



# **BOARD MEETING PACKET**

**Thursday, January 14, 2021**

**9:30 a.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, January 14, 2021  
9:30 a.m.

*There will not be an Advisory Council meeting this month.*

*Zoom link will posted on the LLC website and sent via email closer to the meeting date.*

## 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) December 10, 2020 Board Minutes (m) PAGES 1-2
- 6) **FINANCIAL REPORT**
  - a) Monthly Financials and Check Register (m) PAGES 3-8
- 7) **PRESIDENT'S REPORT** (i)
- 8) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 9-13
- 9) **COUNCIL/COMMITTEE REPORTS** (i)
  - a) Advisory Council Official November 12, 2020 Minutes PAGES 14-15
  - b) Finance Committee Unofficial January 6, 2020 Minutes PAGE 16
- 10) **UNFINISHED BUSINESS**
  - a) Budget Revisions: Amendment #2 (m) PAGE 17
- 11) **PUBLIC COMMENTS**
- 12) **BOARD MEMBER COMMENTS**
- 13) **NEXT MEETING** – Thursday, February 11, 2021 at 9:30 a.m. via Zoom
- 14) **ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE  
BOARD MINUTES – Unofficial  
Thursday, December 10, 2020 at 9:30 a.m.  
Via Zoom**

Present: Dale Parus [9:41 a.m. due to technical difficulties], Diane Kooiker, Karen McKinnon, Kelly Richards, Peggy Hemerling, Lance Werner, John McNaughton, and Shirley Bruursema  
Staff Present: Carol Dawe and Kelly Schroeder  
Absent: Mattie Cook

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:33 a.m. by John McNaughton. There were 28 additional participants.
- 2) **APPROVAL OF AGENDA:** Shirley Bruursema moved, supported by Peggy Hemerling, to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) **PUBLIC COMMENTS:** There were no public comments.
- 5) **APPROVAL OF MINUTES:** Karen McKinnon moved, supported by Diane Kooiker, to approve the Board minutes from November 12, 2020 as presented – *motion carried*.
- 6) **FINANCIAL REPORT:** Diane Kooiker moved, supported by Kelly Richards, to approve the Financial Reports as presented - *motion carried*.
- 7) **PRESIDENT’S REPORT:** Dale was not yet present, so there was no report.
- 8) **DIRECTOR’S REPORT:** Carol Dawe said everyone has been working hard and she notices a lot of people are quieter these days in the virtual meetings. She added that we will weather this, and we are all in it together. Call, email, or text her if you need anything. Shirley Bruursema asked Carol if she was getting less contact from the Directors and Carol said she was not. Carol also said that everything is just more difficult, and people are getting decision fatigue. Carol then mentioned that the deadline to choose scoping choices for BiblioCommons was yesterday.
- 9) **COUNCIL/COMMITTEE REPORTS:**
  - a) Advisory Council Official October 8, 2020 Minutes: There were no comments or questions.
  - b) Finance Committee Unofficial November 30, 2020 Minutes: Dale Parus arrived at 9:41 a.m. and took over the meeting. He mentioned that State Aid went up and Carol said that amount was about \$24K. Dale added that states may be getting more aid for COVID-19 related assistance.
  - c) Personnel Committee Unofficial December 2, 2020 Minutes: Dale outlined the process for the Cooperative Director Evaluation. He added that there has been discussion on if there was any way they could reward Lakeland staff for this fiscal year. Shirley asked for clarification on whether it was just board members evaluating Carol. Dale explained that was the case and that the board was a good representation of the cooperative.
- 10) **UNFINISHED BUSINESS:**
  - a) Operating Budget Revisions – Carol explained that what changed was adjusting for State Aid we received and leaving Fund Balance alone to save for the future. She said LLC will try to remain lean this year. There will also be a review of how service fees are charged to libraries in an attempt to make it simpler and clearer. The audit was last week, and it went well. The CE budget will get back some money to use for workshops. Peggy asked about the raises for LLC staff that were in discussion from the committee meetings and would approval of the budget revisions negate the possibility of those. Carol said that they could still review it and make an amendment to the budget later. Peggy Hemerling moved, supported by John McNaughton, to approve the revisions as presented – *motion carried*.
- 11) **NEW BUSINESS:**
  - a) Bank Resolutions for Fund Depositories and Authorized Signatures: Dale clarified that this was a yearly process and Carol added that it was a formality that needed to be approved by the Board.

Shirley Bruursema moved, supported by John McNaughton, to approve the bank resolutions as presented - *motion carried*.

- b) MERS Addendum and Signatures: Dale explained that there were some revisions to stay up with the laws, but no changes to the accounts. Kelly Richards moved, supported by John McNaughton, to approve the MERS documents as presented – *motion carried*.

12) **PUBLIC COMMENTS:**

- a) There were no public comments.

