

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, February 18th
2019

9:00 A.M.

This meeting will be conducted in the
conference room of the
Milwaukee County Federated Library System
709 N. 8th Street
Milwaukee, WI 53233

AGENDA

1. Call to order
2. Adoption of agenda
3. Approval of minutes: the MCFLS Board of Trustees meeting on Monday, January 14th, 2019

Action [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council—Report of the January 3rd, 2019 and February 7th LDAC Meetings

Action [Attachment B](#)

Please note: Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through sign language interpreters or other auxiliary aides.

Board of Trustees—Administrative reports requiring action

- | | | |
|---|--------|------------------------------|
| 6. Financial Reports—December 2018 and January 2019 | Action | Attachment C |
| 7. 2018 MPL Resource Library Report | Action | Attachment D |
| 8. MCFLS Board of Trustees 2019 officers | Action | Attachment E |
| 9. 2018 MCFLS Annual Report to DPI | Action | Attachment F |

Administrative Informational Items

- | | |
|--|------------------------------|
| 10. MCFLS Strategic Planning Update. Full day development meeting Thursday, February 28 th from 9:00 am to 4:00 pm. | |
| 11. 2018 MCFLS Interlibrary Services Annual Statistics | Attachment G |
| 12. WLA - Library Development & Legislation Update | Attachment H |
| 13. LSTA Collaborative Grant information | Attachment I |
| 14. Director's Report | Attachment J |

Next meeting date: March 18th, 2019, 9:00 a.m., MCFLS Conference Room

Milwaukee County Federated Library System
Board of Trustees

Regular Monthly Meeting held Monday, January 14, 2019
At the MCFLS Administrative Office
709 North Eighth Street
Milwaukee, WI 53233

ROLL CALL

Present: Paul Ziehler, President
Paula Penebaker, Vice President
Kurt Glaisner, Trustee
Elizabeth Suelzer, Trustee

Excused: Nik Kovac, Treasurer

Staff: Steve Hesel, Director
Judy Kaniasty, Business Manager
Jen Schmidt, Library Systems Administrator

Others: Pat Laughlin, 2018 LDAC Chair and Hales Corners Library
Susan Draeger-Anderson, 2019 LDAC Chair and North Shore Library
Rachel Arndt, Milwaukee Public Library
Mason Lavey, City of Milwaukee Budget Analyst

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 9:05 a.m.

ADOPTION OF AGENDA. President Ziehler referred to the agenda. Trustee Glaisner moved and Vice President Penebaker seconded a motion to adopt the agenda as distributed. Unanimously approved.

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, November 26, 2018 meeting which are shown as Attachment A of the agenda packet. Trustee Glaisner moved and Vice President Penebaker seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. Past LDAC Chair Pat Laughlin reviewed her report of the December 6, 2018 LDAC meeting, which is shown as Attachment B of the agenda packet. Pat Laughlin was thanked for serving as the 2018 LDAC Chair. Vice President Penebaker moved and Trustee Glaisner seconded a motion to accept the report and place it on file. Unanimously approved.

BOARD OF TRUSTEES - ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report - November, 2018. President Ziehler referred to the November, 2018 financial report which is shown as Attachment C of the agenda packet. Director Hesel reported that there is nothing out of the ordinary to report. Trustee Glaisner moved and Trustee Suelzer seconded a motion to approve the November, 2018 financial reports as presented. Unanimously approved.

MCFLS Board of Trustees 2019 Officers. President Ziehler referred to Attachment D of the agenda packet which is the current Board Roster, noting that there are two unfilled vacancies but one is slated to be filed in February. Director Hesel reported that the County contact that he works with will be leaving tomorrow for another job so things may stall for a bit for the appointment of the County Supervisor. Discussion ensued regarding the term expiration dates on the list as so many show the same date which would be problematic when reappointments come up since that process is not timely and could leave only one MCFLS trustee potentially. It was decided that the election of officers would be held over until more members are appointed and that the current slate of officers will continue until then.

Proposed Revisions to the 2019 MCFLS Budget. Director Hesel referred to Attachment E of the agenda packet noting that when he was preparing the 2019 budget document he inadvertently changed three figures from the approved 2018 mid-year budget revision and this document now reflects those figures being corrected back primarily for the auditor's needs. Line 55 should be \$77,132; Line 67 should be back in and Line 87 should be 87,789. The total budget amount did not change but things were moved around in a worksheet which was then used to present the 2019 budget by mistake. Trustee Glaisner moved and Vice President Pennebaker seconded a motion approving the corrected version of the 2019 budget document. Unanimously approved.

2019 Interlibrary Loan Services Contract between the Milwaukee County Federated Library System and the Milwaukee Public Library. Director Hesel referred to Attachment F of the agenda packet which reflects the standard contract for the same amount for many years and this is a two year contract proposal. This contract covers the cost of sending materials outside of Milwaukee County and receiving items from outside Milwaukee County for our patrons as well. Milwaukee Public Library also receives State funding for some of that work that is performed. Trustee Suelzer requested usage statistics for informational purposes and Director Hesel will share that with the Board next month. Vice President Pennebaker moved and Trustee Glaisner seconded a motion to approve the two year contract as presented. Unanimously approved.

2019 MCFLS Director Goals. President Ziehler referred to Attachment G of the agenda packet. Director Hesel noted he wasn't able to complete Goals #2 or #9 in 2018 but has rolled them into his 2019 goals. Discussion ensued regarding the importance of reaching out to the Milwaukee County Supervisors and the regional legislators to make them all aware of who MCFLS is and that libraries provide communities with valuable resources and increased funding levels would be useful in our mission. Director Hesel added that Library Legislative Day is a unified method for all to share that information jointly. Vice President Pennebaker moved and Trustee Suelzer seconded a motion to approve the 2019 goals as presented. President Ziehler suggested that the annual Director Performance Review utilizing the established online survey be initiated and coordinated as in the past by Judy Kaniasty; it was the consensus of the Board to authorize this process.

Proposed Revisions to the MCFLS Employee Handbook. Director Hesel referred to a few updates to the MCFLS Employee Handbook, which is shown as Attachment H of the agenda packet. Two of the new sections have already been approved by the MCFLS Board: Telecommuting Policy/Procedures and

Travel/Lodging Policy and the new item is the Use of System Vehicle policy. Trustee Glaisner moved and Trustee Suelzer seconded a motion to approve the additions to the MCFLS Employee Handbook as presented. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS.

MCFLS Strategic Planning Update. Director Heser referred to the Strategic Plan Survey #1 results compiled by Bruce Smith of WiLS, which are shown as Attachment I of the agenda packet. The second survey was released January 7th and is due by January 23rd and will be used during the February 28th Development session.

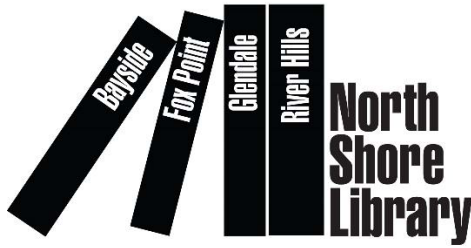
Letter from State Superintendent Evers Approving the MCFLS 2019 Annual System Plan and Confirming Transmittal of the First of Two System Aid Payments for Calendar Year 2019. President Ziehler referred to Attachment J of the agenda packet for informational purposes. This first payment is 75% of the 2019 State Aid and the remaining 25% will be released in May after the System Annual Plan is approved by DPI.

Library Legislative Day – Tuesday, February 12, 2019. The registration link was shared and attendance was encouraged. Those that desire to carpool should contact Steve Heser as he is willing to coordinate those efforts if there is interest.

Director's Report. Director Heser reviewed his report, which is shown as Attachment K of the agenda packet.

NEXT MEETING. Scheduled for Monday, February 18, 2019 beginning at 9:00 a.m. in the MCFLS conference room.

ADJOURNMENT. With no further business to be addressed, Vice President Pennebaker moved and Trustee Suelzer seconded a motion to adjourn the meeting at 10:15 a.m. Unanimously approved.



January 3, 2019

To: MCFLS Board of Trustees
From: Susan Draeger-Anderson
North Shore Library
Summary of LDAC Meeting 1.3.19
Location: Greendale Public Library

SUMMARY:

MCFLS Strategic Planning Update. Steve announced that the next survey would be out the week of January 7.

Annual Report and Wireless Statistics Review: Steve reminded Directors that annual reports must be submitted by March 1st. Steve reported that the MCFLS team is currently working on populating data and the annual reports should open up for directors on January 15. As an aside – all directors really appreciate the work that the MCFLS team does in prepopulating this data. It saves each of hours and hours of time. Steve reviewed instructions that he received from Miraki to gather wireless usage for the annual report. Directors were grateful to have this data as previous methods of gathering this data were not providing consistent data.

Hoopla Quarterly Evaluation: The average cost per circulation remains at \$2.11. Projections by Hoopla for spending still seem aggressive. There is a gradual increase in usage each month but System usage is not meeting the Hoopla cost projections at this time. This will be reviewed quarterly by LDAC.

Summer Reading Program communication pilot proposal: Jen Schmidt reported that the president of Shoutbomb had discussed a program using Shoutbomb to broadcast messages to promote Summer Reading. Jen asked for volunteers for this free trial. There were four libraries that indicated interest. Jen will follow up.

Proposed Quarterly process for showing replacement fines collected at non-owning libraries. Steve created a report that could be provided quarterly to libraries to pay replacement fines to non-owning libraries. Discussion moved to the possibility of an annual report with payments running through MCFLS. It was recommended that Steve check with auditors and return with proof of concept in the future.

