



BOARD MEETING PACKET

Thursday, February 11, 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, February 11, 2021
9:30 a.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) January 14, 2021 Board Minutes (m) PAGES 1-2
- 6) **FINANCIAL REPORT**
 - a) Monthly Financials and Check Register (m) PAGES 3-7
- 7) **PRESIDENT'S REPORT** (i)
- 8) **COOPERATIVE DIRECTOR'S REPORT** (i) PAGES 8-20
- 9) **NEW BUSINESS**
 - a) Establishment of a Bylaws/Plan of Service Review Committee (i)
- 10) **PUBLIC COMMENTS**
- 11) **BOARD MEMBER COMMENTS**
- 12) **NEXT MEETING** – Thursday, March 11, 2021, 9:30 a.m. via Zoom
- 13) **ADJOURNMENT** (m)

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, January 14, 2021 at 9:30 a.m.
Via Zoom**

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

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:35 a.m. by Dale Parus. There were 26 additional participants. Katie Brinker, new director at Dorr Township Library and Hopkins District Library, and Lisa Harmon, new director at Fruitport District Library, were introduced.
- 2) **APPROVAL OF AGENDA:** Peggy Hemerling moved, supported by Lance Werner, 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:** Shirley Bruursema moved, supported by John McNaughton, to approve the Board minutes from December 10, 2020 as presented – *motion carried*.
- 6) **FINANCIAL REPORT:** Dale Parus gave a brief explanation of the budget and the graphs. Peggy Hemerling moved, supported by Diane Kooiker, to approve the Financial Reports as presented - *motion carried*.
- 7) **PRESIDENT’S REPORT:** Dale Parus thanked Lakeland Library Cooperative’s Staff for what they do behind-the-scenes. He also thanked the various committees for their hard work.
- 8) **DIRECTOR’S REPORT:** Carol Dawe reminded everyone to get their State Aid reports in and that Lakeland can help. She also talked about Library of Michigan training opportunities, as well as others. The Michigan Cooperative Directors Association will be working with the Michigan Library Association with a focus on marketing for public libraries. Tammy Turgeon, Suburban Library Cooperative, will be on that committee. MLA is also working on branding and large scale marketing for libraries. They will make templates and tools available. Carol said that they have sent the check off to BiblioCommons and there is a meeting tomorrow with her, Sheryl, and Jeff. They still hope to go live by June 1st, so please meet deadlines when needed. There are 34 libraries who chose scoping. Carol also added that she hoped everyone sent out their trustee letters and reminded them that she is willing to come to board meetings. Carol is planning on a New Director Orientation on February 11th at 1pm.
- 9) **COUNCIL/COMMITEE REPORTS:**
 - a) Advisory Council Official November 12, 2020 Minutes: There were no comments or questions.
 - b) Finance Committee Unofficial January 6, 2021 Minutes: Shirley mentioned an edit to the end time of the meeting as it was listed as a.m. instead of p.m.
- 10) **UNFINISHED BUSINESS:**
 - a) Budget Revisions #2 – Carol explained that the Personnel Committee wanted the Lakeland staff to receive raises, so it was sent to the Finance Committee where they decided on a 1% raise. This budget is just juggled between wages and professional development. John McNaughton moved, supported by Mattie Cook, to approve the revisions as presented – *motion carried*.
- 11) **PUBLIC COMMENTS:**
 - a) Amber McLain (OJ) talked about their Storytime backpacks which have materials and books to offer Storytime with less screen time. They also received a grant to do a Montessori program but, due to COVID, could not. They were able to include this into the Storytime backpacks.
 - b) Maggie McKeithan (OS) mentioned her appreciation for the closures/curbside page on the Lakeland website and how helpful it was when making decisions for her library. She offered encouragement to other libraries to keep their info updated because it is so helpful.
 - c) There were no additional public comments.

12) **BOARD MEMBER COMMENTS:**

- a) Dale Parus (IC) said Ionia has seen some extreme movement on the topic of a new building. They have been donated a building in the Downtown Development Authority area. There is still a need for a millage to raise funds for renovations, but that should be \$1-\$2 million less than if they had to build a new building. Dale wanted to reiterate Lakeland Staff's dedication to the mission and commend them for the work they've done and being able to pivot on short notice.
- b) Karen McKinnon (AL) said that they are weeding their collection and exploring new logo creation, in part due to the scoping for BiblioCommons. Carol added that now is the time for libraries to look at theirs in order to get it in before the process of customizing BiblioCommons. Karen also added that their Adult Winter Reading program starts on Monday.
- c) Mattie Cook (MG) congratulated Dale and welcomed the new directors. She added that the board has selected a contractor for the community room renovation project.
- d) John McNaughton (GRPL) announced that GRPL turns 150 this year and they will have celebrations, programs and games all year long. They will also be looking at rebranding.
- e) Lance Werner (KDL) congratulated Dale and welcomed the new directors. He added that LLC is a fantastic cooperative and that they will appreciate their time here. He gave an update on the opening of the Amy Van Andel Library and Community Center targeted for the end of this month.
- f) Shirley Bruursema (KDL) congratulated Dale and welcomed the new directors. She also reminded everyone who had millages they may be considering in the coming year to reach out for a meeting via Zoom. She also thanked Carol for the trustee materials. She mentioned the construction projects at the Ada (Amy Van Andel) and Grandville branches, and how much she loves to see library construction projects.
- g) Peggy Hemerling (BH) congratulated Dale and welcomed the new directors. She added that they had hoped to open on Monday. Their plan was to open when restaurants do, so they'll be waiting until Feb. 1st now. Otherwise, things are going well.
- h) Diane Kooiker (HO) congratulated Dale and hoped the new design would work out even better, and also welcomed the new directors. She announced that the Herrick North Branch will be opening to curbside on the 18th and fully on Feb. 1st.
- i) Kelly Richards (UM) congratulated Dale and everyone. He announced the new Muskegon Township Branch building – now in an old store front. MADL will be remodeling just about every branch this year. The new Bookmobile is coming soon and will get out to rural areas and senior communities.
- j) There were no other comments from board members.