13) **BOARD MEMBER COMMENTS:**

- a) Dale Parus (IC) said Ionia was voting on some issues this evening and to wish them luck.  
b) John McNaughton (GRPL) wished everyone Happy Holidays and to hang in there.  
c) Kelly Richards (UM) encouraged everyone to do something funny today.  
d) Peggy Hemerling (BH) said the library building was closed, but computers were available by appointment. Their drive-thru was open and busier than it was in June.  
e) Shirley Bruursema (KDL) mentioned changed with FOML and the Trustee Alliance portion of the organization. She is doing a lot of training from home. KDL is still busy and they had a successful staff day. She wished everyone Happy Holidays and to stay well and safe.  
f) Diane Kooiker (HO) said that Herrick's North Branch is closing Friday for about a month and a half as they move to the newly renovated and expanded building. She said it was exciting and a good project.  
g) Lance Werner (KDL) also wished everyone Happy Holidays and encouraged everyone to stay on top of MIOSHA regulations as they are checking and issuing fines.  
h) Karen McKinnon (AL) said they are doing well and staying healthy. Curbside is going well, and they are sending out a lot of the weekly craft kits. Amber McLain (OJ) added a quick shoutout to all the youth services staff for all they have done during these restrictive times.  
i) There were no other comments from board members.

- 14) **NEXT MEETING:** Thursday, January 14, 2021, at 9:30 a.m. via Zoom pending OMA amendment. Carol explained that they had to cancel the sessions on this and hoped to reschedule in a week or two and then we will know more.

- 15) **ADJOURNMENT:** Peggy Hemerling moved, supported by Kelly Richards, to adjourn at 10:05 a.m. - *motion carried*.

Respectfully submitted by,  
Kelly Ann Schroeder

**Lakeland Library Cooperative**  
**Funds Balance Sheet**  
**As of December 31, 2020**

	<u>Operating</u>	<u>Pass Through</u>	<u>Capital &amp; Growth</u>	<u>TOTAL</u>
<b>ASSETS</b>				
<b>Current Assets</b>				
<b>Checking/Savings</b>				
1000 · Checking Accounts	247,027	15,703	19,403	282,133
1010 · Savings Accounts	303,126	-	191,219	494,344
1040 · eCommerce - Checking	-	1,580	-	1,580
<b>Total Checking/Savings</b>	<b>550,152</b>	<b>17,283</b>	<b>210,622</b>	<b>778,057</b>
Accounts Receivable	4,341	(3,848)	-	493
Other Current Assets	49,503	-	-	49,503
<b>Total Current Assets</b>	<b>603,996</b>	<b>13,435</b>	<b>210,622</b>	<b>828,053</b>
Fixed Assets	256,498	-	-	256,498
Due From/(To)	(13,859)	13,859	-	-
<b>TOTAL ASSETS</b>	<b>846,635</b>	<b>27,294</b>	<b>210,622</b>	<b>1,084,551</b>
<b>LIABILITIES &amp; EQUITY</b>				
<b>Liabilities</b>				
<b>Current Liabilities</b>				
Accounts Payable	1,131	2,192	-	3,323
<b>Other Current Liabilities</b>				
2120 · Payroll Liabilities	2,285	-	-	2,285
2200 · Benefit Liabilities	3,533	-	-	3,533
<b>Total Other Current Liabilities</b>	<b>5,818</b>	<b>-</b>	<b>-</b>	<b>5,818</b>
<b>Total Current Liabilities</b>	<b>6,949</b>	<b>2,192</b>	<b>-</b>	<b>9,141</b>
<b>Total Liabilities</b>	<b>6,949</b>	<b>2,192</b>	<b>-</b>	<b>9,141</b>
<b>Equity</b>				
3002 · Property	256,498	-	-	256,498
3700 · Nonspendable Funds	57,020	-	-	57,020
3800 · Fund Balance - Committed	-	-	85,221	85,221
3900 · Unassigned Funds	664,389	-	-	664,389
3990 · Due to Unassigned Funds	93,409	27,483	185,401	306,292
Net Income	(231,630)	(2,381)	(60,000)	(294,011)
<b>Total Equity</b>	<b>839,686</b>	<b>25,102</b>	<b>210,622</b>	<b>1,075,410</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>846,635</b>	<b>27,294</b>	<b>210,622</b>	<b>1,084,551</b>