System Feedback on OverDrive Instant Digital Card Proposal. Judy Pinger again asked for feedback on this for WPLC. There was not much interest in this by Directors as MCFLS already supplies a temporary Digital Card through CountyCat. As MCFLS Director's did not want to be a barrier for this service for other systems in the state, it was decided to opt in for 30 Day availability but MCFLS libraries will not promote it.

Interest in NewsBank proposal for Milwaukee Journal Sentinel Subscription. Steve reported that NewsBank had presented a proposal for suburban access only. As Milwaukee Public Library may be interested, he will contact NewsBank and return with more information in February.

MCFLS Staff and Library Visits Visiting member libraries is a 2019 MCFLS Staff goal. Jen will be contacting director's to set up these meetings. MCFLS staff will be discussing what MCFLS can do to better serve individual libraries at these visits.

Additional Business

Library Legislative Day: Steve reminded Directors that Library Legislative Day is February 12. Directors can register on the WLA website.

Kanopy: Steve reported there have been some email requests from patrons to provide this streaming video service. Franklin, MPL and Whitefish Bay have received requests. MPL reported they had subscribed to a similar product in the past and did not get much usage. There was no interest to pursue this product at this time.

Transparent Languages Database: Steve reported that access to this will be available 2.1.19. Patrons will have remote access, using Library Card barcode and Pin. As a reminder, MCFLS is paying for 2019 access.

Discussion on Sharing Patron Information on the Phone: Brian Williams-Van Klooster (Greendale) asked what type of Identification was requested by libraries when sharing information over the phone. Libraries present agreed that patron card number, phone, email and birthday are used to identify patron over the phone.

PLSR Discussion: Rachel Collins (Shorewood) asked if other directors were presenting a PLSR Summary to their Library Boards. There was discussion about using the summary that Steve Hesel created several months ago.

M.C.F.L.S.
Financial Report
For the Twelve Months Ending December 31, 2018

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1		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
2						
3	<u>General Revenues</u>					
4	State Aid Revenue	\$ 2,766,162	\$ 2,766,162	(100.00)	\$ -	0.00
5	Milwaukee County Allocation	\$ 66,650	\$ 66,650	(100.00)	\$ -	0.00
6	West Milwaukee Contract -Other	\$ 48,160	\$ 48,160	(100.00)	\$ -	0.00
7	Interest on Invested Funds	\$ 2,000	\$ 3,033	(151.65)	\$ (1,033)	51.65
8	Member Forms/Supplies Revenue	\$ 25,000	\$ 19,677	(78.71)	\$ 5,323	(21.29)
9	Member Postage Revenue	\$ 25,000	\$ 22,388	(89.55)	\$ 2,612	(10.45)
10	Member OCLC Revenue	\$ 113,232	\$ 113,233	(100.00)	\$ (1)	0.00
11	Member Telecomm. Revenue	\$ 9,000	\$ 9,000	(100.00)	\$ -	0.00
12	Member III Softwre Maint-Basic	\$ 198,088	\$ 198,088	(100.00)	\$ -	0.00
13	Member III Softwre Maint-Other	\$ 43,050	\$ 43,050	(100.00)	\$ -	0.00
14	Member Tech. Assist.-Time Rev.	\$ 15,000	\$ 15,080	(100.53)	\$ (80)	0.53
15	Member Special Projects Revenu	\$ 80,000	\$ 90,546	(113.18)	\$ (10,546)	13.18
16	Member Cataloging Contract Rev	\$ 149,006	\$ 149,006	(100.00)	\$ -	0.00
17	Member Database Revenue	\$ 77,132	\$ 77,503	(100.48)	\$ (371)	0.48
18	Member Catalog Enhancement Rev	\$ 24,160	\$ 24,160	(100.00)	\$ -	0.00
19	Member Ecommerce Transaction	\$ 9,000	\$ 6,390	(71.00)	\$ 2,610	(29.00)
20	TNS Calls/Notices Revenue	\$ 5,600	\$ 3,487	(62.27)	\$ 2,113	(37.73)
21	Carryover Revenue	\$ 68,403	\$ 68,403	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 28,082	\$ 27,503	(97.94)	\$ 579	(2.06)
23	Member Digital Content Rev	\$ 194,179	\$ 194,180	(100.00)	\$ (1)	0.00
24	Member MKE Mixers Rev	\$ 1,400	\$ 1,400	(100.00)	\$ -	0.00
25	<u>Total General Revenues</u>	\$ 3,948,304	\$ 3,947,099	(99.97)	\$ 1,205	(0.03)
26						
27	<u>Special Revenues</u>					
28	W. Milwaukee Borrowing Revene	\$ 52,437	\$ 52,437	(100.00)	\$ -	0.00
29	Ecommerce Revenue	\$ 200,000	\$ 177,861	(88.93)	\$ 22,139	(11.07)
30	<u>Total Special Revenues</u>	\$ 252,437	\$ 230,298	(91.23)	\$ 22,139	(8.77)
31						
32	<u>Total Revenues</u>	\$ 4,200,741	\$ 4,177,397	(99.44)	\$ 23,344	(0.56)
33						
34		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
35						
36	<u>General Expenditures</u>					
37	Fringe Benefits Expense	\$ 161,845	\$ 160,604	99.23	\$ 1,241	0.77
38	Salaries Expense	\$ 340,208	\$ 340,630	100.12	\$ (422)	(0.12)
39	Telephone Renewal Expense	\$ 1,600	\$ 1,090	68.13	\$ 510	31.88
40	Member Ecommerce Transaction E	\$ 9,000	\$ 7,418	82.42	\$ 1,582	17.58
41	TNS Calls/Notices Expense	\$ 5,600	\$ 2,412	43.07	\$ 3,188	56.93
42	Mileage/Auto Maint Expense	\$ 700	\$ 306	43.71	\$ 394	56.29
43	Conference/Training Expense	\$ 8,000	\$ 3,650	45.63	\$ 4,350	54.38
44	Memberships Expense	\$ 8,000	\$ 3,566	44.58	\$ 4,434	55.43
45	Continuing Education Expense	\$ 8,750	\$ 7,120	81.37	\$ 1,630	18.63
46	Office Supplies Expense	\$ 1,000	\$ 1,022	102.20	\$ (22)	(2.20)
47	Copy Machine Maint. Expense	\$ 1,200	\$ 1,131	94.25	\$ 69	5.75
48	MCFLS Printing Expense	\$ 500	\$ -	0.00	\$ 500	100.00
49	MCFLS Printing for Mem Expense	\$ 5,000	\$ 3,370	67.40	\$ 1,630	32.60
50	MCFLS WI Pub Lib Consortium Ex	\$ 10,616	\$ 10,616	100.00	\$ -	0.00
51	MCFLS Buying Pool	\$ 110,000	\$ 110,000	100.00	\$ -	0.00
52	MCFLS Database Expense	\$ 20,000	\$ 16,053	80.27	\$ 3,947	19.74

M.C.F.L.S.
Financial Report
For the Twelve Months Ending December 31, 2018

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53	Member Database Expense	\$ 80,000	\$ 63,504	79.38	\$ 16,496	20.62
54	MCFLS Catalog Enhancement Expe	\$ 72,000	\$ 70,059	97.30	\$ 1,941	2.70
55	Member Catalog Enhancement Exp	\$ 24,160	\$ 24,160	100.00	\$ -	0.00
56	MCFLS Postage Expense	\$ 600	\$ 564	94.00	\$ 36	6.00
57	Member Postage Expense	\$ 25,000	\$ 16,900	67.60	\$ 8,100	32.40
58	Member Forms/Supplies Expense	\$ 25,000	\$ 12,956	51.82	\$ 12,044	48.18
59	Telephone Expense	\$ 5,000	\$ 4,246	84.92	\$ 754	15.08
60	Meetings Expense	\$ 500	\$ 216	43.20	\$ 284	56.80
61	Insurance Expense	\$ 11,257	\$ 11,257	100.00	\$ -	0.00
62	Legal Expense	\$ 500	\$ -	0.00	\$ 500	100.00
63	Audit Expense	\$ 12,000	\$ 12,000	100.00	\$ -	0.00
64	Payroll Service Expense	\$ 4,000	\$ 4,121	103.03	\$ (121)	(3.03)
65	Server Hardware Maint Exp	\$ 3,250	\$ 3,250	100.00	\$ -	0.00
66	III Software Support Expense	\$ 241,138	\$ 240,022	99.54	\$ 1,116	0.46
67	Member Telecomm. Expense	\$ 16,800	\$ 16,800	100.00	\$ -	0.00
68	MCFLS Telecomm. Maint. Expense	\$ 10,000	\$ 1,490	14.90	\$ 8,510	85.10
69	OCLC Expense	\$ 125,461	\$ 125,461	100.00	\$ -	0.00
70	MCFLS Computer Room Equipment	\$ 5,000	\$ 5,431	108.62	\$ (431)	(8.62)
71	MCFLS Equipment Expense	\$ 15,650	\$ 13,142	83.97	\$ 2,508	16.03
72	Member Special Projects Expens	\$ 80,000	\$ 96,952	121.19	\$ (16,952)	(21.19)
73	Sorting and Delivery Expense	\$ 291,700	\$ 283,677	97.25	\$ 8,023	2.75
74	South Central Delivery Expense	\$ 21,250	\$ 21,250	100.00	\$ -	0.00
75	Auto Payment/Maintenance Exp.	\$ 1,000	\$ 190	19.00	\$ 810	81.00
76	MPL Resource Contract Expense	\$ 179,801	\$ 179,801	100.00	\$ -	0.00
77	MPL Rent Lease Contract Exp.	\$ 128,530	\$ 128,530	100.00	\$ -	0.00
78	ILS Expense	\$ 36,450	\$ 36,450	100.00	\$ -	0.00
79	MCFLS Catalog Cont Exp to MPL	\$ 276,676	\$ 276,617	99.98	\$ 59	0.02
80	Member Catalog Contract Exp.	\$ 149,006	\$ 149,006	100.00	\$ -	0.00
81	MCFLS Collection Dev Tool Exp	\$ 28,000	\$ 28,000	100.00	\$ -	0.00
82	Internet Expense	\$ 20,500	\$ 20,167	98.38	\$ 333	1.62
83	Contingency Expense	\$ 81,671	\$ 7,730	9.46	\$ 73,941	90.54
84	Member Digital Content Exp	\$ 194,179	\$ 194,179	100.00	\$ -	0.00
85	Marketing	\$ 10,000	\$ 587	5.87	\$ 9,413	94.13
86	Member MKE Mixer Exp	\$ 1,400	\$ 1,118	79.86	\$ 282	20.14
87	Total General Expenditures	\$ 2,869,498	\$ 2,718,821	94.75	\$ 150,677	5.25
88						
89	Special Expenditures					
90	W. Milwaukee Borrowing Expense	\$ 52,439	\$ 52,439	100.00	\$ -	0.00
91	RB - MCFLS Payment Expense	\$ 1,078,804	\$ 1,060,565	98.31	\$ 18,239	1.69
92	Ecommerce Expense	\$ 200,000	\$ 177,861	88.93	\$ 22,139	11.07
93	Total Special Expenditures	\$ 1,331,243	\$ 1,290,865	96.97	\$ 40,378	3.03
94						
95	Total Expenditures	\$ 4,200,741	\$ 4,009,686	95.45	\$ 191,055	4.55
96						
97	Revenues/Expenditures +/-		\$ 167,711			

