be by contract. All other purchases may be by purchase order. All contracts and agreements valued over \$10,000 shall be submitted to the Lakeland Library Cooperative Board for approval. Such contracts shall be signed by the Lakeland Library Cooperative Director and/or President of the Lakeland Library Cooperative Board, and may be subject to review as to form* by a designated attorney.

*This is how the policy is written but doesn't seem clear to me—C Dawe

The Advisory Council and the LLC Board have approved the FY2020-21 budgets which included the cost of both implementation (\$30,000.00) and the annual subscription (\$85,000.00) for BiblioCommons' suite of products including:

- BiblioCore: discovery layer plus e-content, including award winners, reviews etc.
- Scoping and Branding per member library
- Fines ported from Sierra (III) into BiblioCore
- Spanish Language access to BiblioCore standard text and fields
- Augmented Content which also includes automated recommendations for similar materials.

Scott Hogan from Foster Swift reviewed the contract and made minor changes, including establishing New York as the location for jurisdiction for possible litigation since BiblioCommons is a Canadian Company (having the jurisdiction in the state of Michigan would have cost over \$5,000). He also recommended a clearer path to a 90-day window for renewal. The contract is standard and there were no other issues.

It is requested that the LLC Board formally approve the purchase of BiblioCore as listed above and presented in the attorney reviewed contract for a total cost of \$115,000.00 from both the Operating and Capital budgets as stated above.