13) **NEXT MEETING:** Thursday, February 11, 2021, at 9:30 a.m. via Zoom

14) **ADJOURNMENT:** Karen McKinnon moved, supported by Lance Werner, to adjourn at 10:10 a.m. - *motion carried.*

Respectfully submitted by,
Kelly Ann Schroeder

Lakeland Library Cooperative
Funds Balance Sheet
As of January 31, 2021

	<u>Operating</u>	<u>Pass Through</u>	<u>Capital & Growth</u>	<u>TOTAL</u>
ASSETS				
Current Assets				
Checking/Savings				
1000 · Checking Accounts	259,135	36,318	20,091	315,544
1010 · Savings Accounts	233,192	0	161,219	394,411
1040 · eCommerce - Checking	0	3,888	0	3,888
Total Checking/Savings	492,327	40,206	181,309	713,843
Accounts Receivable	42,160	34,444	0	76,604
Other Current Assets	49,503	0	0	49,503
Total Current Assets	583,991	74,650	181,309	839,950
Fixed Assets	256,498	0	0	256,498
Due From/(To)	36,979	(36,979)	0	0
TOTAL ASSETS	877,468	37,670	181,309	1,096,448
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Other Current Liabilities				
2120 · Payroll Liabilities	4,077	0	0	4,077
2200 · Benefit Liabilities	3,576	0	0	3,576
Total Other Current Liabilities	7,653	0	0	7,653
Total Current Liabilities	7,653	0	0	7,653
Total Liabilities	7,653	0	0	7,653
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	(201,500)	10,188	(89,313)	(280,625)
Total Equity	869,815	37,670	181,309	1,088,795
TOTAL LIABILITIES & EQUITY	877,468	37,670	181,309	1,096,448

Lakeland Library Cooperative
Budget vs. Actual by Fund
 October 2020 through January 2021

	Operating			
	Jan	YTD	Budget	%
Income				
4000 · Administration & IT Revenue	59,500	118,999	237,985	50%
4010 · Cataloging Revenue	40,355	80,710	161,414	50%
4020 · Delivery Revenue	18,777	37,554	75,114	50%
4030 · ILS Revenue	66,128	132,256	264,512	50%
4040 · State Aid Revenue	0	0	560,900	0%
4050 · Miscellaneous Revenue	242	571	2,700	21%
Total Income	185,002	370,090	1,302,625	28%
Expense				
6000 · Salaries & Wages	56,523	196,870	724,300	27%
6010 · Benefits	8,266	43,352	115,890	37%
6050 · Liability Insurance	0	3,700	4,070	91%
6100 · Cataloging Services	0	43,220	54,000	80%
6300 · ILS Services	4,558	242,269	247,200	98%
6400 · IT Equipment & Services	511	12,715	28,090	45%
6800 · Professional Services	0	1,295	14,000	9%
6850 · RIDES	0	0	7,275	0%
6900 · Building/Grounds	1,966	11,117	42,790	26%
7100 · Transportation	765	15,219	45,315	34%
7400 · Mileage	0	0	2,025	0%
7500 · Professional Development	300	1,075	13,670	8%
7600 · Supplies	227	755	4,000	19%
Total Expense	73,116	571,587	1,302,625	44%
Net Ordinary Income	111,886	(201,497)	0	100%
Other Income				
9500 · FB Transfers for Fiscal Year	0	0	0	0%
Total Other Income	0	0	0	0%
Net Income	111,886	(201,497)	0	100%