1		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
2						
3	<u>General Revenues</u>					
4	State Aid Revenue	\$ 2,855,317	\$ 2,141,488	(75.00)	\$ 713,829	(25.00)
5	Milwaukee County Allocation	\$ 66,650	\$ 33,325	(50.00)	\$ 33,325	(50.00)
6	West Milwaukee Contract -Other	\$ 49,877	\$ -	0.00	\$ 49,877	(100.00)
7	Interest on Invested Funds	\$ 2,000	\$ -	0.00	\$ 2,000	(100.00)
8	Member Forms/Supplies Revenue	\$ 25,000	\$ 2,808	(11.23)	\$ 22,192	(88.77)
9	Member Postage Revenue	\$ 25,000	\$ 1,081	(4.32)	\$ 23,919	(95.68)
10	Member OCLC Revenue	\$ 116,297	\$ -	0.00	\$ 116,297	(100.00)
11	Member Telecomm. Revenue	\$ 16,800	\$ -	0.00	\$ 16,800	(100.00)
12	Member III Softwre Maint-Basic	\$ 200,838	\$ -	0.00	\$ 200,838	(100.00)
13	Member III Softwre Maint-Other	\$ 45,473	\$ -	0.00	\$ 45,473	(100.00)
14	Member Tech. Assist.-Time Rev.	\$ 15,000	\$ 368	(2.45)	\$ 14,632	(97.55)
15	Member Special Projects Revenu	\$ 80,000	\$ 35	(0.04)	\$ 79,965	(99.96)
16	Member Cataloging Contract Rev	\$ 149,846	\$ -	0.00	\$ 149,846	(100.00)
17	Member Database Revenue	\$ 72,336	\$ -	0.00	\$ 72,336	(100.00)
18	Member Catalog Enhancement Rev	\$ 25,627	\$ -	0.00	\$ 25,627	(100.00)
19	Member Ecommerce Transaction	\$ 9,000	\$ 869	(9.66)	\$ 8,131	(90.34)
20	TNS Calls/Notices Revenue	\$ 3,000	\$ 132	(4.40)	\$ 2,868	(95.60)
21	Carryover Revenue	\$ 35,000	\$ -	0.00	\$ 35,000	(100.00)
22	Staff Benefits/Co-Pay Revenue	\$ 35,804	\$ 2,800	(7.82)	\$ 33,004	(92.18)
23	Member Digital Content Rev	\$ 216,732	\$ -	0.00	\$ 216,732	(100.00)
24	Member PC Mngmt License Rev	\$ 2,545	\$ 234	(9.19)	\$ 2,311	(90.81)
25	Member MKE Mixers Rev	\$ 1,400	\$ -	0.00	\$ 1,400	(100.00)
26	<u>Total General Revenues</u>	\$ 4,049,542	\$ 2,183,140	(53.91)	\$ 1,866,402	(46.09)
27						
28	<u>Special Revenues</u>					
29	W. Milwaukee Borrowing Revene	\$ 52,916	\$ -	0.00	\$ 52,916	(100.00)
30	Ecommerce Revenue	\$ 200,000	\$ 40,815	(20.41)	\$ 159,185	(79.59)
31	<u>Total Special Revenues</u>	\$ 252,916	\$ 40,815	(16.14)	\$ 212,101	(83.86)
32						
33	<u>Total Revenues</u>	\$ 4,302,458	\$ 2,223,955	(51.69)	\$ 2,078,503	(48.31)
34						
35		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
36						
37	<u>General Expenditures</u>					
38	Fringe Benefits Expense	\$ 179,610	\$ 19,041	10.60	\$ 160,569	89.40
39	Salaries Expense	\$ 374,158	\$ 28,499	7.62	\$ 345,659	92.38
40	Telephone Renewal Expense	\$ 1,000	\$ -	0.00	\$ 1,000	100.00
41	Member Ecommerce Transaction E	\$ 9,000	\$ 610	6.78	\$ 8,390	93.22
42	TNS Calls/Notices Expense	\$ 3,000	\$ -	0.00	\$ 3,000	100.00
43	Mileage/Auto Maint Expense	\$ 700	\$ (33)	(4.71)	\$ 733	104.71
44	Conference/Training Expense	\$ 8,000	\$ 700	8.75	\$ 7,300	91.25
45	Memberships Expense	\$ 6,000	\$ 3,450	57.50	\$ 2,550	42.50
46	Continuing Education Expense	\$ 8,750	\$ -	0.00	\$ 8,750	100.00
47	Office Supplies Expense	\$ 1,000	\$ -	0.00	\$ 1,000	100.00
48	Copy Machine Maint. Expense	\$ 1,200	\$ -	0.00	\$ 1,200	100.00
49	MCFLS Printing Expense	\$ 500	\$ -	0.00	\$ 500	100.00
50	MCFLS Printing for Mem Expense	\$ 5,000	\$ 294	5.88	\$ 4,706	94.12
51	MCFLS WI Pub Lib Consortium Ex	\$ 5,605	\$ -	0.00	\$ 5,605	100.00
52	MCFLS Buying Pool	\$ 110,000	\$ -	0.00	\$ 110,000	100.00

