

SUPERIORLAND LIBRARY COOPERATIVE

PLAN OF SERVICE

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MISSION The Superiorland Library Cooperative develops and sustains innovative programs that are cost effective because libraries collaborate in shared, economy-of-scale activities. Cooperation among members makes it possible to grow and sustain library programs that improve the quality of library service in every community.

The Cooperative's "*Strategic Plan and Annual Schedule of Services and Fees*" supplements the Plan of Service. This Strategic Plan is reviewed annually and revised, if appropriate, by the Advisory Council of librarians and the Cooperative's Board of Directors.

I. NAME

The name of this library cooperative will be **Superiorland Library Cooperative**.

II. AUTHORITY

The authority for the plan of service for the Superiorland Library Cooperative is based on 1977 PA 89.

III. HEADQUARTERS

The Headquarters for the Cooperative will be located at 1615 Presque Isle Avenue, Marquette, MI.

IV. MEMBERSHIP

Membership in Superiorland Library Cooperative is available to any legally established public library that meets minimum qualifications for State Aid to Public Libraries, as set forth in 1977 PA 89, in the library's last complete fiscal year before 1 October of the year before distribution.

A. Public Library Requirements

In addition to meeting the minimum qualifications for State Aid to Public Libraries, full members of Superiorland Library Cooperative will do all the following:

- * Participate in the development of cooperative library plans.
- * Loan materials to other libraries participating in the Cooperative.

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* Maintain an open door policy to other residents of the state, as provided by Section 9 of Article 8 of the State Constitution of 1963.

The Cooperative may waive the requirement for a legally established public library to meet minimum qualifications of State Aid to Public Libraries if the library agrees to purchase services from the Cooperative at a per capita rate equivalent to that of other full members.

B. Membership Process

The local library's governing board will adopt a resolution requesting the library's membership in Superiorland Library Cooperative. A copy of the resolution, certified by an officer of the local board, will be filed with the Cooperative Board. Within sixty (60) days after filing, the Cooperative Board will accept or show reason for denial of the request for membership. When the Cooperative Board accepts the library's resolution, the acceptance resolution will be endorsed by an officer of the Cooperative Board. Copies of the membership resolution and acceptance resolution will be filed with the Department of History, Art, and Libraries [or parent agency of the Library of Michigan]. New members may join the Cooperative upon approval of a majority of the Cooperative Board. A majority in this case means five members.

C. Withdrawal Process

A local library board must adopt a resolution in order to withdraw from membership in the Cooperative. Copies of the resolution, certified by an officer of the local board, must be filed with the Cooperative Board and the Department of History, Arts, and Libraries [or parent agency of the Library of Michigan] at least six (6) months prior to October 1 of the Cooperative's next fiscal year. Membership will not terminate before the end of the Cooperative's current fiscal year, unless an earlier termination date is mutually agreed upon.

State Aid fees for cooperative services will be owed for the full year in which the library terminates its membership. Within sixty (60) days after the withdrawal resolution is filed, the Cooperative Board will notify the member library and the Library of Michigan that the membership will terminate when all obligations have been met satisfactorily.

If the Cooperative Board wishes to end its membership agreement with a library, it must adopt a resolution to do so. The same length of notice, filing requirements, and fulfillment of obligations must be met as those outlined above for members that withdraw voluntarily. Copies of the resolution must

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be filed with the .Department of History, Arts, and Libraries [or parent agency of the Library of Michigan]. Membership will not terminate before the end of the Cooperative's current fiscal year, unless an earlier termination date is mutually agreed upon.

D. Associate Library Membership

Associate membership will be open to any non-profit library that does not qualify for full membership, provided:

1. The library's governing board submits a written request for associate membership; and,
2. The Cooperative Board approves the request for membership.

Associate members are eligible to use certain services offered to full members at annual rates approved by the Cooperative Board. Associate members are entitled to appoint a non-voting representative on the Cooperative's Advisory Council of Librarians.