**Lakeland Library Cooperative
Budget vs. Actual by Fund
October 2020 through January 2021**

	Pass Through				Capital & Growth			
	Jan	YTD	Budget	%	Jan	YTD	Budget	%
Income								
4700 - Pass Through Revenue								
4710 - Ecommerce Fines	0	7,018	40,000	18%	0	0	0	0%
4720 - Group Purchases	14,201	30,566	56,000	55%	0	0	0	0%
4730 - Group Services	27,415	30,329	116,900	26%	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	0	3,901	6,600	59%	0	0	0	0%
4790 - Miscellaneous Pass Through	0	1,359	250	544%	0	0	0	0%
Total 4700 - Pass Through Revenue	41,616	95,531	250,100	38%	0	0	0	0%
Total Income	41,616	95,531	250,100	38%	0	0	0	0%
Expense								
7800 - Pass Through Expenses								
7810 - Quarterly Fines	0	6,987	40,000	17%	0	0	0	0%
7820 - Group Collections	4,001	21,966	56,000	39%	0	0	0	0%
7830 - Group Subscriptions	25,500	28,500	116,900	24%	0	0	0	0%
7840 - ILS Add-On Expense	0	22,358	30,000	75%	0	0	0	0%
7850 - IT Services Expense	0	39	350	11%	0	0	0	0%
7860 - Library Supply Expense	0	3,901	6,600	59%	0	0	0	0%
7890 - Other Pass Through Expense	0	1,593	250	637%	0	0	0	0%
Total 7800 - Pass Through Expenses	29,501	85,344	250,100	34%	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%	0	89,313	92,500	97%
Total 9900 - Capital Outlay	0	0	0	0%	0	89,313	100,000	89%
Total Expense	29,501	85,344	250,100	34%	0	89,313	100,000	89%
Net Ordinary Income	12,115	10,187	0	100%	0	(89,313)	(100,000)	89%
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	12,115	10,187	0	100%	0	(89,313)	0	100%

Lakeland Library Cooperative Monthly Check Register

As of January 31, 2021

Date	Name	Memo	Account	Amount
1001.1 - Checking - Operating				
01/01/2021	Shoutbomb LLC		ILS Services	4,032.00
01/04/2021	First National Bank	IT Operations, Bank Fees, Supplies	-SPLIT-	429.99
01/04/2021	Verizon Wireless		Telephones	4.89
01/04/2021	Standard Insurance	LTD and Life insurance	Benefits	272.57
01/04/2021	Standard Insurance - Agility	Dental and vision insurance	Benefits	423.68
01/05/2021	Payroll		-SPLIT-	17,557.81
01/05/2021	ICMA 457		Payroll Liabilities	20.00
01/05/2021	MERS 401/457		Payroll Liabilities	999.23
01/05/2021	941 Form - IRS		-SPLIT-	5,947.86
01/13/2021	BiblioCommons Corp.		ILS Services	84,329.23
01/13/2021	Backstage Library Works		Authority Control	210.42
01/13/2021	Berger Chevrolet		Vehicle Repairs/Maintenance	63.93
01/13/2021	Fuel Management System		Vehicle Fuel	627.13
01/14/2021	Comcast	data lines	IT Operations	504.05
01/14/2021	Consumers Energy		Utilities	483.58
01/14/2021	DTE Energy		Utilities	262.91
01/14/2021	DTE Energy		Utilities	37.60
01/14/2021	Grand Rapids City Treasurer		Utilities	206.61
01/14/2021	Granger		Trash Removal	53.05
01/14/2021	Granger		Trash Removal	49.50
01/14/2021	Mitel		Telephones	91.80
01/15/2021	State of Michigan-		Payroll Liabilities	1,851.25
01/15/2021	MI-Unemployment Insurance Agency		Payroll Expenses	62.00
01/15/2021	MERS		Payroll Liabilities	3,501.23
01/19/2021	Payroll		-SPLIT-	17,730.66
01/19/2021	ICMA 457		Payroll Liabilities	20.00
01/19/2021	MERS 401/457		Payroll Liabilities	999.23
01/19/2021	941 Form - IRS		-SPLIT-	5,996.86
01/27/2021	Aflac		Payroll Liabilities	833.14
01/27/2021	Aggressive Cleaning Service LLC		Janitorial Services	500.00
01/27/2021	AT&T	Fax and Itiva lines	-SPLIT-	600.69
01/27/2021	AT&T Long Distance		Itiva	418.60
01/27/2021	Berger Chevrolet		Vehicle Repairs/Maintenance	63.93
01/27/2021	Cintas		Floor Mats	81.59
01/27/2021	Fire Pros Inc.	Annual inspection/maintenance	Building Repairs/Maintenance	222.30
01/27/2021	Fuel Management System		Vehicle Fuel	637.05
01/27/2021	Priority Health	Health insurance	Benefits	6,791.72
01/27/2021	RNL Graphic Solutions		Supplies	175.92
01/27/2021	Russell, Tiffany	Mental Health Zoom Sessions	Continuing Education	300.00
01/29/2021	Grand Rapids Income Tax Dept.		Payroll Liabilities	143.92
01/29/2021	Walker City Treasurer		Payroll Liabilities	227.69
01/29/2021	Verizon Wireless		Telephones	4.89
01/29/2021	Standard Insurance	LTD and Life insurance	Benefits	272.57
01/29/2021	First National Bank	IT Operations, Bank Fees, Supplies	-SPLIT-	147.30

Lakeland Library Cooperative Monthly Check Register

As of January 31, 2021

Date	Name	Memo	Account	Amount
			Total 1001.1 - Checking - Operating	<u>158,190.38</u>
1001.2 - Checking - Pass Through				
01/04/2021	First National Bank		Library Supplies	2,191.78
01/13/2021	Library Ideas, LLC	VOX books	Group Purchases	5,756.90
01/14/2021	OverDrive		Group Subscriptions	1,000.00
01/27/2021	Recorded Books, Inc.	RB Digital Unlimited eMagazines	Group Subscriptions	24,500.00
01/29/2021	First National Bank		IT Services	38.99
01/29/2021	OverDrive	audio and ebooks	Group Collections	<u>4,000.68</u>
			Total 1001.2 - Checking - Pass Through	<u>37,488.35</u>
1001.3 - Checking - Capital				
01/13/2021	BiblioCommons Corp.	Implementation fees	Technology Upgrades/Purchases	<u>29,312.50</u>
			Total 1001.3 - Checking - Capital	<u>29,312.50</u>
			TOTAL	<u><u>224,991.23</u></u>