M.C.F.L.S.
Financial Report
For the One Month Ending January 31, 2019

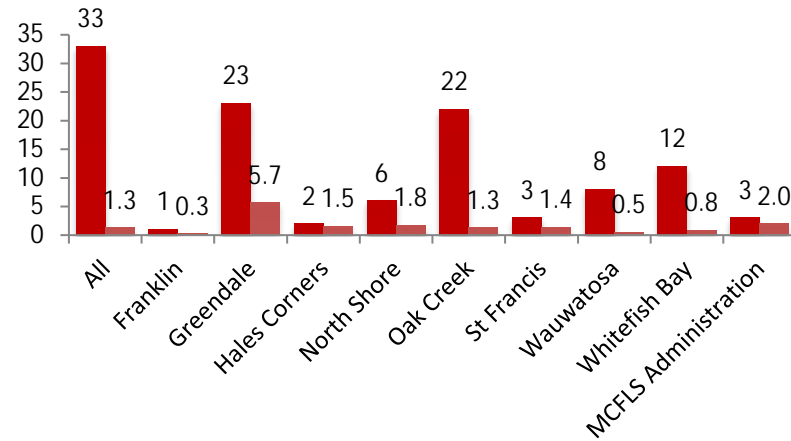
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53	MCFLS Database Expense	\$ 20,700	\$ 6,750	32.61	\$ 13,950	67.39
54	Member Database Expense	\$ 72,336	\$ 18,877	26.10	\$ 53,459	73.90
55	MCFLS Catalog Enhancement Expe	\$ 65,674	\$ 42,224	64.29	\$ 23,450	35.71
56	Member Catalog Enhancement Exp	\$ 25,627	\$ 25,627	100.00	\$ -	0.00
57	MCFLS Postage Expense	\$ 600	\$ -	0.00	\$ 600	100.00
58	Member Postage Expense	\$ 25,000	\$ 5,000	20.00	\$ 20,000	80.00
59	Member Forms/Supplies Expense	\$ 25,000	\$ -	0.00	\$ 25,000	100.00
60	Telephone Expense	\$ 5,000	\$ (500)	(10.00)	\$ 5,500	110.00
61	Meetings Expense	\$ 500	\$ 25	5.00	\$ 475	95.00
62	Insurance Expense	\$ 11,500	\$ 8,173	71.07	\$ 3,327	28.93
63	Legal Expense	\$ 500	\$ -	0.00	\$ 500	100.00
64	Audit Expense	\$ 12,250	\$ -	0.00	\$ 12,250	100.00
65	Payroll Service Expense	\$ 4,200	\$ 316	7.52	\$ 3,884	92.48
66	III Software Support Expense	\$ 246,311	\$ -	0.00	\$ 246,311	100.00
67	III TNS Subscr Exp	\$ 12,224	\$ -	0.00	\$ 12,224	100.00
68	Member Telecomm. Expense	\$ 16,800	\$ -	0.00	\$ 16,800	100.00
69	MCFLS Telecomm. Maint. Expense	\$ 10,000	\$ -	0.00	\$ 10,000	100.00
70	OCLC Expense	\$ 130,165	\$ 50,000	38.41	\$ 80,165	61.59
71	MCFLS Computer Room Equipment	\$ 5,000	\$ -	0.00	\$ 5,000	100.00
72	MCFLS Software Expense	\$ 2,500	\$ -	0.00	\$ 2,500	100.00
73	MCFLS Equipment Expense	\$ 12,000	\$ -	0.00	\$ 12,000	100.00
74	Member Special Projects Expens	\$ 80,000	\$ 8	0.01	\$ 79,992	99.99
75	Sorting and Delivery Expense	\$ 291,700	\$ 2,184	0.75	\$ 289,516	99.25
76	South Central Delivery Expense	\$ 21,697	\$ -	0.00	\$ 21,697	100.00
77	Auto Payment/Maintenance Exp.	\$ 1,000	\$ 33	3.30	\$ 967	96.70
78	MPL Resource Contract Expense	\$ 185,596	\$ -	0.00	\$ 185,596	100.00
79	MPL Rent Lease Contract Exp.	\$ 129,815	\$ -	0.00	\$ 129,815	100.00
80	ILS Expense	\$ 37,000	\$ -	0.00	\$ 37,000	100.00
81	MCFLS Catalog Cont Exp to MPL	\$ 285,532	\$ -	0.00	\$ 285,532	100.00
82	Member Catalog Contract Exp.	\$ 149,846	\$ -	0.00	\$ 149,846	100.00
83	MCFLS Collection Dev Tool Exp	\$ 28,000	\$ -	0.00	\$ 28,000	100.00
84	Internet Expense	\$ 20,500	\$ (1,168)	(5.70)	\$ 21,668	105.70
85	Contingency Expense	\$ 29,029	\$ (10)	(0.03)	\$ 29,039	100.03
86	Member Digital Content Exp	\$ 216,732	\$ -	0.00	\$ 216,732	100.00
87	Marketing	\$ 10,000	\$ -	0.00	\$ 10,000	100.00
88	MCFLS Strategic Planning Exp	\$ 4,800	\$ -	0.00	\$ 4,800	100.00
89	Cooperative Purchasing Sub Exp	\$ 3,000	\$ -	0.00	\$ 3,000	100.00
90	Member PC Mngmt License Ex	\$ 1,875	\$ -	0.00	\$ 1,875	100.00
91	Member MKE Mixer Exp	\$ 1,400	\$ -	0.00	\$ 1,400	100.00
92	Total General Expenditures	\$ 2,914,932	\$ 210,100	7.21	\$ 2,704,832	92.79
93						
94	Special Expenditures					
95	W. Milwaukee Borrowing Expense	\$ 52,916	\$ -	0.00	\$ 52,916	100.00
96	RB - MCFLS Payment Expense	\$ 1,034,610	\$ -	0.00	\$ 1,034,610	100.00
97	Ecommerce Expense	\$ 200,000	\$ 42,703	21.35	\$ 157,297	78.65
98	Sierra Server Implementation	\$ 100,000	\$ -	0.00	\$ 100,000	100.00
99	Total Special Expenditures	\$ 1,387,526	\$ 42,703	3.08	\$ 1,344,823	96.92
100						
101	Total Expenditures	\$ 4,302,458	\$ 252,803	5.88	\$ 4,049,655	94.12
102						
103	Revenues/Expenditures +/-		\$ 1,971,152			



2018 Resource Library Dashboard

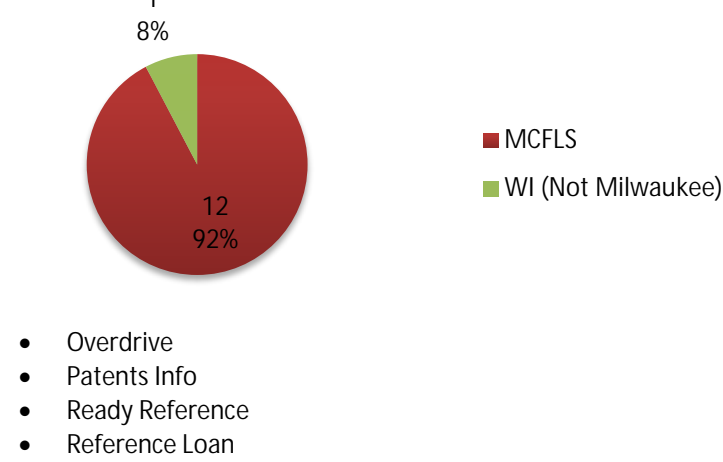
Training and Consulting Services
to Milwaukee County Federated Library System
(MCFLS) Members



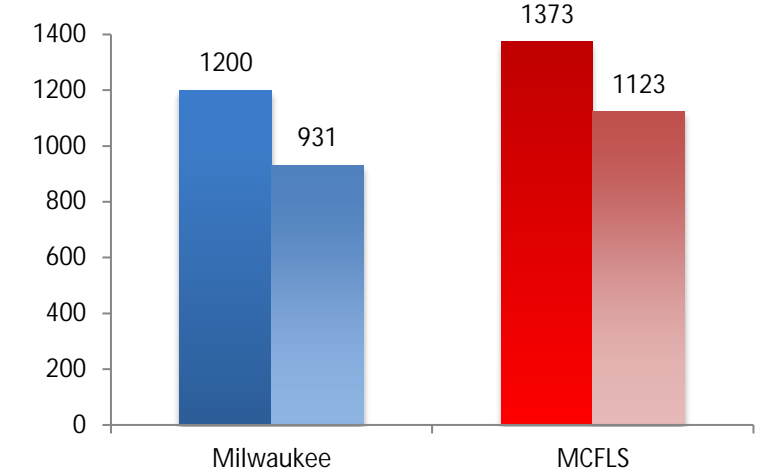
■ 113 Attendees Total ■ 16.4 Hours Total

- Building Projects: Architect references check; Condominium and leasing arrangements
- Collections: Bed Bug Training; Rarities; World Languages
- Other Library Operations: Circulation consultation; Performance management; Tour of Central and cataloging training
- Other Technology-Related Services: MPL Collection HQ; General questions and RFP for public computer management software; Public print station payment kiosks; Sierra fund discrepancies and historic order records
- Service Initiatives: Customer service, fines/fees/payment plans; Fines guideline waivers; MCFLS members following MPL lead
- Training & Consulting: MCFLS Administration Consult
- Security: Active shooter training; Banning guidelines and rules of conduct

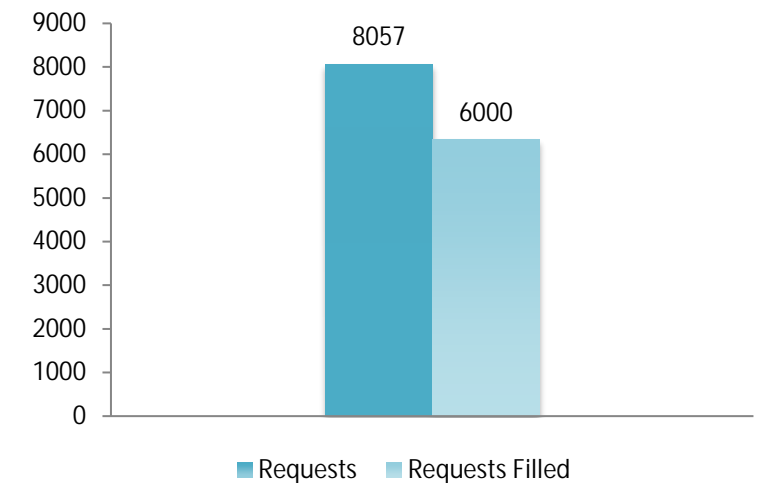
Backup Reference Support
3 Hours Total; 13 Transactions

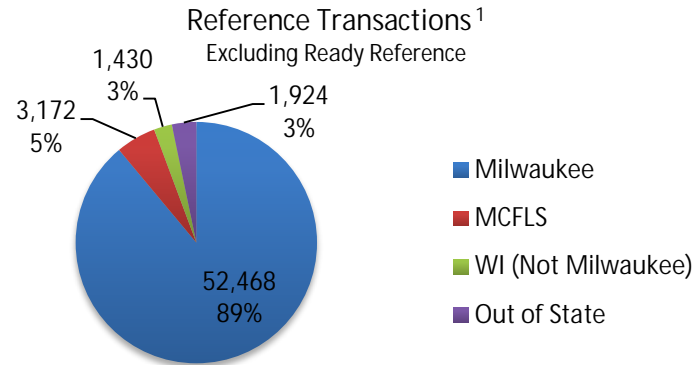
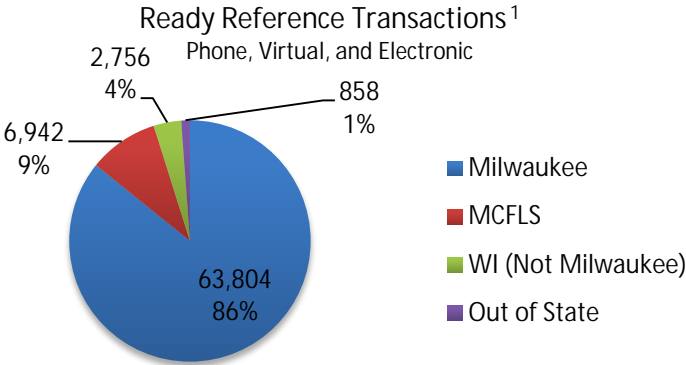