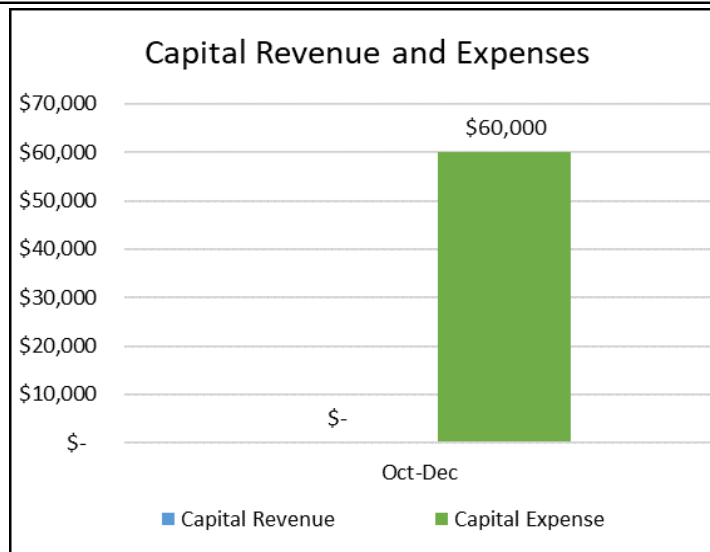
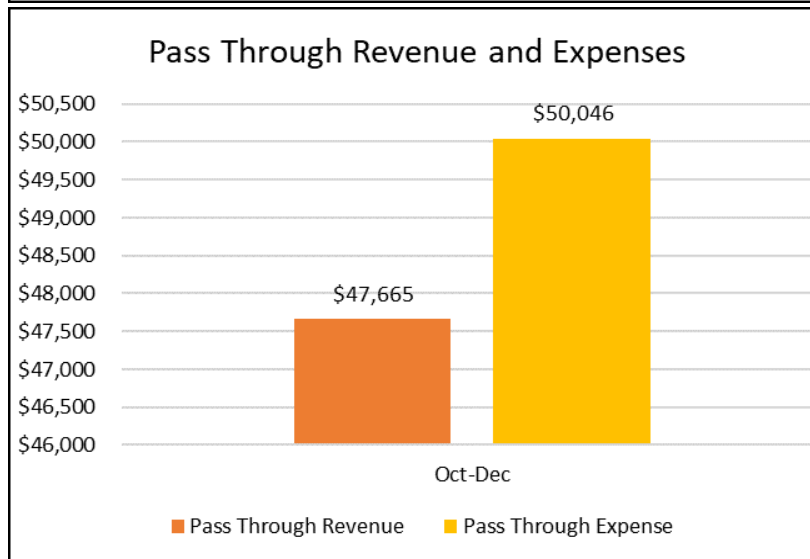
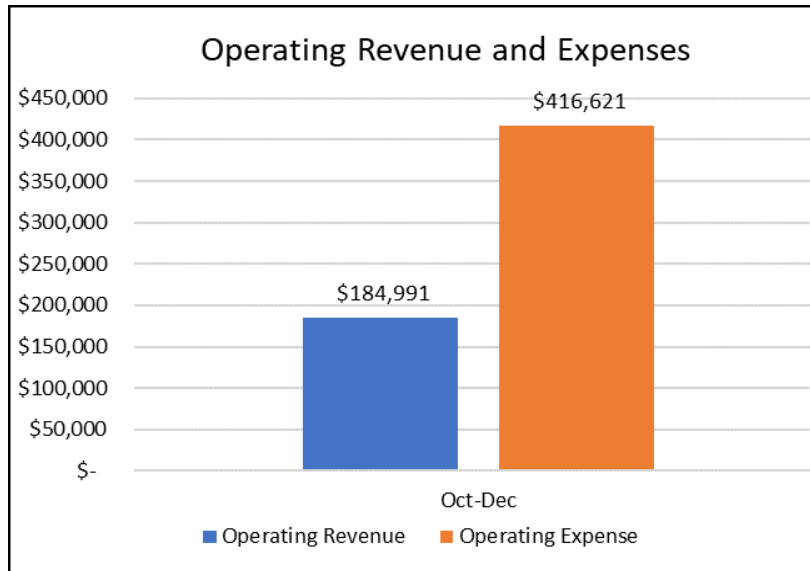
**Lakeland Library Cooperative**  
**Budget vs. Actual by Fund**  
 October through December 2020

	Operating			
	Dec	YTD	Budget	%
<b>Income</b>				
4000 · Administration & IT Revenue	0	59,500	237,985	25%
4010 · Cataloging Revenue	0	40,355	161,414	25%
4020 · Delivery Revenue	0	18,777	75,114	25%
4030 · ILS Revenue	0	66,128	264,512	25%
4040 · State Aid Revenue	0	0	560,900	0%
4050 · Miscellaneous Revenue	5	233	2,700	9%
<b>Total Income</b>	<b>5</b>	<b>184,993</b>	<b>1,302,625</b>	<b>14%</b>
<b>Expense</b>				
6000 · Salaries & Wages	54,259	140,349	717,200	20%
6010 · Benefits	9,030	35,085	115,660	30%
6050 · Liability Insurance	0	3,700	4,070	91%
6100 · Cataloging Services	0	43,009	54,000	80%
6300 · ILS Services	4,555	156,996	247,200	64%
6400 · IT Equipment & Services	8,182	12,204	28,090	43%
6800 · Professional Services	30	1,160	14,000	8%
6850 · RIDES	0	0	7,275	0%
6900 · Building/Grounds	2,013	9,049	42,790	21%
7100 · Transportation	782	13,826	45,315	31%
7400 · Mileage	0	0	2,025	0%
7500 · Professional Development	95	775	21,000	4%
7600 · Supplies	105	469	4,000	12%
<b>Total Expense</b>	<b>79,051</b>	<b>416,622</b>	<b>1,302,625</b>	<b>32%</b>
<b>Net Ordinary Income</b>	<b>(79,046)</b>	<b>(231,629)</b>	<b>0</b>	<b>100%</b>
<b>Other Income</b>				
9500 · FB Transfers for Fiscal Year	0	0	0	0%
<b>Total Other Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Net Income</b>	<b>(79,046)</b>	<b>(231,629)</b>	<b>0</b>	<b>100%</b>