**LAKELAND LIBRARY COOPERATIVE
COOPERATIVE DIRECTOR'S REPORT
February 11, 2021**

Spring is on the horizon. It is almost mid-February and, as of this writing, only 4 libraries are closed, and one will reopen on the 9th of February. I am hopeful and I hope you are as well. MLA is advocating that public libraries are viewed as front line workers. If you haven't reached out to your health department, here is the information needed to do so. The template provided by MLA makes it very easy. We have included it in this packet, but you can also find it here: <https://www.milibraries.org/advocacy-update>. Let's all stay safe and optimistic!

BiblioCore: We met our first deadline for implementation. I can't thank all of you enough for your quick responses on a number of e-mails and for honoring our deadlines. It makes everything so much easier! I also want to thank Jeff, Sheryl, Thom, and Kelly for their Herculean efforts as we move this project to the next stage. Bravo! We will be updating you on specific issues at Advisory.

Non-Resident Card Committee: The committee will be meeting to discuss next steps after Advisory on 2/11.

New Director Orientation: LLC staff will be meeting with new Lakeland Library Directors at 1:00 p.m. for a 2-hour session on 2/11.

Staffing issues: We are happy to report that we are back to full capacity regarding our sorters. Terry has done a great job making everything continue as normal. A big thank you to Jill, Emily and Kelly for their hard work, flexibility, and terrific attitudes! Thank you, all. Terry will be training a new driver in the next few weeks.

Bylaws and Plan of Service: We will be asking for volunteers from the LLC Board to work on an ad hoc committee so that we can move forward with proposed changes. Dale and I have April as the target date to submit something to the board. The committee will be established at the 2/11 meeting and we will meet once or twice before the April board meeting.

Personnel: Janet and I are working on the revision of the HR manual/policy and Karl Butterer from Foster/Swift will be helping us with the legal review.

Library Director Searches: I am working with Sparta Carnegie Township Library and Salem Township Library. Lois and Sharon are both retiring this spring.

READsquared, Ancestry and other group purchases: We are working with the libraries using READsquared on the renewal. If you are interested in joining this group, please let me know. Five libraries are interested in purchasing Ancestry and will be utilizing the discounts we receive from our arrangement with The Library Network. LLC will be the billing agent. The cooperative directors feel that TLN offers the best pricing if we can't do better independently and there is no upcharge. We are very grateful to be able to pass on these savings to all of you. If there is a product you are interested in, please let me know and if I have missed a request, I apologize.

Advocacy: Debbie Mikula has asked Dale (Ionia), Lance (KDL), John (GRPL) and I to join her and others in a conversation with newly elected Congressman Peter Meijer on 2/17.

MCDA: We are meeting as an informal group monthly and bimonthly in a formal setting with our partners. I have attached the report from the group to the Library of Michigan. This is edited down quite a bit. On 2/16, we will be learning more about what the LM is doing with Niche Academy and how it can help all of you in terms of training, certification etc. LM is really utilizing this product in exciting ways! We are working together and with MLA to formulate marketing opportunities that we can all use and build upon. Tammy Turgeon from Suburban Library Cooperative is our liaison for this initiative.

Thinking outside the box: I attended an excellent continuing education seminar sponsored by the Library of Michigan about improvisational tools for leaders. When you respond to a question, we usually say one of 3 responses:

1. No, but
2. Yes, but
3. or Yes, and

The speaker said something that really struck me: “Yes, but” is just a “No, but” dressed up in a tuxedo. We will be trying to say “Yes, and” more and more. Just a little food for thought and now on to the other reports. Stay safe, healthy, and warm.

Other Reports:

Delivery & Facility Manager - Terry Cross

January 2021 – Number of Bags & Bins Loaded Daily on the Trucks at Lakeland

	January – 2021	January – 2020	Difference	% Change
Total Book Bags & Bins	3,021	2,981	40	1%

In January 2021, there were 3,021 book bags and bins sorted, loaded, and delivered to member libraries. The 3,021 bags and bins that were delivered in January were 1% more than the 2,981 bags and bins that were sorted and delivered in January of the prior year. As compared to January of the prior year, there was a 5% increase, or 105 more book bags delivered, and 21 fewer AV Bins were delivered to member libraries.

	June 2020 – January 2021	June 2019 - January 2020	Difference	% Change
Total Book Bags & Bins	22,321	21,759	562	3%

After the statewide stay-at-home order for all non-essential workers was lifted, delivery was resumed on June 1, 2020. As illustrated above, overall post stay at home delivery volumes are slightly above the pre stay-at home levels as the 22,321 items delivered from June 1, 2020 through January 31, 2021 are 3% more than the 21,759 items delivered during the same period last year.