Interlibrary Loan
Requests and Requests Filled

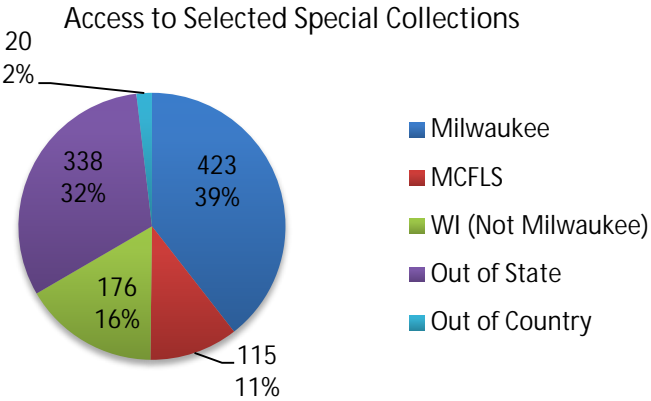
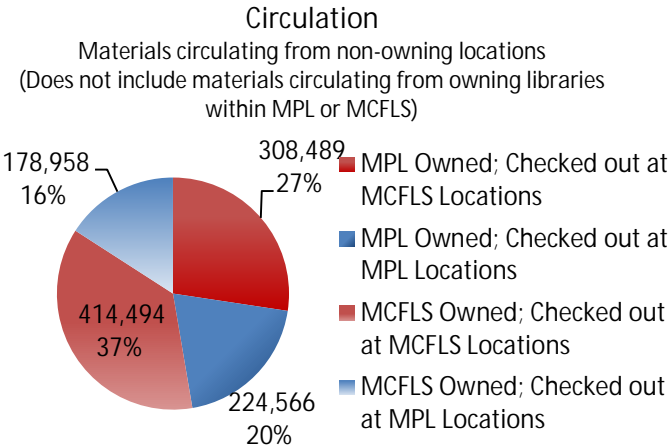
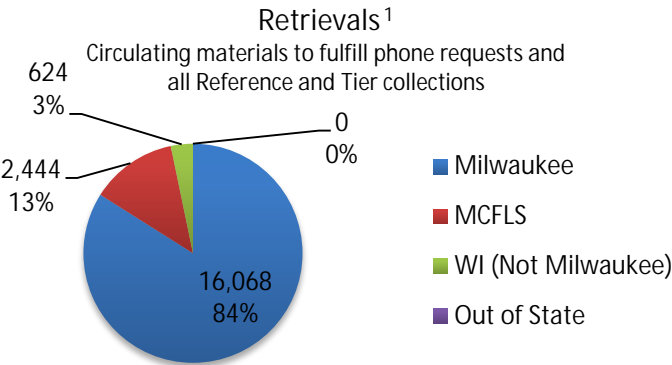
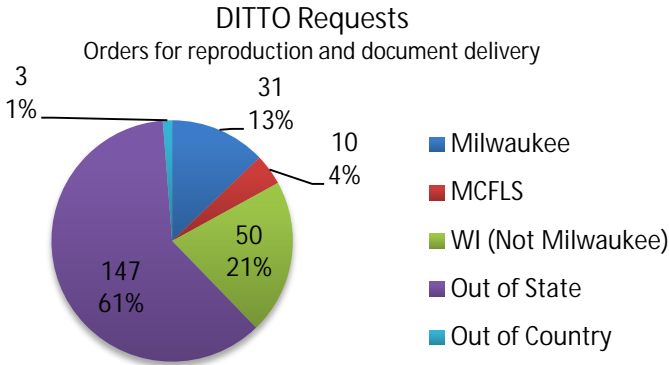


Interlibrary Loan - State Contract





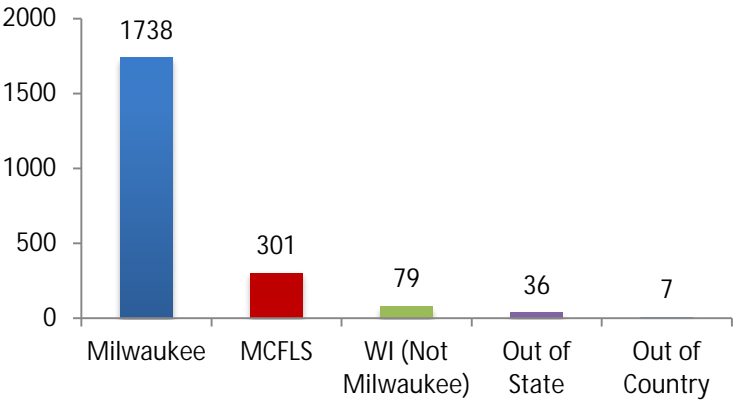
¹ One week surveys conducted in April and October



- Architectural Archives
- Arts, Music and Recreation Special Collections
- City Archives
- Great Lakes Marine
- Historic Performing Arts
- Historic Photographs
- Humanities Special Collections
- Local History Manuscripts
- Milwaukee Road
- Poster
- Rarities
- Trostel Collection

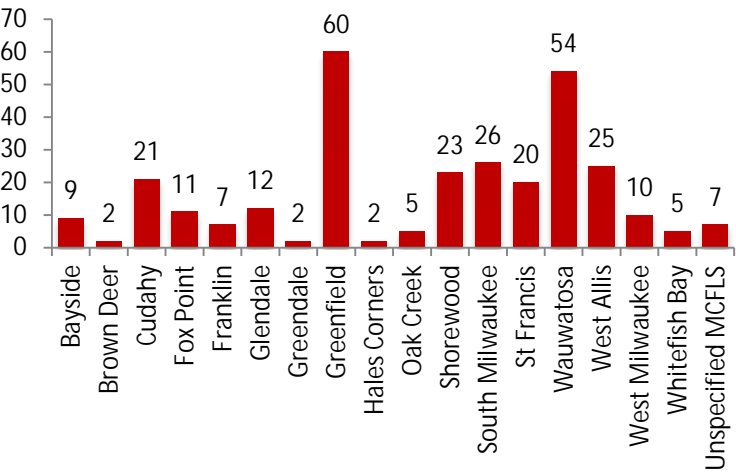
Public Programs and Outreach Events

Participants by Residency Type,
Excluding Summer Reading Program Readers;
81 Programs/Events; 107 Hours Total



Public Programs and Outreach Events

301 MCFLS Participants by City,
Excluding Summer Reading Program Readers

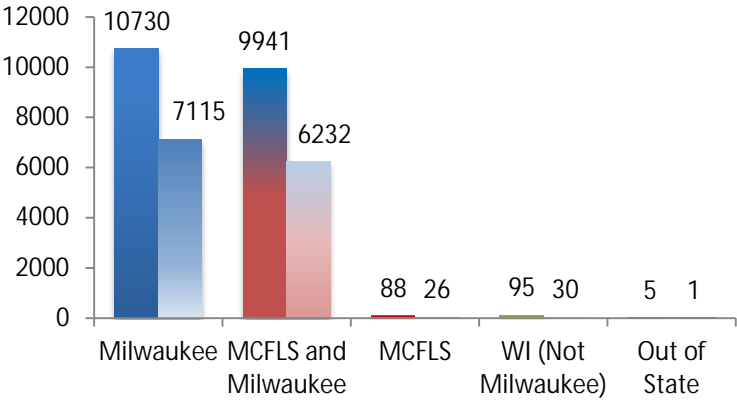


Public Program and Outreach Event Examples

- Administration: Judy Moody Tea Party with Author Megan McDonald; LunaBellas Hmong Cultural Presentation; Meet the Author- John Gurda; National LGBTQ History Month with Historian Dick Wagner
- Archives & Special Collections: Polish Delegation / Jones Island Program; Treasures of the Great Lakes
- Arts & Media: Rare Books Lecture
- Bay View: Amani's World; Bay View Book Club; Beaks and Talons; Build with Lego Bricks; Buzz About Bees; Camp Hogwarts; Family Book Club: Harry Potter & Sorcerers Stone; Family Book Club: James & Giant Peach; Fun with Bubbles Story Time; Kidsplay; Make Your Own Gingerbread House
- Business, Technology, Science, Periodicals: BID/NID Fair; Book a Business Librarian ; Bring Your Own Devices; BusinessNow Entrepreneurship Event; Get Your Free Credit Report Now; Intellectual Property and Local Inventor Resources Program; Job Expo; Latino Inventors; ManPower: Ready, Set, Work! Event; Patent Searching 101; Preschool Story Time Financial Literacy; SBR 101 in Spanish at Hispanic Chamber of Commerce; SCORE Monthly Meeting; SDC Poverty Matters Summit; Small Business Resources 101; Social Media Advertising for Your Business; Southern Cuisine's Unsung Heroes; You Can Stop Debt Collector Harassment
- East: Library Out Loud; Pajama Storytime; Playgroup with Stories; Summer Reading Program
- Humanities: Groppi, Phillips - Public Conference; House History; Researching Your Family Tree
- MPL Express: Wonderfully Wild Wednesday
- Tippecanoe: Book By Book; Hamilton: The Festival; Rain Barrel; Seed Libraries and Seed Saving 101 ; Summer Reading Program: Mad Science
- Zablocki: Sounds Like Science; Summer Reading Programs: Korean Drumming, Roll and Rock with Kidz Play; Tom Burgermeister: The Magic Word