**Lakeland Library Cooperative  
Budget vs. Actual by Fund  
October through December 2020**

	Pass Through				Capital & Growth			
	Dec	YTD	Budget	%	Dec	YTD	Budget	%
<b>Income</b>								
<b>4700 · Pass Through Revenue</b>								
4710 · Ecommerce Fines	0	4,710	40,000	12%	0	0	0	0%
4720 · Group Purchases	38	12,424	56,000	22%	0	0	0	0%
4730 · Group Services	0	2,914	116,900	2%	0	0	0	0%
4740 · ILS Add-on Services	0	22,358	30,000	75%	0	0	0	0%
4750 · IT Services	0	0	350	0%	0	0	0	0%
4760 · Library Supplies	2,619	3,901	6,600	59%	0	0	0	0%
4790 · Miscellaneous Pass Through	1,279	1,359	250	544%	0	0	0	0%
<b>Total 4700 · Pass Through Revenue</b>	<b>3,936</b>	<b>47,666</b>	<b>250,100</b>	<b>19%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Total Income</b>	<b>3,936</b>	<b>47,666</b>	<b>250,100</b>	<b>19%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Gross Profit</b>	<b>3,936</b>	<b>47,666</b>	<b>250,100</b>	<b>19%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Expense</b>								
<b>7800 · Pass Through Expenses</b>								
7810 · Quarterly Fines	6,987	6,987	40,000	17%	0	0	0	0%
7820 · Group Collections	5,716	12,209	56,000	22%	0	0	0	0%
7830 · Group Subscriptions	1,000	3,000	116,900	3%	0	0	0	0%
7840 · ILS Add-On Expense	0	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	2,619	3,901	6,600	59%	0	0	0	0%
7890 · Other Pass Through Expense	0	1,593	250	637%	0	0	0	0%
<b>Total 7800 · Pass Through Expenses</b>	<b>16,322</b>	<b>50,048</b>	<b>250,100</b>	<b>20%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>9900 · Capital Outlay</b>								
990.337 · Building/Grounds Improvements	0	0	0	0%	0	0	7,500	0%
990.710 · Technology Upgrades/Purchases	0	0	0	0%	0	60,000	92,500	65%
<b>Total 9900 · Capital Outlay</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>60,000</b>	<b>100,000</b>	<b>60%</b>
<b>Total Expense</b>	<b>16,322</b>	<b>50,048</b>	<b>250,100</b>	<b>20%</b>	<b>0</b>	<b>60,000</b>	<b>100,000</b>	<b>60%</b>
<b>Net Ordinary Income</b>	<b>(12,386)</b>	<b>(2,382)</b>	<b>0</b>	<b>100%</b>	<b>0</b>	<b>(60,000)</b>	<b>(100,000)</b>	<b>60%</b>
<b>Other Income/Expense</b>								
<b>Other Income</b>								
9500 · FB Transfers for Fiscal Year	0	0	0	0%	0	0	100,000	0%
<b>Total Other Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>100,000</b>	<b>0%</b>
<b>Net Other Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>100,000</b>	<b>0%</b>
<b>Net Income</b>	<b>(12,386)</b>	<b>(2,382)</b>	<b>0</b>	<b>100%</b>	<b>0</b>	<b>(60,000)</b>	<b>0</b>	<b>100%</b>

Lakeland Library Cooperative  
FY 2020-21 Revenue and Expenses by Fund  
1st Quarter: October-December 2020





**Lakeland Library Cooperative**  
**Monthly Check Register**  
As of December 31, 2020

Date	Name	Memo	Account	Amount
<b>1001 - Main - Checking</b>				
<b>1001.1 - Checking - Operating</b>				
12/02/2020	Aggressive Cleaning Service LLC		Janitorial Services	405.00
12/02/2020	AT&T	Fax and Itiva	-SPLIT-	607.47
12/02/2020	AT&T Long Distance		Itiva	192.39
12/02/2020	Backstage Library Works		Authority Control	322.20
12/02/2020	Berger Chevrolet		Vehicle Repairs/Maintenance	175.40
12/02/2020	Fuel Management System		Vehicle Fuel	528.74
12/02/2020	Innovative Interfaces, Inc.		Itiva	14,053.57
12/02/2020	Ricoh USA Inc.	copier	IT Operations	41.47
12/04/2020	MERS		Payroll Liabilities	3,503.69
12/04/2020	State of Michigan--Vendor		Payroll Liabilities	1,834.08
12/04/2020	Dawe, Carol - vendor		Conference/Training	95.00
12/04/2020	First National Bank		-SPLIT-	69.72
12/04/2020	Standard Insurance - Agility	Dental and vision ins.	Benefits	423.68
12/08/2020	Payroll		-SPLIT-	17,336.13
12/08/2020	ICMA 457		Payroll Liabilities	20.00
12/08/2020	MERS 401/457		Payroll Liabilities	999.23
12/08/2020	941 Form - IRS		Payroll Expenses	5,931.50
12/16/2020	Aflac		Payroll Liabilities	833.14
12/16/2020	Allied Universal (Midstate)		Building Security	110.50
12/16/2020	Cintas		Floor Mats	81.59
12/16/2020	Fuel Management System		Vehicle Fuel	600.39
12/16/2020	Meekhof Tire Sales & Service, Inc.		Vehicle Repairs/Maintenance	20.00
12/16/2020	Comcast	data lines	IT Operations	504.05
12/16/2020	Consumers Energy		Utilities	584.06
12/16/2020	DTE Energy		Utilities	34.00
12/16/2020	DTE Energy		Utilities	208.78
12/16/2020	Granger		Trash Removal	102.54
12/17/2020	Mitel		Telephones	455.49
12/18/2020	Grand Rapids Income Tax Dept.		Payroll Liabilities	144.04
12/18/2020	Walker City Treasurer		Payroll Liabilities	225.66
12/22/2020	Payroll		-SPLIT-	17,554.42
12/22/2020	ICMA 457		Payroll Liabilities	20.00
12/22/2020	MERS 401/457		Payroll Liabilities	999.23
12/22/2020	941 Form - IRS		Payroll Expenses	5,971.92
12/30/2020	Ace Mobile Wash		Vehicle Repairs/Maintenance	50.00
12/30/2020	Aggressive Cleaning Service LLC		Janitorial Services	405.00
12/30/2020	AT&T	Fax and Itiva	-SPLIT-	597.61
12/30/2020	Cintas		Floor Mats	81.59
12/30/2020	Midwest Collaborative Library Services		MARC/SkyRiver	41,455.91
12/30/2020	Priority Health		Benefits	6,791.72
12/30/2020	Shoutbomb LLC		ILS Services	4,032.00
12/30/2020	Superior Pest Control, Inc.		Pest Control	54.00
12/30/2020	Tableau Software, Inc.	report software	IT Operations	7,630.00