We just received great news that our long time Sorter who had been out on medical leave was cleared to return to work and his first day back was February 3, 2021. The sorters continued to pitch in to cover for his January absence. Similar to December, the 2 day a week sorter stepped up and worked 5 days a week and I continued to sort 4 to 5 days a week to help with the increased loads.

In January, I drove 3 days covering for Driver time off.

The Annual Fire Extinguisher Inspection and Annual Exit and Emergency Lighting Inspections were performed in January. The “Major” portion of the semi-annual generator maintenance was also performed in January.

Finance & HR Assistant - Janet Cornell

The auditor and I followed up on a couple of adjusting entries on the different funds, and we are waiting to receive a draft copy from them to review. They will be presenting the final audit at the March board meeting.

The final payroll reports for 2020 were completed and tax reports were sent for the calendar year. There were a few changes to the 1099 forms which made it a little more challenging to recalibrate QuickBooks to calculate them properly.

I attended one HR webinar on COVID-19 and changes coming with the new administration. It is too soon to tell what the new administration will do but changes are expected, and policies will need to be adjusted for it. Areas to keep an eye on include paid leave policies, exempt/non-exempt classifications, and employee/independent contractor designation tests.

I also attended a webinar on the new State Uniform Chart of Accounts. This one was geared more for municipalities, but I registered in another one coming up at the end of February through Library of Michigan to receive more pertinent information.

Carol and I are continuing to work on a revised employee manual and updating our internal policies and procedures for HR compliance.

IT Manager - Thom Riley

There were no disruptions to Lakeland services and all services continue to run well. The normally scheduled preventative maintenance was completed on the generator at the Lakeland office.

Website changes and updates moving to 2021 were completed including statistics, schedules and other various data.

Our reports site is updated monthly with several reports including the January FY as well this month.

The BiblioCommons project is underway and the collection and submission of various information was worked through.

January help desk tickets created, 233. Tickets closed, 205.

Cataloging Services Manager - Jeff LezmanJanuary 2021 activities

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

We added 14,995 Hoopla records to the database.

We are working to add item records for both the Fremont Area District Library and the Salem Township Library for all Hoopla materials. In January we added over 100,000 item records for the Hoopla eBook collection for these two branches.

We added 727 OverDrive records to the database.

December 2020 Statistics

These statistics for December 2020 show an increase in the number of cataloging requests we received, and the number of records cataloged.

December e-mail & telephone consulting: 24

The number of cataloging requests received in December was up by 13% compared to December 2019. The number of requests received that were already in the database increased by 44%. The number of records copy-cataloged in December was up 33% compared to December 2019, while the number of original records cataloged was up by 17%. The total number of records cataloged was up by 32% compared to December 2019.

Cataloging	Dec. 2020	YTD	Dec. 2019	YTD	Monthly %	YTD PCT
Requests Received	1,855	6,414	1,636	5,108	13%	26%
Requests already in database	36	179	25	154	44%	16%
Requests to be cataloged	1,819	6,235	1,611	4,954	13%	26%
Copy Cataloging	1,411	5,563	1,058	4,123	33%	35%
Original Cataloging	123	399	105	470	17%	-15%
Total Cataloged	1,534	5,962	1,163	4,593	32%	30%

ILS Manager - Sheryl VanderWagen

RIDES statistics: We received 126 totes in December 2020 (up 6 from 2019) and sent out 95 totes (down 13 from 2019).

Itypes Expansion: The itypes expansion is complete, many new itypes have been added to the system, most of them for newer types of items that libraries now circulate to patrons along with some additional options for DVDs. If you have not yet checked out the list, it can be found here: <http://www.ilcoop.org/ilsinfo/i-types.pdf>. New itypes and updated label names are in red on the list. Libraries who would like to update items in batch should contact me.

BiblioCommons: Worked with the Lakeland team to complete the necessary surveys for our Lakeland implementation. See Carol's report for the details.

Herrick Northside Branch: I reversed all the changes I made in December for their move back home. The branch re-opened on January 18; hold pickup locations were adjusted, items in temporary storage were updated to on shelf, the MeLCat pickup location for this branch was reinstated.

YTD/LYCIRC Updates: I ran the annual routine that moves the numbers in YTDCIRC to LYCIRC in our item records on Sunday, January 17. This is an annual event that occurs on the third weekend of January every year. The update changes the updated dates on any item records that had numbers other than 0 in either or both of those fields.

Capira: In January, I submitted two requests for updates and fixes for the app. The changes are currently waiting for approval from Apple and testing by staff users before they will be released to the app stores.

Return Anywhere: This is just a reminder that the return anywhere agreement with LLC shared ILS members, KDL and GRPL is still in effect. I have had a few calls this month from libraries asking if they can accept these returns. If you receive KDL or GRPL items back from your patrons, please drop them into LLC delivery as you would any other items that belong to Lakeland member libraries. KDL and GRPL are doing the same with LLC shared ILS items that they receive. LLC shared ILS items returned to KDL and GRPL are checked in at Lakeland before they are routed back to all of you.

RBdigital Magazines: The Lakeland subscription for RBdigital magazines was moved to OverDrive on February 3, 2021. The RBdigital app will be available until March 31.