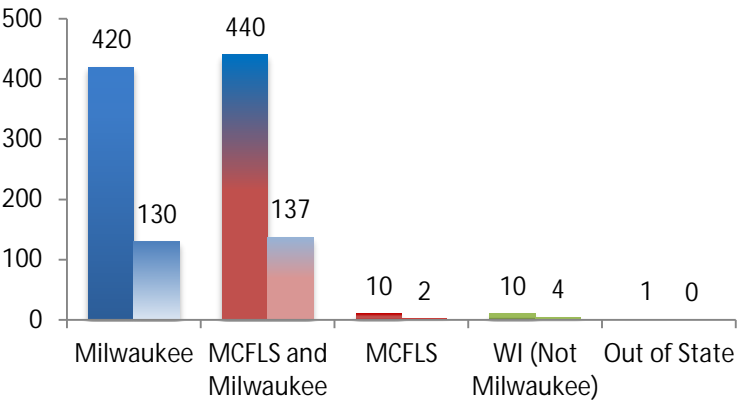
Summer Reading Program - Children

Total Readers and Readers Completed Program
Participants, ages 12 and under, by ZIP code
(Includes outreach groups)

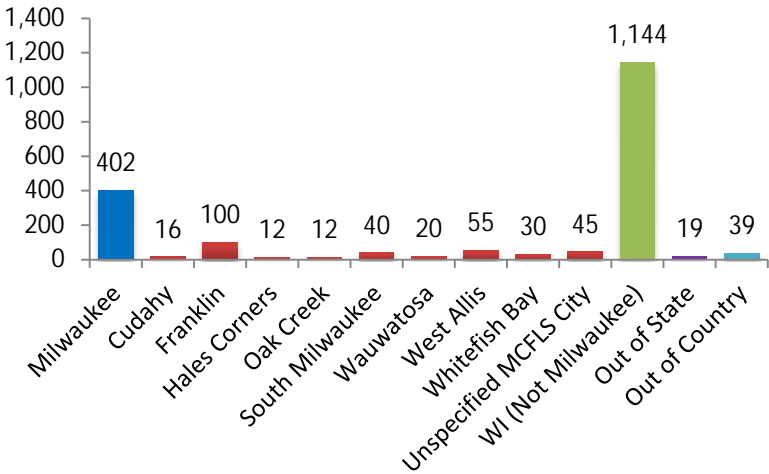


Summer Reading Program - Teens

Total Readers and Readers Completed Program
Participants, ages 13-18, by ZIP code
(No outreach groups)



Tours of MPL - Attendees
90 Tours; 111 Hours Total



- Tours: Central Library general and architectural building; Green Roof; Rare Books Room: examination of selected Audubon prints and rarities; Historic overview of Central Library for walking tour group; Homecoming, family, engagement, senior and Quinceanera photo sessions and dance video in Central Library rotunda; Renovated branch libraries: East, Mitchell Street, Tippecanoe
- Presented to: General public; Goodwill Leadership Team; International Institute of Wisconsin; Public Ally interns and docents; Jane's Walk; Polish Delegation; Marquette University Arts Honor students; Racine Public Library staff; Waukesha Public Director and staff

MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM***BOARD OF TRUSTEES***

Updated December 27, 2018

Name and Term Expiration	Residence and Business address	Phone and email
President Paul Ziehler December 2020 Citizen Member	8103 W. Raymond Lane West Allis, WI 53219	414-543-2072 paulziehler@gmail.com
Vice President Paula Penebaker February 2020 Citizen Member	2114 N. 58 th St. Milwaukee, WI 53208 *YWCA Southeast Wisconsin 1915 N. Dr. Martin Luther King Dr., Milwaukee, WI 53212	414-745-4762 (cell) 414-267-3120 (office) ppenebaker@ywcasew.org
Treasurer Alderman Nik Kovac December 2020 Resource Library Member	2961 N. Bremen St. Milwaukee, WI 53212 *City Hall 200 E. Wells St., Room 205 Milwaukee, WI 53202	414-801-2110 nkovac@milwaukee.gov
Kurt F. Glaisner December 2020 Member Library Board	945 W. Calumet Rd. River Hills, WI 53217	414-352-8414 414-731-1716 Kfg101@gmail.com
Elizabeth Suelzer September 2021 Member Library Board	2144 S. 76 th St. West Allis, WI 53219	414-403-0110 esuelzer@gmail.com
Vacant County Board Member	*Milwaukee Co. Bd. Of Supervisors Courthouse, Room 201 901 N. Ninth St. Milwaukee, WI 53233	
Vacant Citizen Member		
Steve Heser director and secretary to the board	*709 N. Eighth St. Milwaukee, WI 53233	414-286-8149 steve.heser@mcfls.org
Judy Kaniasty, Business manager/Personnel Asst.	709 N. Eighth St. Milwaukee, WI 53233	414-286-5148 judy.kaniasty@mcfls.org

*Preferred mailing address for board business



Wisconsin Department of Public Instruction
**2017 PUBLIC LIBRARY SYSTEM
ANNUAL REPORT**
PI-2404-A (Rev. 1-19)

Required by § 43.05(4) and 43.58(6) Wis. Stats.

INSTRUCTIONS: Complete and return the original board-approved, signed annual report as a PDF to LibraryReport@dpi.wi.gov or mail the original and one copy by **MARCH 1, 2019**, to:

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: MARIA INGRAHAM
DIVISION FOR LIBRARIES AND TECHNOLOGY
P.O. BOX 7841
MADISON, WI 53707-7841

I. GENERAL INFORMATION					
1. System Name Milwaukee County Federated Library System		2. System Director Name Steve Heser		3. Certification Grade Gr 1	4. Date Certification Expires 2023-02-28
5. Street Address 709 N. 8th St.			6. Phone Area/No. (414) 286-8149		7. Fax Number Area/No. (414) 286-3209
8. Mailing Address PO Box		9. System Website URL www.mcfls.org		10. Director System Email Address steve.heser@mcfls.org	
11. City / Village / Town Milwaukee			12. County Milwaukee		13. ZIP Code 53233-2414
14. Number of Public Libraries Participating in the System 15		15. Does System Operate a Books-By Mail Program No		16. Number of Book-mobiles Owned 0	17. Estimated System Area Public Library Registered Borrowers 607,341
18. DUNS Number <i>Nine digits</i> 186931192					
II. SYSTEM COLLECTION					
	No. Owned / Leased	Number Added		No. Owned / Leased	No. Owned / Leased
1. Books in Print	0	0	4. Electronic Collections <i>Number available to members</i>	0	7. Licensed Electronic Video Materials <i>Units (copies) available to members</i>
2. Audio Materials	0	0	5. Licensed E-books <i>Units (copies) available to members</i>	0	8. Subscriptions <i>Exclude those in electronic format</i>
3. Video Materials	0	0	6. Licensed Electronic Audio Materials <i>Units (copies) available to members</i>	0	
III. SYSTEM SERVICES					
Circulation Transactions <i>Circulation includes items checked out by the system directly to the users. Count one for each item loaned directly to users from the system or any program administered by the system; e.g., bookmobiles, books-by-mail, etc. Do not count direct circulation from the system resource library or system member libraries.</i>			1. Total Circulation 0		2. Interlibrary Loans <i>System interlibrary loan transactions</i>
					a. Items Loaned 0
3. System Electronic Resources Use <i>Number of uses of system licensed electronic resources</i>					
a. E-book <i>NetLibrary/OverDrive</i> 0		b. E-audio 0		c. E-video 0	
d. Electronic Collection Retrievals					

IV. SYSTEM BOARD AND ORGANIZATION

List the members of the system board as of the date of this report. List the president first. Indicate vacancies. Report changes to the Division for Libraries and Technology as they occur. When reporting changes, indicate departing board members.

First Name	Last Name	Street Address	City	ZIP+4	Email Address
1. President Paul	Ziehler	8103 W. Raymond Ln.	West Allis	53219	paulziehler@gmail.com
2. Kurt	Glaisner	945 W. Calumet Rd.	River Hills	53217	Kfg101@gmail.com
3. Elizabeth	Suelzer	2144 S. 76th St.	West Allis	53219	esuelzer@gmail.com
4. Paula	Penebaker	2114 N. 58th St.	Milwaukee	53208	ppenebaker@ywcasew.org
5. Nik	Kovac	2961 N. Bremen St	Milwaukee	53212	nkovac@milwaukee.gov
6. vacant	vacant	vacant	vacant	vacant	vacant
7. vacant	vacant	vacant	vacant	vacant	vacant
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					
23.					

V. PUBLIC LIBRARY SYSTEM INCOME

1. County Government

a. System Member County Appropriations Received by Library System				b. Other County Payments Received	
County Name	Amount	County Name	Amount	County Name	Amount
Milwaukee	\$66,650				
Subtotal 1a			\$66,650	Subtotal 1b	

2. State Aid to Public Library Systems

\$2,766,162

3. Other State Funded Programs *List individually. Attach listing if necessary.*

a.	
b.	
c.	
Subtotal 3	

4. Federal Aid *Program name and, if LSTA, project number. List each program individually. Attach listing if necessary.*

a.		f.	
b.		g.	
c.		h.	
d.		i.	
e.		j.	
Subtotal 4			

5. Contract Income from Other Governmental Units, Libraries, Library Agencies, Library Systems, etc. *List names individually. Attach listing if necessary.*

a. Revenue received from member libraries	\$692,018	f.	
b. West Milwaukee	\$100,597	g.	
c. Member database contract	\$271,683	h.	
d.		i.	
e.		j.	
Subtotal 5			\$1,064,298

6. Other Income

Unexpended State Aid from Previous Year(s)	Interest Earned from State Aid Funds Investments	All Other Unexpended Funds from Previous Year(s)	Interest Earned from Other Fund Investments	Gifts and Endowments to the System	All Other Sources	Subtotal 6
\$0	\$3,033	\$68,403	\$0	\$0	\$208,851	\$280,287

7. Total Income *Add 1 through 6*

\$4,177,397

VI. PUBLIC LIBRARY SYSTEM EXPENDITURES*Report system expenditures from all sources.*

	System State Aid**	Other State and Federal Aid*	All Other***	Annual Total
1. Salaries and Wages	\$340,630	\$0	\$0	\$340,630
2. Employee Benefits	\$160,604	\$0	\$0	\$160,604
3. System Collection Expenditures				
a. Printed Material	\$0	\$0	\$0	
b. Electronic Material	\$126,053	\$0	\$0	
c. Audiovisual Material	\$0	\$0	\$0	
d. All Other Material	\$0	\$0	\$0	
Subtotal <i>Collection Expenditures</i>	\$126,053	\$0	\$0	\$126,053
4. System Contract Expenditures <i>Attach a brief description of contracts; i.e., recipient, amount, and purpose.</i>	\$2,176,469	\$0	\$1,164,358	\$3,340,827
5. System Payments to Member Libraries <i>Attach lists of individual payments.</i>	\$0	\$0	\$0	\$0
6. All Other Operating Expenditures	\$33,842	\$0	\$7,730	\$41,572
7. Total Operating Expenditures	\$2,837,598	\$0	\$1,172,088	\$4,009,686
8. System Capital Expenditures	\$0	\$0	\$0	\$0

* Report expenditures from federal grant funds and state funded programs other than state aid to public library systems.