**Lakeland Library Cooperative**  
**Monthly Check Register**  
As of December 31, 2020

Date	Name	Memo	Account	Amount
			Total 1001.1 · Checking - Operating	<u>136,086.91</u>
<b>1001.2 · Checking - Pass Thru</b>				
12/04/2020	Sure Solutions	PPE supplies	Other Purchases	1,480.86
12/16/2020	Better Containers Mfg	PPE supplies	Other Purchases	205.65
12/16/2020	Library Ideas, LLC	book replacement	Group Collections	38.12
12/17/2020	OverDrive	collection and service pla	-SPLIT-	6,588.01
12/30/2020	Barcode Service, Inc.	delivery dots	Library Supplies	253.49
12/30/2020	Innovative Interfaces, Inc.	eMARC	Group Collections	<u>128.25</u>
			Total 1001.2 · Checking - Pass Thru	<u>8,694.38</u>
<b>1001.3 · Checking - Capital</b>				
			Total 1001.3 · Checking - Capital	<u>0.00</u>
			<b>TOTAL</b>	<b><u><u>144,781.29</u></u></b>

**LAKELAND LIBRARY COOPERATIVE  
COOPERATIVE DIRECTOR’S REPORT  
January 14, 2021**

I am pleased to welcome two new directors to the Lakeland Library Cooperative. Lisa Harmon is the new director at the Fruitport District Library. Katie Brinker is the new director at the Dorr and Hopkins Libraries. We welcome you and look forward to working with you.

As Thom mentions below, we said goodbye to our colleague, Dave VanderGraaf. We wish him well as he starts his new position at Spring Lake District Library. We also wish one of our sorters a speedy recovery. We are working to improve staffing and meet your needs.

I took some time off in December and I feel rejuvenated and hopeful for this new year. As I end my 3<sup>rd</sup> year at Lakeland, I am proud of the work we have accomplished. Most of all, I am so pleased at the collaboration of the LLC staff, staff at the member libraries, and all of you and our partners statewide.

The Personnel Committee tasked the Finance Committee to see if we could provide salary increases for LLC Staff. A draft of the finance committee minutes is included, as is a revision of the budget (Amendment 2) that decreases the line item for professional development (it was increased last month due to an increase in state aid), so that an increase could be put in place without changing the actual total budget or the charges for member libraries. There is still a substantial increase for Continuing Ed within the professional development line item compared to the first approved budget. I think this is a good solution and meets the needs of the finance and personnel committees. We will work towards a better policy for raises, salary ranges, etc. for next year.

We are ready to begin the BiblioCore implementation. Six libraries have chosen not to scope and 34 will scope. I will be sending a note out to verify your preference one final time.

I hope you all distribute the Michigan Cooperative Directors Association letter to your board members. Please let me know if I can help answer any questions and/or attend a board meeting, etc. We work for you!

I am working on the bylaws (I promise) and non-resident card options. We had a good first meeting of the non-resident card committee last month. These will be discussed in February.

**Other Reports:**

**Delivery & Facility Manager - Terry Cross**

**December 2020 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland**

	December - 2020	December – 2019	Difference	% Change
Total Book Bags & Bins	2,987	2,516	471	18%

In December 2020, there were 2,987 book bags and bins sorted, loaded, and delivered to member libraries. The 2,987 bags and bins that were delivered in December were 18% more than the 2,516 bags and bins that were sorted and delivered in December of the prior year. As compared to December of the prior year, there was a 22% increase, or an increase of 392 book bags delivered and a 5% increase or 22 more AV Bins were delivered to member libraries.

	June – December 2020	June – December 2019	Difference	% Change
Total Book Bags & Bins	19,300	18,778	522	2%

After the lockdown ended, delivery was resumed on June 1, 2020. As illustrated above, overall delivery volumes are slightly above pre-quarantine levels as the 19,300 items delivered from June 1, 2020 through December 31, 2020 are 2% more than the 18,778 items delivered during the same period last year.

