

## **Annual Report**

Northland Library Cooperative

FY 2019-2020

### Organizational:

- Linda Adams, former director of the Charlevoix Public Library hired contractually as part time NLC Director.
- Received training from Library of Mi and outgoing director, Roger Mendel
- Updated website, list of services, spreadsheets to track services, mailing lists, contact lists
- Created and board approved Purchasing Policy
- Participated in MCDA meetings and informal chats
- Managed Audit
- Evaluated and updated insurance policies
- Received \$5000 HOPE grant
- Created a list of available substitute/interim librarians in the region

### Consultant Services:

- Two Board trainings
- On-site visits to 22 member libraries
- USF application approved to fund internet connectivity for nine member libraries for three years
- Helped in organizing director searches, onboarding and continued support of new directors
- Helped all libraries in navigating changes associated with COVID-19
- Answered questions for directors, board members and Friends
- Focus on communication to members via emails, director reports, website, and new Facebook Group
- Press releases on how to support your local library, digital services and identifying fake news
- Organized weekly NLC Chats for directors to ask questions and share answers
- Attended MLA, LM, ALA, and other organizational webinars. The goal is to stay informed to better answer member inquiries.

### ILL/Melcat: Resource Sharing:

- Provided three libraries with OCLC ILL subscriptions
- Those three libraries handled individual ILL requests for the rest of the members
- Maintained reciprocal borrowing agreements with 16 libraries

### Delivery:

- Supported the cost of delivery (RIDES) for its member libraries based on size. Reimbursed one local library delivery for the actual cost of delivery

### Library performers booking service:

- Reimbursed MMLC for booking 21 programs for member libraries

Continuing Education:

- Sponsored 13 Continuing Education Grants to members: \$4,917
- With MCDA, sponsored Big Disruptions Lead to Big Opportunities: 17
- Held weekly NLC Chats, with four having focused educational topics: 31

Library Enhancement Program:

- Sponsored 29 Library Enhancement Grants: \$73,263. Projects included digital materials (hoopla, overdrive, LinkenIn Learning and RB Digital), Hardware and software upgrades and program support.

Discount Program:

- Shared discount opportunities

Up North Digital Consortium:

- Coordinated services and billing for Overdrive Services to 19 member libraries. The service provides better pricing, collection development teams, and consolidated billing.

Advocacy:

- Attended multiple webinars, MLA Virtual Advocacy Day, and created an NLC Advocacy committee to explore meeting with area legislators in 20/21. Shared and responded to advocacy alerts.