V. GRIEVANCE PROCEDURE

Superiorland Library Cooperative is committed to resolving disputes at the local level. The following procedures will be followed:

1. The director of the public library concerned will meet with the director of the cooperative and attempt in good faith to resolve any problems.
2. If a resolution of the problem is still not possible, the board of each library concerned, following a review of the issue, will petition the cooperative director and board in writing for redress of the matters in dispute specifying the remedies sought.
3. The cooperative director will present the petition to the Cooperative Board within 90 days along with his or her recommendations. The cooperative director will report the Board's decision to all parties concerned, promptly and in writing.

When a dispute cannot be resolved on the local level, the Department of History, Arts, and Libraries [or parent agency of the Library of Michigan] may hear the case. The decision of the Department [or parent agency] shall be final.

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VI. GOVERNING BOARD

The Board of Directors will manage Superiorland Library Cooperative and make such by-laws, rules and regulations not inconsistent with Public Act 89, 1977 as may be necessary, none of which will be deemed to deprive any local board of any of its powers or property.

A. Selection of Board Members

The governing body of the Cooperative will be a Board of Directors consisting of nine (9) voting members selected by member library boards. Any adult resident of the Cooperative's service area, who is not an employee of any member public library, is eligible to be selected by a member library board to represent that library on the Cooperative Board of Directors.

B. Board Member Rotation

All member libraries may appoint one representative to the Board. The nine (9) voting members will be determined annually by a rotation system: 4 members from classes IV and V; 3 members from classes II and III; 2 members from class I.

The first rotation order, within each group, will be an alphabetical list of libraries that are members of the Cooperative at the time the rotation order is first determined. A new member will be added at the end of the member's population group. New members will be added in alphabetical order at the end of the appropriate population group.

A library may choose to pass on the opportunity to serve on the Cooperative Board. Their place within the rotation remains the same, and another chance to serve will not occur until the rotation comes back around to that library. A library filling a term of less than one year will be eligible for a full term of its own.

Terms of service for the voting members of the Board of Directors will run from October 1 through September 30. Each year one of the nine voting board members from each of the three population groups will rotate off the voting board. If a library has not appointed a board member by September 15th in the year preceding the term of service, the rotation will go back through the population group

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until the appropriate number of voting members within that group are appointed. If the total number of voting position(s) within that group cannot be filled, then the voting position(s) will be from the next larger population group, and so forth until there are nine voting board members.

The absence of a voting cooperative board member from three consecutive cooperative board meetings will be cause for terminating that library's representation on the board. A library will be notified when its representative has missed two consecutive board meetings. If the representative from that library does not attend the next cooperative board meeting, the library will have 30 days to appoint a new member or lose their seat on the board and their representation until their next turn in rotation.

C. Meeting Dates

The Governing Board will meet at least four times a year at times on dates to be decided annually by the board. The annual meeting of the cooperative board will be held in September. Meetings of the cooperative board and its committee will comply with the Open Meetings Act.

D. Board Members Duties

1. The Cooperative Board will have all of the duties and responsibilities as stated and defined in Public Act 89, 1977, including the following:
 - a. Operate the cooperative library and manage and control the cooperative library's funds and property.
 - b. Select a President.
 - c. Establish, maintain, and operate cooperative services for public libraries in the cooperative library's area.
 - d. Appoint a director or coordinator to administer the cooperative library, fix that person's compensation, and delegate to that person those powers the delegation of which are in the best interest of the cooperative library, including the power to hire necessary employees
 - e. Acquire books, periodicals, library materials, equipment, supplies, or other personal property by purchase, installment purchase contract, or lease with or without an option to purchase or enter into a loan agreement and borrow money for that purpose.
 - f. Erect buildings or acquire real property, including buildings and fixtures, by purchase, land contract, installment purchase contract, or lease with or without an option to purchase, or enter into a loan agreement and borrow money for that purpose.

