

**Lakeland Library Cooperative Advisory Council SWOT Analysis  
2018-2019 Implementation  
Bi-monthly Update for May 9th, 2019**

<b><u>Staffing Issues</u></b>	<b><u>Staffing Ideas</u></b>	<b><u>Staffing Initiatives</u></b>	<b><u>Staffing Implementation</u></b>
LLC current staffing limits projects that can be addressed	Increase staffing	Increasing administrative assistant from two days to full time	We are looking at staffing changes for the FY19-20 budget. Personnel Committee will meet on 5/9 to review changes
Current budgeting is restrictive in regards to flexible hours for PTE	Provide more flexibility within the staffing line items	Add additional day for bookkeeper and hours for IT support specialist	We are creating both an Operating Fund and a Capital/Growth Fund budget for FY19-20. Finance Committee is scheduled to meet on 5/14
Current staff are spread too thin and often not able to focus on their priorities	Reevaluate job descriptions	Better utilize current and new staff positions to meet member needs more effectively	
<b><u>Governance Issues</u></b>	<b><u>Governance Ideas</u></b>	<b><u>Governance Initiatives</u></b>	<b><u>Governance Implementation</u></b>
Improve decision making process	Improve committee and governance structure	Review Bylaws, Plan of Service, meeting calendar, and establish guidelines for meetings	
Make participation easier	Remove geographical barriers	Regional meetings, attend countywide library meetings, web attendance for some meetings	
Break down perception of differences	Focus on commonalities, cooperation, and results	Strengthen the role of the ILS and Advisory Council, online newsletter, database, wiki, etc.	
Improve flow of communication	Allow constructive input and feedback	Upgrade e-mail server, create better distribution lists for Job and For Sale items	A new hosted e-mail service will be implemented by May 30th and we have updated committee and council distribution lists
		Establish guidelines for productive meetings and discussions, create user groups when needed	Appropriate sections of the by-laws will be included on the back side of agendas for all council and committee meetings
<b><u>Technology Issues</u></b>	<b><u>Technology Ideas</u></b>	<b><u>Technology Initiatives</u></b>	<b><u>Technology Implementation</u></b>
Connectivity between the 3 ILS systems	Shared access to the appropriate modules for expedited delivery/returns	Work with IT staff at GRPL, KDL and LLC to create scripts or other means of access [to ILS]	
Continue group purchases	Improve e-resources and patron access services	Improve OverDrive and RBDigital options, revisit collectionHQ in terms of training etc.	The OverDrive Group met on May 1st. They will be increasing their quarterly purchasing power as of 10/2019. Training opportunities are being investigated. The Reciprocal Lending Agreement with MCLS is beginning its 7th month
Better training, more training, stay ahead of technology	Remote training and online training opportunities, info sharing	Look at NovelList, new OPAC option, Zoom and Niche Academy, and other training/tutorial options, also look at wiki-like info sharing	Niche Academy will be demonstrated at the May Advisory Council meeting and sign-ups for staff will begin the following day. We should have some Sierra videos to show in June
Better inform patrons of options	Patron tutorials (training) , patron and staff portals and handouts	Patron Online Registration, online tutorials, Shoutbomb Bookmark, Saranac handout on digital resources	Heather Wood-Gramza presented and shared a powerpoint on Encore for staff and patrons
ILS Strategic Plan	Share with all LLC members	Follow the plan and keep members in the loop, be proactive, replace servers	The ticketing system is up and running and working well
<b><u>Advocacy Issues</u></b>	<b><u>Advocacy Ideas</u></b>	<b><u>Advocacy Initiatives</u></b>	<b><u>Advocacy Implementation</u></b>
Promote advocacy awareness of current issues	Effective information sharing and cooperation	Work with stakeholders, MLA, Library of MI, MCLS, MLCA, etc. Set up an online presence	Carol has created an annual survey for the MCDA group so that all stakeholders have a better idea as to what services, benefits, etc. each cooperative offers
Share our collective knowledge/expertise within and outside of LLC	3rd grade literacy initiative and adult literacy initiative	Student card and other options	
Reach out to our communities and meet their needs	Use the Board and Council Meetings as vehicles for development	ALA Advocacy Toolkits, set up an LLC knowledge bank/wiki/info sharing vehicle	We have had a few Director Development Programs. Carol is working with individual directors as well

**Staffing Implementation Log**

Implemented

10/1/2018

Reworking LLC Directory, minutes, internal procedures and retention, etc. Participates in LLC Team Meetings.