Respectfully submitted,

Carol Dawe

LAKELAND LIBRARY COOPERATIVE

MONTHLY SNAPSHOT

P13



Member resources shared by 42 libraries in 82 locations across 8 counties



CHECKOUTS/RENEWALS

Total*** - 570,227

INTERLIBRARY LOANS

31,432 - Items Loaned



ITEMS ADDED

Item Records*** - 32,156
Bib Records - 3,029
(Some digital items are not counted)

ITEMS TOTAL

31,744,797 - Item Records***
1,643,478 - Bib Records
(Some digital items are not counted)



CUSTOMERS SERVED

Total*** - 93,269

MELCAT

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



DELIVERY - BAGS & BINS

January 2021 - 3,021
January 2020 - 2,981
Up 1%

RETURN ANYWHERE

290 - Items Returned*



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

Lakeland provided and/or subscription services



LLC OVERDRIVE GROUP

January 2021 - 38,107
LLC to RLA Libs - 4,715
RLA Libs to LLC - ?

LLC RBDIGITAL GROUP

3,514 - eMagazines



I-TIVA

Patrons Contacted - 8,516
Messages Delivered - 8,384
Patrons Who Called In - 251
Patrons Who Logged In - 98

SHOUTBOMB

4,651 - Total Registered Users
5,205 - Total Registered Barcodes
66 - New Users



TECHNICAL SUPPORT

Tickets Created - 233
Tickets Closed - 205

CONSULTING SUPPORT

18 - Advocacy
129 - Members
27 - 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 January 2021.

Visit the website at www.llcoop.org.

Template Letter to County Public Health Departments

Areas in [brackets] should be customized by library; other language is suggested but may certainly be edited as well depending on library needs/interests.

[Date]

[County] Department of Health

[address]

[city, state, zip code]

Dear **[Public Health Administrators Name]**,

We are reaching out to you in your role as the **[county]** public health administrator to request prioritization of library workers in **[county]** as essential service providers in the vaccine rollout program.

The Center for Disease Control (CDC) guidelines place our school and academic library workers in Phase 1b of the vaccine rollout, but our public library and archive workers in Phase 1c. While we recognize that Michigan and our county health departments are afforded the opportunity to make state and local decisions on vaccine distribution, we are counting on you to provide your leadership in recognizing the unwavering and vital services that all of our libraries provide to citizens and students in **[county]**. We want to ensure that public and academic library workers in communities where libraries have already re-opened to in-person services, or plan to do so, are eligible for vaccination in Phase 1b as well. (We noted that K-12 school personnel, which includes library workers, are already called out in Phase 1b of the Michigan COVID-19 Vaccination Interim Prioritization Guidance – January 6, 2021.)

The **[library name]** serves **[residents or students]** with vital services such as **[list them]**. After the first stay-at-home orders were issued in March 2020, we closed our physical doors to in-person services in the interest of combatting community spread, with virtual services remaining, and even increasing: **[list examples such as - online story time, redirected expenditure toward increased e-books, remote/phone reference/research service, and more.]** Today, we continue to rise to the call to support our community and our schools. Of critical note is the fact that the pandemic magnified digital inequities among our most vulnerable and disenfranchised citizens who rely heavily on libraries for access to reliable information and services, and personalized coaching to navigate digital resources, including: computer access and support; circulating hotspots, laptops and materials which are heavily relied on by students and educators. In addition, our library serves as a **[list examples such as a printing and faxing destination for people who are submitting unemployment claims and**

Covid-19 test results; when applying for housing and food assistance programs; and completing aid applications to save local businesses; and so much more.]

The critical work at our library cannot be accomplished without the front-line library workers who are at high risk of contracting or unintentionally spreading Covid-19 as a result of their work in these institutions. We have been, and remain, in close contact with the public, students and co-workers on a daily basis. With your help to get our staff vaccinated earlier, we can resume services while maintaining the safety of staff and the community we serve.

We also want to bring your attention to the updated guidelines of the Department of Homeland Security's Advisory Memorandum on Ensuring Essential Critical Infrastructure Workers' Ability to Work During the COVID-19 Response¹ (Version 4, December 2020, page 11) where they list media specialists and librarians and where they also "support prioritization decisions related to COVID-19 vaccines, especially in the early stages when the vaccines are in short supply."

We know that here in Michigan, you have placed emphasis on both protecting people at increased risk for severe COVID-19 illness and ensuring the continued functioning of essential services in the community including those in health care and our schools. At the same time, we urge you to acknowledge that library workers are at substantially higher risk of exposure to COVID-19 because their work-related duties must be performed on site and they involve being in close proximity (i.e., within 6 feet) to the public and to coworkers.

We respectfully request you to expedite eligibility of vaccinations for our dedicated and vital library workers here at the **[name of library]** and to include them in Phase 1b of the Michigan vaccine rollout.

Thank you for your consideration and if I can answer any questions you might have, please feel free to contact me at **[email address]**.