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- g. Enter into contracts to receive service from or give service to libraries in the state, including public, school, academic, cooperative, or special libraries, and political subdivisions of the state.
 - h. Exclusively control expenditures for the cooperative library.
 - i. Accept gifts and donations of property for the benefit of the cooperative library.
 - j. Adopt By-laws and rules not inconsistent with Public Act 89 for its own government and do those things necessary to carry out the purposes of this act.
- 2. The Cooperative Board will follow the requirements of 1977 PA 89 with regard to any installment purchase contract, land contract, loan agreement, or lease purchase contract.
- 3. The Cooperative Board will provide for an annual financial audit by an independent auditor. This audit will be filed within 12 months following the close of the fiscal year with the Department of HAL [or parent agency of the Library of Michigan]. If the annual financial audit report discloses a deficit or material deficiency the cooperative library shall submit a corrective action plan for review and approval by the Department [or parent agency of the Library of Michigan]. If a deficit is disclosed, the corrective action plan shall include a deficit elimination plan and proof that the plan was filed with the Department of Treasury, as required by section 21 of 1971 PA 140, MCL 141.9214.
- 4. The Cooperative will maintain current fidelity bond coverage and file annual verification of coverage with the Department of History, Arts, and Libraries [or parent agency of the Library of Michigan].
- 5. **It is expressly understood that the Cooperative Board has no jurisdiction over the property and management of the member libraries.**
- 6. The Cooperative Board will conform to requirements for the investment of surplus funds, as provided in Public Act 20 of 1943 (as amended).

VII. ADVISORY COUNCIL

A. Advisory Council Representation

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1. A Council representing all of the full member libraries of the cooperative will be formed to advise, evaluate and recommend action for library service to the director and the Board of Directors.
2. Each full member library has one vote. Each library's representative on the Council will be the library director, who may designate a staff member to vote at a Council meeting.
3. Appointments to the Advisory Council will be reviewed annually.

B. Advisory Council Meeting Dates

The Advisory Council will meet at least one time a year.

C. Advisory Council Responsibilities

1. The Advisory Council will advise the Director and Board on issues pertaining to the Cooperative. The Council will review the annual proposed schedule of services and make recommendations to the Cooperative Board.
2. The Cooperative Director will serve as an ex-officio member of ad hoc committees.
3. A task force can be formed by the Advisory Council to study/review a specific objective.
4. The Cooperative Board makes the final decision on all matters pertaining to governance.

VIII. FUNDING

A. The fiscal year of the Cooperative is 1 October to 30 September.

B. Cooperative State Aid.

1. State Aid to Public Libraries, authorized by Public Act 89, 1977, Section 13 and Section 16(4), will be used for any library purpose approved by the Cooperative Board.
 - a. Member libraries and associate members may contract with the Cooperative for services.
 - b. Other 501(c)3 non-profit agencies, non-profit libraries, cooperatives, and political subdivisions of the state may contract with the Cooperative for services.
2. The Cooperative will apply for State Aid before February 1 of each year.
3. Regular financial statements will be available to the Board and Advisory Council.
4. The Cooperative will comply with governmental accounting principles.
5. There will be an annual independent audit of the Cooperative with a formal report to the Board. A copy of the annual audit will be filed with the Michigan Department of

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Treasury, Local Audit Division and the Department of History Arts, and Libraries [or parent agency of the Library of Michigan] within 12 months of the end of its fiscal year.

IX. BUDGET PROCESS

The Cooperative director will develop a tentative budget for the next fiscal year and present the budget to the Cooperative Board at their annual meeting. The Cooperative board will approve the budget before the start of each fiscal year.

The Director will report regularly on the Cooperative's financial status to the Board of Directors and the Advisory Council.