As Carol mentioned in last month's report, one of our sorters was out for an unknown time due to medical reasons. Unfortunately, he was not able to return in December and the actual return date is still unknown. The sorting department normally consists of 3 sorters, 2 sorters who work 5 hours per day Monday thru Friday and one sorter who works two days a week, 5 hours per day. To cover for the sorter who is out, the 2 day a week sorter has been working 5 days per week and I have been sorting every day to help with the increased load and to cover for other absences. Kelly also helped sort the last week of December. She covered for a sorter who was required to quarantine in accordance with the guidelines of Lakeland's Preparedness and Response Plan.

In December, I drove 2 days covering for Driver time off.

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

We completed sending records for the financial audit that took place early December and are waiting for the follow up adjustments and completion. No additional information has been requested so far.

A VOX book order was put together mid-month and should arrive soon. The cataloging has already been completed on the items so they will be able to go out to the libraries as soon as possible.

The pandemic brought a lot of changes to HR practices in 2020 and more changes can be expected this year with the new administration. I attended one webinar last month, but it was more about expected changes that could happen rather than what changes are being implemented. I will continue to participate in any HR events that come up as new changes occur.

December was a quiet month, so I was able to do some preparations for the calendar year end payroll tax reporting.

#### **IT Manager - Thom Riley**

We have continued to work through some reports of Sierra issues after the November update regarding specific client installs at some members. There has been an increase in printing related questions that is most likely due to additional updates, Microsoft this time, that have needed attention. Once spring comes around, we will try to make a trip out to the members to review how Sierra is performing and also update the Offline clients installs.

We have worked with our hosting vendors to trace email slowness that has been reported lately. Some maintenance was done on our server and the responsiveness of the email service appears to have been improved. We'll watch this closely for any degradation to this service over the next several weeks and make additional adjustments as needed.

We continue to create and work with members for Zoom meetings as needed. We have been setting up staff, committee, board meeting and workshop sessions, just send us an email to [tech-help@lcooop.org](mailto:tech-help@lcooop.org) for your specific requests.

Dave has accepted a new position and has started working at Spring Lake District Library. Dave was with us at Lakeland for 3 years. While he is no longer at the Lakeland office, we are happy to be able to still work with him as Spring Lake’s tech department.

Help desk tickets for December: 238 created, 225 resolved.

**Cataloging Services Manager - Jeff Lezman**

December 2020 activities

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

We added 17,134 Hoopla records to the database. These records included items for the Fremont Area District Library which joined Hoopla in December.

We are working to add item records for both the Fremont Area District Library and the Salem Township Library for all Hoopla materials. In December, we added item records for the entire Hoopla audiobook collection and began adding item records for the Hoopla eBook collection.

We added 455 OverDrive records to the database.

November 2020 Statistics

These statistics for October 2020 show the number of cataloging requests we received returning to usual levels while we continue to increase in the number of records we catalog.

November e-mail & telephone consulting calls: 20

The number of cataloging requests received in November was down by 5% compared to November 2019. The number of requests received that were already in the database increased by 76%. The number of records copy-cataloged in November was up 30% compared to November 2019, while the number of original records cataloged was down by 29%. The total number of records cataloged was up by 24% compared to November 2019.

<b>Cataloging</b>	<b>Nov. 2020</b>	<b>YTD</b>	<b>Nov. 2019</b>	<b>YTD</b>	<b>Monthly %</b>	<b>YTD PCT</b>
Requests Received	<b>1,659</b>	<b>4,559</b>	1,738	3,472	-5%	31%
Requests already in database	<b>81</b>	<b>143</b>	46	129	76%	11%
Requests to be cataloged	<b>1,578</b>	<b>4,416</b>	1,692	3,343	-7%	32%
Copy Cataloging	<b>1,923</b>	<b>4,152</b>	1,481	3,065	30%	35%
Original Cataloging	<b>119</b>	<b>276</b>	168	365	-29%	-24%
Total Cataloged	<b>2,042</b>	<b>4,428</b>	1,649	3,430	24%	29%

**ILS Manager - Sheryl VanderWagen**

RIDES Statistics: We received 96 totes in November 2020 (down 19 from 2019) and sent out 89 totes (down 28 from 2019). There are only a few libraries (mostly school libraries) that are still temporarily not participating, most libraries have resumed RIDES deliveries, even if they are not currently lending and borrowing in MeLCat.

Holidays 2021: Thanks to everyone for submitting 2021 holidays. I have most of those dates updated for 2021 except for those holidays that just recently occurred (mostly Christmas and New Year's updates). If you change or add closed dates during the year, please let me know as soon as possible after they are added. Ideally, we need 22 days advance notice of a closure.

Capira Mobile App: The app was put into production the week before Christmas. If you have updates or issues with the app, please submit them to [tech-help@ilcoop.org](mailto:tech-help@ilcoop.org). We will be submitting these as a consolidated ticket periodically to the Capira support portal.

State Aid Reports: Reports are due February 1, 2021, if you need assistance please let me know. 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.ilcreports.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, SLC and GLDL groups (this is the equivalent of ebook ILL).