** Report expenditures from 2018 public library system state aid, state aid funds carried forward to 2018, and any interest earned from those funds.

*** Report expenditures from county appropriations, contract income, gifts and endowments, and any carryover from those sources. Also include expenditures from interest earned from those sources.

VII. SYSTEM MEMBER COUNTY APPROPRIATIONS FOR LIBRARY SERVICE

Report the total amount appropriated for public library service for each county in your system. Include all funding, including those paid to a library system or another county's public libraries. Report the amounts for 2018. Attach the page(s) of each county budget that show the amounts below.

County Name	2018 Amount	County Name	2018 Amount	County Name	2018 Amount
1. Milwaukee	\$66,650	5.		8.	
2.		6.		9.	
3.		7.		10.	
4.					

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE

The following statement certifies that your public library system complied with all statutory requirements for public library systems for calendar year 2018. Indicate, with a check, your system's compliance with each of the system requirements.

S.43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section, it shall ensure that all of the following are provided:

Membership Agreements

☒ (a) Written agreements that comply with s. 43.15(4)(c)4. with all member libraries.☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Resource Library Agreement

☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.☒ Signed copies of the 2018 and 2019 resource library agreements have been filed with the division.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Reference Referral and Interlibrary Loan

☒ **S. 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.**

- | | |
|--|---|
| <input type="checkbox"/> Reimbursed member libraries for ILL | <input checked="" type="checkbox"/> Maintained a shared database of member library bibliographic records and holdings |
| <input type="checkbox"/> Maintained ILL Clearinghouse | <input checked="" type="checkbox"/> Utilized WISCAT to promote interlibrary loan |
| <input checked="" type="checkbox"/> Contracted for ILL Clearinghouse | <input type="checkbox"/> Maintained a system interlibrary loan plan |

Inservice Training

☒ **S. 43.24(2)(e) Inservice training for participating public library personnel and trustees.**

Indicate with a check those services carried out by your system in 2018 in conjunction with this service requirement.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Conducted workshops for member library staff and trustees | <input type="checkbox"/> Provided scholarships and grants for member library staffs |
| <input checked="" type="checkbox"/> Maintained a calendar of CE events | <input type="checkbox"/> Maintained a professional collection for system and member library staffs. |

☒ **S. 43.24(2)(h) Professional consultant services to participating public libraries.**

Indicate with a check those services carried out by your system in 2018 in conjunction with this service requirement.

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Public library administration and governance | <input checked="" type="checkbox"/> Technical services | <input checked="" type="checkbox"/> Legal issues |
| <input checked="" type="checkbox"/> Adult services | <input checked="" type="checkbox"/> Interlibrary loan and resource sharing | <input type="checkbox"/> Public relations |
| <input checked="" type="checkbox"/> Youth services | <input checked="" type="checkbox"/> Staff development (certification, CE, etc.) | <input checked="" type="checkbox"/> Reference and information services |
| <input checked="" type="checkbox"/> Library automation | <input checked="" type="checkbox"/> Planning and evaluation, standards | <input checked="" type="checkbox"/> Special needs |
| <input type="checkbox"/> Building and remodeling | <input checked="" type="checkbox"/> Collection development | |

Delivery and Communication

☒ **S. 43.24(2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.**

Indicate with a check those services carried out by your system in 2018 in conjunction with this service requirement.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Had regular courier or van delivery service | <input type="checkbox"/> Used fax for document delivery/communication |
| <input type="checkbox"/> Provided an 800 number, phone credit card, or accepted collect calls | <input type="checkbox"/> Used mail as primary delivery system |
| ILL transactions sent by: | |
| <input type="checkbox"/> Email | <input checked="" type="checkbox"/> OCLC |
| <input checked="" type="checkbox"/> Regional automated system | <input checked="" type="checkbox"/> WISCAT |
| | <input checked="" type="checkbox"/> Published a newsletter |

Service Agreements

☒ **S. 43.24(2)(g) Service agreements with all adjacent library systems.**☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate with a check those services provided for in the adjacent library system agreements for **2018**.

- | | | |
|--|---|---|
| <input type="checkbox"/> Reciprocal borrowing between systems | <input type="checkbox"/> Delivery | <input type="checkbox"/> Audiovisual services |
| <input type="checkbox"/> Cash payments in cross-system lending | <input type="checkbox"/> Newsletter exchange | <input type="checkbox"/> Cooperative purchasing |
| <input checked="" type="checkbox"/> Continuing education | <input checked="" type="checkbox"/> Cooperative planning/information exchange | |

Services to Users with Special Needs

☒ **S. 43.24(2)(k) Promotion and facilitation of library service to users with special needs.**

The division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

Briefly summarize the most significant specific services or initiatives carried out by your system in a special needs area in 2018. Describe the system effort in terms of the way in which the initiative is conducted by the system. Some systems provide direct services, others provide services to support library efforts.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Services to Users with Special Needs (cont'd.)

Identify the agency(ies) with which the system had the most contact in terms of a planning effort or project collaboration, or with which member libraries worked. Indicate system services or types of materials involved with, or purchased for, the project. Were any accessibility issues involved? Identify any significant marketing done by the system to support library efforts in serving special needs populations.

If the system provided any continuing education programs in 2018 on special needs topics, identify the topic(s) and speaker(s)

Other Types of Libraries

- ☒ **S. 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.**
- ☐ An advisory committee or planning group including representatives from other types of libraries met and established objectives relating to this requirement for the plan year.
- ☒ The system has agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate with a check system services provided to other types of libraries in **2018**.

- | | | |
|--|---|---|
| <input type="checkbox"/> Consultation | <input type="checkbox"/> Union list of serials | <input type="checkbox"/> Back-up reference services |
| <input checked="" type="checkbox"/> Continuing education / workshops | <input type="checkbox"/> Directory of libraries | <input type="checkbox"/> Newsletter |
| <input checked="" type="checkbox"/> ILL (Direct) | <input type="checkbox"/> Delivery services | <input type="checkbox"/> Technical services |

Library Technology and Resource Sharing Plan

- ☒ **S. 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.**
- ☒ Member public libraries and other types of libraries in the system area had an opportunity to review and comment on the plan.
- ☒ The public library system's current technology and resource sharing plan has been filed with the Division for Libraries and Technology.

Other Service Programs

- ☐ **S. 43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library board after consultation with participating public libraries.**

List and evaluate each service program carried out under this statute in **2018**. Do not lump miscellaneous activities under a single "other" program.

No

Administration

- ☒ The system did not expend more than 20 percent of the state aid received in **2018** for administration.

IX. COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2018 resource library contract.*

MCFLS worked with adjoining library systems to provide a high-quality continuing education program, bringing in programs that, individually, would be beyond any system's resources. The system also provided financial support for Trustee Training week and the popular Wild Wisconsin Winter Webinar series. MCFLS provides support and benefits from Tech Days programming. System staff and member libraries were also heavily involved in the PLSR process and started the process of collaborating with other systems in cooperative computer purchasing and other projects. Cooperative computer purchasing with our Dell premier accounts will take place in 2019.

Cost Benefit. *For each activity above, list the activity name and estimated cost benefit realized.*

Activity	Amount
1. SEWI systems continuing education	20,000
2. Wild Wisconsin Winter webinar series	3,900
3. Trustee Training Week	1,500
4. Tech Days	2,500
5.	
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	27,900

X. PUBLIC LIBRARY SYSTEM ANNUAL PROGRAM EXPENDITURES—2018**Program Expenditures**Provide a summary of your public library system expenditures by system service program and fund source for **2018**.

Program	System Aid, Carryover, and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference and Interlibrary Loan <i>See note</i>				
1. Technology	635,862	0	835,522	1,471,384
2. Reference	179,801	0		179,801
3. Interlibrary Loan	36,450	0		36,450
4. Electronic Resources	140,081	0	254,271	394,352
Subprogram Total	992,194	0	1,089,793	2,081,987
Continuing Education and Consulting Service <i>See note</i>				
1. Continuing Education	25,067			25,067
2. Consulting Services	60,984			60,984
Subprogram Total	86,051			86,051
Delivery	316,003			316,003
Library Services to Special Users	6,975			6,975
Library Collection Development	0			0
Direct Payment to Members for Nonresident Access	1,060,565		52,439	1,113,004
Direct Nonresident Access Payments Across System Borders				
Library Services to Youth	1,437			1,437
Public Information	21,682			21,682
Administration	346,186			346,186
Other System Programs				
1. Multi-type	6,505			6,505
2. Member Office			29,856	29,856
3.				
4.				
Grand Totals	2,837,598	0	1,172,088	4,009,686
Estimated Expenditures for Technology-Related Services Provided by the System	635,862		835,522	1,471,384

NOTE: Technology, Reference and Interlibrary Loan, and Continuing Education and Consulting Service Program areas may be divided into subprograms at the discretion of the system.

