MMLL - Annual Accomplishments
Sheryl L. Mase, Director
July 23, 2018 – July 22, 2019
(year four)

1. Administration

a) *Holds full responsibility for administration of the Cooperative within the framework of the Cooperative Plan, Board Policies, the budget, and applicable laws;*
b) *Reports at each Board meeting, and in other ways keeps the Board informed of the Cooperative's progress and problems;*
c) *Attends all regular and special Board meetings;*
d) *Serves as ex-officio, non-voting member of Cooperative committees.*

- ✓ Regular director updates and reports; News of Interest newsletter; Complete website of information
- ✓ Regular meeting attendance; committee coordination
- ✓ Trustee handbook and resources for MMLL Board members and others posted on website
- ✓ Member annual State Aid reports filed by deadline
- ✓ Annual meeting with updates from state librarian and staff; 8-minute rotating "lightning round" presentations by co-op members – 65 attendees
- ✓ Advisory Council meetings in rotating locations: Benzonia (8-10-18), Pentwater (11-8-18), Big Rapids (3-14-19), Alden (5-9-19)

2. Leadership

a) *Analyzes the Cooperative's strengths and weaknesses;*
b) *Recommends plans for the Cooperative's growth and means for implementing plans;*
c) *Initiates new services;*
d) *Proposes improvements to Cooperative services.*

- ✓ Continuation of new service: RBDigital downloadable audiobooks, Transparent Language
- ✓ Continuation of new service: tech support with "Emergency Geek"
- ✓ Surveys of membership regarding annual meeting feedback, maker kit feedback
- ✓ Maker kits, 3D printers – information and demos; 22 kits, 7 resources used over 300 times
- ✓ Work to improve services with OverDrive/Up North Digital

3. Policy

a) *Recommends and drafts policies as needed;*
b) *Works with committees on development of policies;*
c) *Advises the Board on the merit of decisions being considered;*
d) *Interprets policies to staff;*
e) *Maintains an up-to-date policy manual.*

- ✓ Policies up-to-date and complete and posted on website
- ✓ Committee work: Finance, Maker Team/CE, Grants, eResources, Up North Digital
- ✓ Policy guidance and HR consulting for membership
- ✓ New Affiliate member added – West Shore Community College William M. Anderson Library

4. Finance
a) *Develops a recommended budget for the Finance Committee and the Board of Trustees;*
b) *Approves expenditures as authorized in the approved budget;*
c) *Supervises the maintenance of financial records and arranges for annual audit;*
d) *Controls costs and meets budgetary objectives through such methods as eliminating unnecessary operations, prudent use of resources, etc.;*
e) *Works with librarians and Trustees to maintain existing funding and to obtain new sources of revenue;*
f) *Negotiates all Cooperative agreements and contracts with Trustees approval.*

- ✓ New budget development – reduction of overhead, more resources going to member libraries
- ✓ Negotiation of discounts for members
- ✓ Clean annual audit
- ✓ Investment of $65K into Certificate of Deposit at Lake Michigan Credit Union, maturity date 11-26-19

5. Continuing Education
a) *Keeps library staff and boards informed of developments in the library field;*
b) *Orients new Cooperative Board members;*
c) *Provides opportunity for trustees, member librarians, and staff to attend workshops;*
d) *Advises the Continuing Education Committee in developing and implementing workshops for the membership.*

- ✓ Learning Express Library training via webinar by Tom Burnosky of RCADL
- ✓ Webinars – statewide offerings presented, archived on MMLL website; many still being accessed
- ✓ Newsletter with monthly CE opportunities
- ✓ YouTube channel with "Bright Idea" quick teaching videos
- ✓ "SLBI" Small Libraries, Big Impact conference planning with six cooperatives to produce a conference scheduled for April 29-30 at Treetops Resort in Gaylord. All six co-ops contributed $1,500 for subsidy.
- ✓ The #STORYTIMEMATTERS: Storytime is your time to shine workshop with Jenifer Strauss of Story Be Told will be held on 5-30-19 at the Cadillac Wexford Public Library

6. Grants
a) *Writes grant proposals;*
b) *Supervises successful completion of grants;*
c) *Works with member librarians to enable them to write successful grant proposals.*

- ✓ Round one of the Library Service Expansion and Mini-Grant Program granted $4,712 to 11 libraries
- ✓ Round two of the Library Service Expansion and Mini-Grant Program granted $5,284 to 11 libraries – 5 for full funding, 6 for partial funding.
- ✓ Consulting and vetting proposals from member libraries
- ✓ Grant opportunities included in each newsletter

7. Personnel
a) *Provides appropriate job descriptions for all staff, and maintains personnel files;*
b) *Has authority to employ, direct, evaluate, and terminate employees according to personnel policies.*
c) *Recommends changes in working conditions, fringe benefits, and salary scale when appropriate;*
d) *Performs personnel management functions including: training, supervision; motivating and prioritizing the work of staff.*

- ✓ Payroll, taxes, personnel files reviewed and maintained

- ✓ MERS retirement system – invited two representatives to present to the MMLL Board on 1-17-19
- ✓ Lisa Eash (Bookkeeper, 10 hours/week) – assisting with maker kits, website, registrations
- ✓ Health insurance – National Insurance Services via MLA did not quote a plan that would lower costs

8. Information Technology
  a) *Plans information technology projects with input from member libraries and coops.*
  b) *Writes and administers information technology grant projects.*
  c) *Keeps up to date with knowledge of microcomputers, office software, automated library systems, the Internet and trends in library technologies.*