Sincerely,

[library director and/or chair of the board of trustees]

¹ <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>

Detroit Library Cooperative – JoAnne Mondowney, Director

- Cultural Center Planning Initiative: Detroit Cultural Center Planning Initiative (CCPI) is an 18-month planning process that aims to reimagine a more vibrant and connective cultural district for the city of Detroit. The CCPI was awarded a one-year grant from the John S. and James L. Knight Foundation to help implement a comprehensive digital strategy, including installation of free, outdoor public Wi-Fi in 2021 through the Cultural Center. Currently, Main Library is the only Cultural Center institution offering free Wi-Fi beyond its walls. The plan also calls for the development of pop-up video screens tied to institutional programming, along with a series of workshops for stakeholder institutions like DPL that will focus on the creation of new digital programming experiences. The public is invited to provide feedback by visiting ccpi.online.
- A Virtual Conversation: DPL will present a virtual conversation, “The African American Presence in the Northwest Territory,” at 6p.m., Tuesday, February 9, 2021. Chuck Stokes, WXYZ-Channel 7, editorial director and member of the Board of Trustees of the Historical Society of Michigan, will moderate the conversation. Two scholars will participate: Dr. Anna-Lisa Cox, author of *The Bone and Sinew of the Land: America’s Forgotten Pioneers and the Struggle for Equality*, and Dr. Michelle S. Johnson, former coordinator of the Freedom Trails for the state of Michigan and an African American history scholar. This free online event is in partnership with the 400 Years of African American History Commission. Register at www.detroitpubliclibrary.org.
- 1000 Books Before Kindergarten: Families participating in the “1,000 Books Before Kindergarten” program can now track their books digitally with Beanstack. This program challenges parents to share 1,000 books with their child before he or she enters school. Reading “1,000 Books Before Kindergarten” helps children develop critical early literacy skills from birth that will prepare them to enter kindergarten.
- Book Packs for Children: A new component of the Library’s curbside pick-up program is “Librarian’s Choice.” Parents fill out a form available on the Library’s website that describes the children’s interests, grade level and a preferred branch pick up location. The form goes to TIP which forwards it to the branch’s children’s librarian will process the request and contact the family when books are available. At this point, this program is only for children’s materials, but could eventually be expanded to service adults.

Mideastern Michigan Library Cooperative – Eric Palmer, Director

- MMLC reinstated the Innovation and Technology grants and offered a COVID-19 grant for all members of the Cooperative.
- Eric helped guide the Shiawassee District Library (SDL) Board through the process of hiring a new director. After two rounds of interviews, Kimberly White, former branch manager from the Public Libraries of Saginaw, was hired and started on January 4, 2021.
- Eric has been working on bring Tutor.com to a few of the libraries in the cooperative, using the pricing set up with TLN.

Lakeland Library Cooperative – Carol Dawe, Director

- LLC now has 82 locations with the addition of the new Kent District Library Ada Branch which will open soon. The North Branch of the Herrick District Library and the Muskegon Township Branch of the Muskegon Area District Library have gone under extensive renovations and will open as soon as COVID-19 restrictions allow.
- LLC is beginning the implementation of Bibliocore as our public access catalog with a go live date of June 1st. This will enable library users within Lakeland to access the 40 Lakeland libraries, Kent District Library and the Grand Rapids Public Library integrated library systems with the goal of linking all 3 catalogs later in 2021.
- We are pleased to welcome Lisa Harmon as the new director of the Fruitport District Library and Katie Singer as the new director of the Dorr and Hopkins Libraries.
- We continue to provide group purchases for PPE and other resources, products and subscriptions.
- Many libraries continue to offer curbside and others are open at limited capacity.

Mid-Michigan Library League – Sheryl Mase, Director

- Currently, some MMLL member libraries are open at a limited capacity for indoor service, and most are doing curbside service of some type.
- Grants: The FY21 Grants Committee awarded grants to 17 member libraries in the first round of the FY21 Library Service Enhancement & Mini-Grant Program, for a total commitment of \$10,949. The second round will be announced February 1st, with another \$12,000 available, thanks to the increase in state aid.
- Tech Assistance: “Emergency Geek” Cory Walker will continue serving member libraries in FY21. Each MMLL member library has four hours of tech support plus mileage.
- Member Libraries: Cadillac Wexford Public Library is hoping to fill their full-time children’s librarian position. They are actively interviewing. Reed City Area District Library no longer serves Hersey Township as they have withdrawn from the district, making their residents unserved.

Northland Library Cooperative – Linda Adams, Director

- Reopening Libraries: Most of the NLC libraries have reopened, though some have needed to close due to exposures. Despite ongoing COVID-19-related issues and stress, door counts and circulation numbers are growing. A shared document with service level updates is available on the NLC website.
- An amended budget was approved at the December board meeting, reinstating services and increasing enhancement grants to members.
- Directors: NLC welcomed new directors in Interlochen and Indian River.

Southwest Michigan Library Cooperative – Andrea Estelle, Director

- SMLC libraries are currently operating in a mix of models: closed, curbside, curbside plus appointments, and limited capacity.
- The new Board for 2021 was chosen and Director Stephanie Masin from the Maud Preston Palenske Memorial Library (St. Joseph) will serve as the new SMLC President.
- 2021 training focuses will be HR, marketing, and Director-Board relationships. A goal for this winter is to review and update the SMLC by-laws and plan of service but having a hard time getting volunteers, may need to wait a bit on this.
- I hope to get back to visiting our cooperative's libraries this spring but plan to wait until libraries are open in full capacity.