10/1/2018

Reworking budget, reports via QuickBooks. Full participation in Continuing Ed. Comm. and LLC Team Meetings

10/15/2018

Annual Evaluations completed 10/15/2018. Job Descriptions were reviewed with minor revisions. Self-Evaluations were implemented.

New Membership Directory Distributed 1/2/2019 Admin. Assistant will take minutes for Advisory Council.

Developing new budgeting process and procedures and revised schedule for finance committee.

Evaluating current positions and opportunities within before looking at adding additional staff.

We are looking at staffing changes for the FY2019-20 budget

We are creating both an "Operating Fund" and a "Capital/Growth Fund" budget for FY2019-20

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**Governance Implementation Log**

10/30/2018 Finance and Personnel Committee appointments should be complete by 11/15/2018. PPS will be tabled until reassessed.

10/30/2018 Implemented 10/1/2018. Zoom has been used for Continuing Ed and Advisory Leadership. Is available for library use.

10/30/2018 New LLC Phone System implemented 10/1/2018. Conference call ability, phone access outside office. Working on new e-mail system etc.

10/30/2018 New Director Orientation and working group is in the works.

LLC Director and Admin are reviewing Bylaws and Plan of Service, comparing with other cooperative documentation.

Advisory Council is meeting even when Board doesn't.

Lakeland Staff is busy with implementation. More details next month. Directors are being contacted for e-mail addresses etc.

9 directors attended December New Director Orientation. Survey was sent out for feedback.

LLC Director and Admin are reviewing Bylaws and Plan of Service, comparing with other cooperative documentation, and results of a survey are being analyzed

An Ad Hoc Grants Committee and a roster of its members will be voted on by the Advisory Council in March

A new hosted e-mail service will be implemented by June 30th and we have updated committee and council distribution lists

8 directors attended a New Director's lunch after the February Board Meeting with Sheryl and Carol. Next new Director's Orientation will be in June

A new hosted e-mail service will be implemented by May 30th and we have updated committee and council distribution lists

Appropriate sections of the by-laws will be included on the back side of agendas for all council and committee meetings

### Technology Implementation Log

10/30/2018 OverDrive meeting 11/1. RBdigital will be scheduled. Met with collectionHQ rep. Training to be scheduled.

10/1/2018 Zoom implemented 10/1/2018.

10/30/2018 Plan posted on LCC Website along with Advisory SWOT.

Initial meeting between LLC and KDL was on 1/3. Details to come. Next steps will be implemented.

OverDrive statistics between MCLS and Lakeland are in the works and will be distributed. Meeting with MCLS and OD scheduled for early January. RBdigital Webinars are scheduled.

Volunteers from Libraries to assist with Niche Academy have been recommended. We will reach out to them in January.

i-tiva has been implemented. Clean up in the works. Will be explained at January meeting.

First update was presented at December meeting.

Return Anywhere was rolled out on February 4th by KDL and LLC. Monthly statistics are being shared between KDL, LLC and GRPL

OverDrive statistics are being shared between MCLS and LLC. Both entities are scheduled to have meetings in early May to discuss next steps and possible enhancements

Automatic renewals within Sierra will be implemented by April 1st. Fines-free for youth materials will be implemented for a number of libraries

We are still working on tutorials, enhancing our web page with all meeting packets and financials, as well as monthly, annual, and specialty reports

A new ticketing service has been implemented and is being used by members and LLC staff internally. Remote desktop software was also purchased to help with troubleshooting so that we can actually take over the desktop and get to the root of the issue more quickly

The OverDrive Group met on May 1st. They will be increasing their quarterly purchasing power as of 10/2019. Training opportunities are being investigated. The Reciprocal Lending Agreement with MCLS is beginning its 7th month

Niche Academy will be demonstrated at the May Advisory Council meeting and sign-ups for staff will begin the following day. We should have some Sierra videos to show in June

Heather Wood-Gramza presented and shared a powerpoint on Encore for staff and patrons

The ticketing system is up and running and working well

**Advocacy Implementation Log**

10/30/2018 Dawe is secretary of MCDA. Attended MLA advocacy session and annual meeting.

10/30/2018 Assisting libraries in setting up Student Card.

Dawe will be attending Collaborating Partners Planning Session on January 4th at MCLS.

Dawe participated in a strategic planning session for the MCDA and wrote the first MCDA report to the LM. LLC will work with KDL on marketing an Equity, Diversity and Inclusion program in May at KDL

LLC now has a presence on Facebook and LinkedIn so that we can share information with member libraries and their patrons.

Carol has created an annual survey for the MCDA group so that all stakeholders have a better idea as to what services, benefits, etc. each cooperative offers

We have had a few Director Development Programs. Carol is working with individual directors as well