- ✓ Continuation of tech support program with Cory Walker, "Emergency Geek"
- ✓ Consulting on technology and ILS systems – several members have or plan to migrate to Apollo (Biblionix)
- ✓ Walkerville is automated; Walton Erickson is now in process with selected vendor; Wheatland and Chase are still not automated
- ✓ 32 of the 36 members now on MeLCat – was 17 of 36 in July of 2015
- ✓ Keep membership apprised of cybersecurity, net neutrality, and other tech issues

9. Consulting
  a) *Keeps librarians and trustees of member libraries informed of Cooperative services, policies, procedures, and plans as well as library legislation and new library trends;*
  b) *Provides consultant service to member libraries and visits member libraries as needed;*
  c) *Responds in a timely fashion to inquiries from librarians and board members of member libraries.*

- ✓ Board strategic planning for Benzie Shores District Library, 11-12-18
- ✓ Board strategic planning for Reed City Area District Library, 1-26-19
- ✓ Conduct Community Planning Committee meetings for Cadillac Wexford Public Library for strategic planning, 5-4-19 and 5-22-19
- ✓ Ongoing Q&A with members – email files kept for each library
- ✓ HR consulting and policy work
- ✓ Consultation with many libraries via email and phone

10. Representation
  a) *Represents the interests of the Cooperative and its members by participating in regional library associations, and in state and national library activities;*
  b) *Attends meetings of Cooperative Directors.*

- ✓ Reaching to tech directors at the ISDs regarding Broadband/MiSEN on behalf of membership
- ✓ Advocate for member libraries at all levels – local, state, federal
- ✓ Represent in Lansing at Michigan Cooperative Director's Association meetings, attended by state librarian, MLA and MCLS directors
- ✓ Volunteer at the Michigan Library Association conference
- ✓ Candidate Meet & Greet sessions in cooperation with White Pine Library Cooperative

11. Reports
Prepares and presents reports including monthly financial and statistical reports, the annual report, and special reports.

- ✓ Spreadsheets of comparative data from member libraries provided proactively and on demand

- ✓ Financial reports and budget scenarios presented with associated background information
- ✓ Regular director reports and updates to the Library of Michigan Board
- ✓ Full archive of current and past reports on website
- ✓ Summary reports from surveys and group meetings

Year 4 Goals approved by the Board:

1. Continue to pursue the automation of the last three member libraries, and MeLCat implementation for these three (Chase, Walton Erickson, Wheatland) and Walkerville.

   ONGOING. Lots of success in this area! Now only 2 of 36 member libraries need to implement integrated library systems (automate) and 4 of 36 need to implement MeLCat (was 17 of 36 back in 2015).

2. Investigate the merits of a managed OverDrive option for the membership, in which they would pay for the service and not have to manage their individual accounts or select materials on their own; add new members and continue to work with the Northland Library Cooperative via the steering committee.

   IN PROCESS. The Steering Committee has been productive, and has gathered comparative information on OverDrive consortia in the state, showing that we are paying far more than others for "platform fees" which could be reduced from $32,500 to $8,000 if we move to a coordinated group as opposed to individual accounts. 26 of 36 MMLL member libraries participate currently, with Reed City and Big Rapids joining this past year, using the negotiated pricing incentive. There is now a Collection Development team for the consortium and we are on target to convert to a new master contract beginning December 2019 which will reduce our platform fees from $32,500 to $8,000 while the contract remains at $130,000 so that the amount of content credit will be increased by nearly 19%, improving the patron experience by reducing waiting times for holds and expanding the title list of downloadable eBooks and eAudiobooks.

3. Continue to advocate for Broadband in rural areas, and the connection of member libraries to the MiSEN (state education network).

   ONGOING. Changeover in top administration of the MiSEN caused a delay in communications regarding public libraries attaching to the network. I have had success in communicating with one of the tech directors to whom I have reached in order to progress this issue. Fred Sharpsteen was able to attend a meeting of our Groups 8 and 9 when we met 11-7-18 at Morton Township Library. We continue to pursue a success with the first public library, hopefully Reed City, with Tom Burnosky on board to work with the local schools.

4. Further develop resources for the website, such as an updated list of potential library programs, policy examples, etc.

   DONE and ONGOING. The website has a list of potential programming resources, youth resources, reference sources, and many links to administrative support. Maker kits have been refreshed and additional resources added.

5. Scan the horizon for potential new cooperative services, weighing the advantage of group efforts over costs to accomplish. Keep current with state and national trends, initiating discussions and trainings as needed to lead the membership with best practices.

   ONGOING. Issues that remain high priority are funding for public libraries, handling public service issues such as patron behavior, staffing and HR, technological advancements, and a constant scan of

potential new library services. The maker movement is still a national trend, and so are collaborative services and engaging community members to inform library service offerings.

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Proposed Year 5 Goals:

1. Create a budget maximizing service to member libraries; consider subsidy for members to participate in Up North Digital.
2. Complete the process of transition for Up North Digital, making the system more cost effective, efficient, and improving patron experience.
3. Work with libraries not yet automated or on MeLCat.
4. Participate/volunteer in the next Loleta Fyan Small and Rural Libraries Conference, which will be at the Grand Traverse Resort April 13-15, 2020.
5. Continue to survey the membership regarding their needs for support; listen and create cooperative services based on Advisory Council meetings and Board approved initiatives.