X. SERVICES, CONTRACT, AND FEES

A. Description of the basic services offered by the cooperative library. **See appendix A, "Schedule of Services and Fees."**

Economy of scale/Group discounts	Technology Support and Innovation
Continuing Education/Training	Collaboration
Advocacy/Marketing	Leadership

B. Description of the cooperative library services offered by a participating library and furnished to members of the cooperative library. **See Appendix B**

C. Description of the cooperative library services furnished by a contracting third party to members of the cooperative library. **See Appendix C**

D. Description of services that will be paid for by members. **See Appendix D**

XI. PLAN APPROVAL & REVISIONS

The original and proposed substantial modifications to the Plan of Service will be distributed to all member libraries prior to action by the Cooperative Board. Notice will be given to member

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libraries when the modified Plan of Service is submitted to the History Arts Libraries Department [or parent agency of the Library of Michigan].

The Cooperative Board will submit to the Library of Michigan History Arts and Libraries Department [or parent agency of the Library of Michigan] the original Plan of Service and any substantial modification of its Plan within 60 days of approval.

The original Plan and substantial modifications will be approved by the Department of History, Arts, and Libraries [or parent agency of the Library of Michigan].

If the Department of History, Arts, and Libraries [or parent agency of the Library of Michigan] does not respond to the cooperative library within 30 days of receipt of a plan or a substantial modification to a plan of service, the plan of service or substantial modification to the plan of service is deemed approved.

The Advisory Council may review and recommend changes to the Cooperative's Plan of Service at any time.

Note: "Substantial modification" means any change to a cooperative library plan of service that involves a change in public library membership which would require a change in the legal boundaries of a cooperative library as originally approved by the department.

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Basic Services

Superiorland Library Cooperative

Appendix A

I. Economy of Scale/Group Discounts

- A. Group discounts for subscription databases, digital media, print and nonprint materials, library furniture & supplies, etc.
- B. Group purchases of hardware, software, equipment, etc.
- C. **Online ILL request for materials not available in UPCat or MeLCat. (no change)**
- D. Shared technical and training professional staff.
- E. Full MARC record procurement for members.
- F. Public access to digitized collections through shared online catalog(s).

II. Continuing Education/Training

- A. Professional development workshops for library staff and trustees.
- B. Scholarships to support library staff continuing education.
- C. USF training and support to encourage members to apply for broadband and telephone service discounts through the E-Rate program.
- D. Innovative web-based training methods for library staff.

III. Collaboration

- A. Manage UPRLC Inc. shared automation system.
- B. Maintain a high-quality online union catalog.
- C. Support MeLCat participation with training and technical support from Co-op staff.
- D. Support the development of statewide programs.
- E. Manage and support the Great Lakes Talking Books Reader Advisory and Outreach Center. <http://greatlaketalkingbooks.org/>
- F. Maintain good communications with libraries, trustees, and public by providing email and group discussion lists, hosting web pages, and website development and support for member libraries.

IV. Technology Support & Innovation

- A. On-site technology consulting and local network support for members.
- B. Analyze members' bandwidth needs and help plan for growth to meet needs.

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- C. Make broadband in libraries affordable through group ISP contracts and USF group participation.
- D. Introduce innovative technology to improve local library services, such as WiFi capability that meets current standards for access and security.
- E. Provide specialized equipment, such as High Definition video conferencing and desktop conferencing capability.

V. Advocacy/Marketing

- A. Representation at the state level and participation in statewide initiatives with a focus on improving library funding and local services.
- B. Advocacy network to inform state and federal legislators about library funding and the value of each library to its community.
- C. “One Voice” advocacy.
- D. Public relations and marketing activities that support the Cooperative’s mission and goals.

VI. Leadership

- A. Liaison with professional library organizations outside Cooperative region.
- B. Professional consultation on library related issues.

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**Services Offered by a Participating Library
Superiorland Library Cooperative
Appendix B**

No fee-based services are offered by any participating library.

**Library Services Furnished by a Contracting Third Party
Superiorland Library Cooperative
Appendix C**

No third party has any rights under this Plan of Service Agreement. The Plan of Service Agreement is between the parties named in the Agreement, which are the Superiorland Library Cooperative and its member libraries.

Services for a Fee

**Superiorland Library Cooperative
Appendix D**

No fee-based services.

Libraries reimburse the Cooperative for group purchases of hardware, software, subscription databases, digital media acquisitions, etc.

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