Suburban Library Cooperative – Tammy Turgeon, Director

- The Cooperative continues to purchase PPE for its member libraries.
- The Strategic Planning process is almost complete. A plan will be presented to the Council and Board in the next few months.
- The Suburban Library Cooperative launched its shared library marketing campaign this week. **Libraries: Your Bridge to the World** will provide a press release and two social media posts for member libraries to use to promote their library and services. The program is designed to be easy for members to implement with a monthly theme to highlight a specific service or event. The Cooperative is working with the consultant that helped to implement the golibrarycard.org program.
- Suburban and TLN have joined with the Metro Parks to provide area libraries with 100 Wi-Fi hotspots to assist residents that do not have Internet access. The costs for service will be covered for one year by the Metro Parks.
- The Suburban Library Cooperative continues to provide administrative support for the Metro Detroit Book & Author Society's new virtual winter author series. Authors have been scheduled for February and March and include Mary Doria Russell, Rochelle Riley and Brad Taylor.

Superiorland Library Cooperative – Shawn Andary, Director

- New Directors: Thea Murray is the new director of the Alanson Library, and the Spies Public Library has hired Blair Nelson as their new director.
- The Crystal Falls District Community Library has started a UP Notable Book Group using Zoom and their first discussion was the *Marsh King's Daughter*.
- The Cooperative has hired a new Network Administrator and are still looking to fill another full time IT Specialist position.
- Menominee County Library is partnering with several township halls to provide Wi-Fi access to the public.
- The Superiorland Library Cooperative is resuming “Lunch Bunch” Zoom meetings on a variety of topics starting with an overview of RLA.

The Library Network (TLN) – Steven K. Bowers, Director

- TLN Operations: Administrative staff members continue to work five days a week in the office. Much of the other departmental office staff are working a combination of days at home and on site. Technology support is still making site visits to member libraries. Sorting and delivery are busy as ever as we are still seeing an uptick in requesting for libraries in the TLN shared system.
- Member Planning: The TLN Steering Committee is forming a sub-committee to review the TLN Mission and to gather input from the TLN membership for identifying a TLN Vision and priorities for strategic planning initiatives and goals. Member follow-up from the fall 2020 survey from the TLN Steering Committee is ongoing. The committee has also begun planning for a TLN Membership meeting in March.
- Pandemic Planning: TLN sponsored a webinar for the membership and employees titled “Mindful Stress Resilience: Riding the COVID Coaster.” The session was presented by Casey Coker, a healthcare professional, with over 100 people attending live. The TLN library directors are meeting bi-weekly to catch up, opposite weeks that Library of Michigan holds meetings. The TLN Pandemic Resources page was made available in November (<https://tln.lib.mi.us/covid/>). The site includes a link to the Member Library Services Updates document for tracking operations during the pandemic(<https://tln.lib.mi.us/covid/operations/>).
- New Partnership with Metroparks and SLC: TLN and the Suburban Library Cooperative (SLC) have partnered with Metroparks to provide a new Library Wi-Fi Hotspot program pilot with selected member libraries. Metroparks is a regional system of parks in Southeast Michigan, covering Livingston, Macomb, Oakland, Washtenaw, Wayne counties. As they are looking to expand their outreach during the pandemic, Metroparks is funding 100 hotspots with a year's subscription of unlimited data streaming to libraries to expand equitable access to online learning and programming. TLN has received 80 hotspots for use by patrons at selected TLN libraries.

White Pine Library Cooperative – Kate Van Auken, Director

- Two libraries, Columbia Township and Brown City, are almost in their new facilities!
- Welcomed new Millington Arbela District Library Director, Sarah Rick in December.
- Still working with a director who has had a group in the community pushing to block erotic literature at their library and in the OverDrive virtual shared collection since early August. The library attorney and I will again attend the next meeting. The group now wants the library to get rid of the Libby app and use the Sora app instead. The Sora app is for schools, not public libraries, but the groups does not seem to fully understand this.
- Negotiating with OverDrive regarding the cost for an annual emagazine collection for White Pine.
- Hoping to work with the other Coop Directors and MLA on a statewide marketing plan. Thanks to Tammy for getting the ball rolling.

Woodlands Library Cooperative – Kate Pohjola Andrade, Director

- At the turn of the new year, Woodlands rolled out [tutor.com](https://www.tutor.com) for all fifty of our member libraries. Patrons of all ages can take advantage of live, online tutoring, test prep and career services between 2pm and 9pm, 7 days a week.
- By the end of January, Woodlands will receive shipment of 220 sets of Labor Law Posters destined for libraries all around the state.
- Member library board training continues in the virtual realm and has gone incredibly well, even with family and pet interruptions on my end. I will continue to tweak and refine the process.
- This page on our website, <https://woodlands.lib.mi.us/covid-19/> details the open/closed status of our member libraries.
- With our member committees mostly on hiatus so they can focus on their own libraries, cooperative staff (all two of us) are focusing on the internal workings of the cooperative for the first portion of this year. We hope to nail down a facilitator and start the strategic planning process, update the webpage, and review and if necessary, revise plans and policies using the lens of equity, diversity and inclusion.