Vacation: December 16-23, 2020

\*\*\*\*\*

Respectfully submitted,

Carol Dawe

# LAKELAND LIBRARY COOPERATIVE

## MONTHLY SNAPSHOT

P13



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



### CHECKOUTS/RENEWALS

Total\*\*\* - 533,004

### INTERLIBRARY LOANS

29,178 - Items Loaned



### ITEMS ADDED

Item Records\*\*\* - 28,830  
Bib Records - 2,683  
(Some digital items are not counted)

### ITEMS TOTAL

31,257,353 - Item Records\*\*\*  
1,636,012 - Bib Records  
(Some digital items are not counted)



### CUSTOMERS SERVED

Total\*\*\* - 90,344

### MELCAT

?- Items Received\*\*\*  
?- Items Loaned\*\*\*



### DELIVERY - BAGS & BINS

December 2020 - 2,516  
December 2019 - 2,987  
Up 19%

### RETURN ANYWHERE

427- Items Returned\*



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

Lakeland provided and/or subscription services



### LLC OVERDRIVE GROUP

December 2020 - 34,557  
LLC to RLA Libs - 4,269  
RLA Libs to LLC - ?

### LLC RBDIGITAL GROUP

2,679 - eMagazines



### I-TIVA

Patrons Contacted - 9,297  
Messages Delivered - 8,684  
Patrons Who Called In - 332  
Patrons Who Logged In - 95

### SHOUTBOMB

4,589 - Total Registered Users  
5,134 - Total Registered Barcodes  
76 - New Users



### TECHNICAL SUPPORT

Tickets Created - 238  
Tickets Closed - 225

### CONSULTING SUPPORT

12 - Advocacy  
61 - Members  
8 - 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 December 2020.

Visit the website at [www.llcoop.org](http://www.llcoop.org).

**LAKELAND LIBRARY COOPERATIVE  
ADVISORY COUNCIL MINUTES – Official  
Thursday, November 12, 2020  
Via Zoom following the Board Meeting at 1:30 p.m.**

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 2:05 p.m. by Kerry Fountain (IS). There were 42 additional participants.
- 2) **APPROVAL OF AGENDA:** Kerry added Closures and Curbside to 10b and moved Budget Update to 10c. Britney Dillon (IB) moved, supported by Kelly Tinkham (NN), to approve the agenda as amended - *motion carried*.
- 3) **PUBLIC COMMENTS:** There were no public comments.
- 4) **APPROVAL OF MINUTES:** Heather Wood-Gramza (OZ) moved, supported by Mary Johnson (UM), to approve the Advisory Council minutes from October 8, 2020 as presented – *motion carried*.
- 5) **BOARD REPORT:** Dale Parus said that we will need to meet in compliance with the Open Meetings Act changes, so please be patient if meetings change or are longer than usual.
- 6) **ILS MANAGER'S REPORT:** Sheryl VanderWagen reminded everyone of the Sierra and Encore upgrades on Wednesday after 9 p.m. Capira is waiting on Apple to review the app status. Sheryl also reminded everyone of the next Capira meeting on Tuesday that is open to all. If there are any issues with Capira, please submit a ticket to Tech-Help.  
[Kerry Fountain had technical difficulties and Britney Dillon took over leading the meeting while Kerry attended via phone]
- 7) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe announced that she sent off the contract for BiblioCommons/BiblioCore in between meetings. She anticipates things can begin in January. They will work on the timeline and work with libraries on customization, such as scoping vs. not scoping. Carol mentioned that Amber McLain (OJ) led a meeting on that topic last week. Talk to Carol or Sheryl if you have questions or need information. They hope to have everything ready by Summer Reading.
- 8) **COMMITTEE REPORTS:** Mattie Cook (MG) mentioned that the Continuing Education Committee has been planning for the past couple months and if anyone has questions to let her know. There is a mindfulness workshop next week and people can still sign up.
- 9) **OTHER REPORTS:**
  - a) MLA Board Representative Report – N/A
  - b) MLA Legislative Committee Report – Shirley Bruursema (KDL) said that the hearing for SB660 was delayed. Dale added that there was a meeting last Monday and he is very impressed with Debbie Mikula (MLA). He also said the lobbyists are doing the best job they can (State Aid \$1 million increase) and this helps make the coop's job easier. The Finance Committee will be meeting soon to discuss next steps.
- 10) **UNFINISHED BUSINESS:**
  - a) Quarantine of Materials Discussion – Carol is hearing a lot of feedback that member libraries within the ILS are interested in keeping the status quo, though KDL and other libraries have moved to no quarantine or from 96 hours to 72 hours. Kelly Tinkham (NN) asked about KDL's MeL items. Carrie Wilson (KDL) said they do not quarantine them, though they may take a couple days or so to get from branch to MeL/RIDES. It was agreed by general consensus that LLC libraries continue to quarantine materials for the 96 hours at this time.
  - b) AMENDED TO ADD - Closures and Curbside Discussion – Carol talked about the new form to submit closures and curbside information which can be found by visiting Lakeland's COVID-19 page on the website. There is also a list of what our member libraries are doing that will be



updated on a regular basis. Carol thanked LLC staff for working on this. Carol also added that MIOSHA had sent out some work from home information (for everyone to work from home whenever possible) and that the Governor would be speaking at 3:15 p.m. today. There were questions and comments regarding staff safety and school closures. Sheryl VanderWagen urged everyone to fill out the form to let her know if hours changed so she can update tables for due dates, etc.

- c) Budget Update – Carol updated that Lakeland will be getting the full amount of State Aid, plus around \$20K-\$30K. A Finance Committee meeting has been scheduled to discuss options, though she is recommending that they re-instate the State Aid rather than use the Fund Balance so that can be saved for buffering later as needed. She added that they would like to increase the CE budget, as well as staff and director development, plus lawyer fees for the coming year.

11) **NEW BUSINESS:**

- a) Mobile Library Initiative at GRPL Presentation – John gave a little intro and Jessica Bratt shared about GRPL’s Mobile Library. Their goal was to extend the reach of service to underserved communities and target demographics. Jessica said that we are connecting differently now, and they are looking at ways to overcome barriers to healthy connections.

12) **PUBLIC COMMENTS:**

- a) Donna Clark (EC) said that they are averaging about 100 patrons per day and are at full service right now.
- b) There were no other comments from members.

13) **NEXT MEETING:** Thursday, December 10, 2020 via Zoom following the Board Meeting.

14) **ADJOURNMENT:** Teresa Kline (AF) moved, supported by Kelly Tinkham (NN), to adjourn at 3:09 p.m. - *motion carried.*

Respectfully submitted by,  
Kelly Ann Schroeder

## LAKELAND LIBRARY COOPERATIVE

## FINANCE COMMITTEE MINUTES – Unofficial

Wednesday, January 6, 2021, at 1:00 p.m.

Via ZOOM

Present: Mattie Cook (MG) Chair, Diane Kooiker (HO), Karen McKinnon (AL), Dale Parus, Ex Officio (IC)

Staff Present: Carol Dawe,

- 1) CALL TO ORDER: The meeting was called to order at 1:03 p.m. by Mattie Cook.
- 2) APPROVAL OF AGENDA: Diane Kooiker moved, supported by Karen McKinnon, to approve the agenda as presented - motion carried.
- 3) APPROVAL OF MINUTES: Karen McKinnon moved, supported by Diane Kooiker, to approve the Finance Committee minutes from November 30, 2020 as presented – motion carried.
- 4) UNFINISHED BUSINESS:
  - a) Salary Increases:
    - i) The LLC Personnel Committee tasked the Finance Committee to look at options for salary increases for LLC Staff. The Cooperative Director suggested a 1% increase. This increase will not change the total amount approved for FY2020-2021 or change the operating fees for the member libraries. It can be funded easily by decreasing the Professional Development line item which includes Continuing Education. This line item was increased in December due to an increase in state aid for this fiscal year. There was discussion about utilizing various budgeting mechanisms such as COLA, SSI etc. for future planning. Diane Kooiker moved, supported by Karen McKinnon to approve the revised operating budget as presented. – motion carried.
- 5) NEXT MEETING: There will not be another meeting scheduled until the next budget planning process unless it becomes necessary.
- 6) ADJOURNMENT: The meeting was adjourned at 1:14 a.m. - motion carried.

Respectfully submitted by,  
Carol Dawe

**Lakeland Library Cooperative**  
**FY2020-21 Operating Budget -Approved 9/10/20**

	Total FY2020-21	Total FY2019-20	FY2020-21 Over/(Under) FY2019-20	Notes	FY2020-21 Revisions Due to Wage Increase
<b>Revenue by Libraries:</b>					
Administration & IT	217,985	186,134	31,851		217,985
Delivery	75,114	20,467	54,647		75,114
Cataloging	161,414	191,907	(30,493)		161,414
ILS	284,512	328,539	(44,027)		284,512
<b>State Aid</b>	560,900	513,625	47,275		560,900
<b>Other Revenue:</b>					
Investment Revenue	2,500	6,000	(3,500)		2,500
Rebates	200	200	-		200
Affiliate Memberships	-	125	(125)		
<b>Total Revenue</b>	<u>\$ 1,302,625</u>	<u>\$ 1,246,997</u>	<u>\$ 55,628</u>		1,302,625
<b>Fund Balance Reserves:</b>					
Fund Balance-Unassigned	-	9,644	(9,644)		0
<b>Total Revenue and Reserves</b>	<u>\$ 1,302,625</u>	<u>\$ 1,256,641</u>	<u>\$ 45,984</u>		<b>1,302,625</b>
<b>Expenses</b>					
Salaries/Taxes	717,200	710,748	6,452	1	724,300
Benefits	112,800	134,925	(22,125)	2	113,030
Liability Insurance	15,900	16,704	(804)		15,900
Cataloging Services	54,000	51,510	2,490		54,000
ILS Services	247,200	158,449	88,751		247,200
IT Equipment and Services	25,500	33,549	(8,049)		25,500
Professional Services	14,000	14,070	(70)		14,000
RIDES Delivery	7,275	6,627	648		7,275
Building & Grounds	40,700	41,487	(787)		40,700
Transportation	41,025	41,019	6		41,025
Mileage	2,025	3,449	(1,424)		2,025
Professional Development	21,000	33,679	(12,679)	3	13,670
Supplies	4,000	4,425	(425)		4,000
Contingency	-	6,000	(6,000)		-
<b>Total Expenses</b>	<u>\$ 1,302,625</u>	<u>\$ 1,256,641</u>	<u>\$ 45,984</u>	4	<b>1,302,625</b>

**Notes:**

- 1 - 1% wage increase =\$7,100
- 2 - Additional benefits based on increased wages =\$230
- 3 - Decrease to cover increases=\$7,330
- 4 - Zero net change to total budget