XI. SYSTEM STAFF

1. Personnel Listing

a. Employees Holding the Title of Librarian as of December 31, 2018 *Include vacancies if they will be filled within one year*

First Name	Last Name	Position	MLS (ALA)	Annual Salary	Hrs. Worked per Week
Steven	Heser	Director	<input checked="" type="checkbox"/>	\$98,000	40.00
Jennifer	Schmidt	Library Systems Administrator	<input checked="" type="checkbox"/>	\$76,500	40.00
			<input type="checkbox"/>		
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b. Other Paid Staff *Include plant operation, maintenance, and security.*

Position	Total Annual Wages	Hrs. Worked per Week	Position	Total Annual Wages	Hrs. Worked per Week
Network Administrator	\$101,099	40.00			
Business Manager	\$72,266	40.00			
Administrative Assistant	\$24,333	25.00			

2. System Staff Full-Time Equivalents (FTEs) *Divide the total hours worked per week for each category by 40 to determine full-time equivalents.*

a. Persons Holding the Title of Librarian			b. All Other Paid Staff <i>FTE incl. maintenance, plant operation, and security</i>		c. Total Library Staff Full Time Equivalents <i>Add Subtotal 2a and 2b</i>
i. Master's Degree from an ALA Accredited Program <i>FTE</i>	ii. Other Persons Holding the Title of Librarian <i>FTE</i>	Subtotal			
2.00	0.00	2.00	2.63		4.63

XII. SYSTEM MEMBERSHIP*Attach a listing of all current public library and county members of the system.*

Indicate whether your public library system members have indicated compliance with the following membership requirements. If any of these conditions have not been met, attach a written explanation of the circumstances resulting in noncompliance and a description of actions to be taken to achieve compliance (include timelines). *A check indicates that all members have indicated compliance with the requirement.*

- ☒ The public library members are established under the provisions of Chapter 43 of the Wisconsin Statutes. [s. 43.15(4)(c)1]
- ☒ The public library members are authorized by the municipal governing board to participate in the public library system. [s. 43.15(4)(c)3]
- ☒ The public library members have entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program or from providing remote access to a library's online resources only to residents. [s. 43.15(4)(c)4]
- ☒ The member public library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction and is present in the library for at least 10 hours of each week that the library is open, less leave time. [s. 43.15(4)(c)6 and Administrative Code Rules PI 6.03]
- ☒ All counties participating in the system have entered into written agreements with the system as required under [s. 43.15(4)(b)3]
- ☒ All counties participating in the system have adopted and maintained the plan of library service submitted and approved under s. 43.11(3) and s. 43.13(1). [s. 43.15(4)(b)1]. **On the membership listing to be attached to this report, indicate the year of the last plan revision.**
- ☒ Each public library member, beginning in 2008, annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer. [s. 43.15(4)(c)7]
- ☒ Each public library member, beginning in 2008, annually spends at least \$2,500 on library materials. [s. 43.15(4)(c)8]

XIII. CERTIFICATION OF STATUTORY COMPLIANCE

As of the date of this report, indicate whether the following statutory requirements are being met by the system. If any of these requirements were not met, attach a written explanation of the circumstances resulting in noncompliance and a description of the actions to be taken to achieve compliance (include timelines). Any current written contracts or agreements not previously filed with the division providing evidence of compliance must be enclosed with this report. This report is for compliance as of the date of this report. If compliance is later not maintained in any area reported as being in compliance, notify the Division for Libraries and Technology.

Indicate compliance with the requirements below with a checkmark. Unchecked statutes indicate noncompliance.

- ☒ Library system board is constituted and operated in compliance with s. 43.17(1) and (2) and s. 43.19(1)(a) and (b).
 - ☒ Library system board has appointed a head librarian who is responsible for administration of the public library system. [s. 43.17(4)]
 - ☒ Library system is organized and operated in compliance with Wis. Stat. s. 43.15 Standards for public library systems.
- S. 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section, it shall ensure that all of the following are provided.
- ☒ (a) Written agreements that comply with s. 43.15(4)(c)4. with all member libraries.
 - ☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
 - ☒ (d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.
 - ☒ (e) Inservice training for participating public library personnel and trustees.
 - ☒ (fm) Electronic delivery of information and physical delivery of library materials to participating libraries.
 - ☒ (g) Service agreements with all adjacent library systems.
 - ☒ (h) Professional consultant services to participating public libraries.
 - ☒ (i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.
 - ☒ (k) Promotion and facilitation of library service to users with special needs.
 - ☒ (L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
 - ☒ (m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to the library technology and the sharing of resources. By January 1, 2000, and every 5th January thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
 - ☒ (n) That, if the system reimburses a participating public library for the costs of providing interlibrary borrowing services to an individual who holds a valid borrower's card of another participating public library, the reimbursement shall not exceed the actual costs incurred by the public library in providing such services. The department shall promulgate rules defining "actual costs" for the purposes of this paragraph.

CERTIFICATION

I CERTIFY that to the best of my knowledge the information provided in this annual report and any attachments are true and accurate.

Signature of Public Library System Director ➤	Name of Public Library System Director Steve Heser	Date Signed
Signature of Public Library System Board President ➤	Name of Public Library System Board President Paul Ziehler	Date Signed

	COMMENTS	
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DRAFT

2018 Interlibrary Services Annual Statistics -- Milwaukee

Month	Ref & Loan (contract)		Ref And Loan (suburban)		ALA Forms		OCLC				Monthly Total	
	Requests	Filled	Requests	Filled	Requests	Filled	Requests	Accepted	Filled	IFM Filled	Requests	Filled
January	813	707		405	300	0	0	430	153	145	18	1152
February	660	590		395	245	0	0	264	78	87	9	922
March	734	660		425	320	0	0	417	140	141	11	1121
April	709	623		321	237	0	0	405	127	128	18	988
May	689	632		355	291	0	0	385	132	136	14	1059
June	647	592		279	227	0	0	329	114	108	19	927
July	635	534		318	251	0	0	357	102	94	9	879
August	700	690		366	281	0	0	441	142	146	25	1117
September	589	528		318	232	0	0	233	74	52	5	812
October	629	588		332	235	0	0	446	126	116	20	939
November	603	542		312	236	1	0	342	109	105	7	883
December	649	604		288	178	0	0	266	86	82	9	864
TOTAL	8057	7290		4114	3033	1	0	4315	1383	1340	164	11663

December 2018

December 2018

[illegible]

INTERBRARY SERVICES--MILWAUKEE**INTERLIBRARY REQUESTS FROM MCFLS LIBRARIES**Month/Year December 2018

Municipality	Filled	Year to Date Filled	Cancelled	Total	Year to Date Total
Milwaukee	72	931	21	93	1200
Bayside	2	11	0	2	14
Brown Deer	6	40	0	6	41
Cudahy	1	36	1	2	51
Fox Point	11	67	3	14	92
Franklin	6	72	5	11	104
Glendale	4	64	0	4	76
Greendale	1	39	0	1	44
Greenfield	6	101	6	12	121
Hales Corners	1	41	0	1	45
Oak Creek	11	149	2	13	190
River Hills	0	5	1	1	7
Saint Francis	0	28	0	0	29
Shorewood	7	139	3	10	160
South Milwaukee	2	33	0	2	38
Wauwatosa	3	15	0	3	22
West Allis	17	256	3	20	308
Whitefish Bay	3	27	0	3	31
TOTAL	153	2054	45	198	2573



Wisconsin Library Association 2019-2021 State Budget Priorities

Improving Wisconsin Public Library Services Through a Public Library System Funding Increase

An increased investment in **Public Library System Aid** benefits **all the residents of Wisconsin** by improving the state's 381 public libraries' ability to provide programs and resources tailored to **the needs of their communities**.

State aid to Public Library Systems represents a modest--yet vital--investment that generates key value by expanding access to resources made with local investments. Increased funding of the state's public library systems creates more opportunities for shared efficiencies, helps local libraries innovate, and strengthens libraries' abilities to respond to urgent local needs. An increase in state aid will be targeted to:

Develop Wisconsin's Workforce

Wisconsin's public libraries provide valuable support to residents seeking to improve their skills, change careers, and apply for jobs. Funds allow investments in **online courses**, in-person assistance including **resume building and interview coaching**, **technology training**, and improving **financial literacy**. For many Wisconsin residents the public library is the only gateway to advanced learning at technical colleges and universities leading to higher paying jobs. Libraries also offer key resources for start-up businesses that grow Wisconsin's economy.

Improve Access to Information through Technology

Insufficient technology infrastructure, lack of access and affordability, and slow adoption of innovation place many Wisconsin residents at a disadvantage. Children are particularly at risk when they are unable to access information they need to learn. Public libraries are the only library for homeschooled children. Many families cannot afford internet access at home. Funds will be directed toward **improving technology services** such as offering **Wi-Fi hotspots**, iPads, and maker kits for home use, **digitization services**, **coding initiatives**, in-person **technology training**; improving **Internet access**, **information literacy**, and **technology security** as well as investing in technology equipment for **creative learning labs** where people can learn robotics, 3D modeling, sewing, website design, film editing, and more.

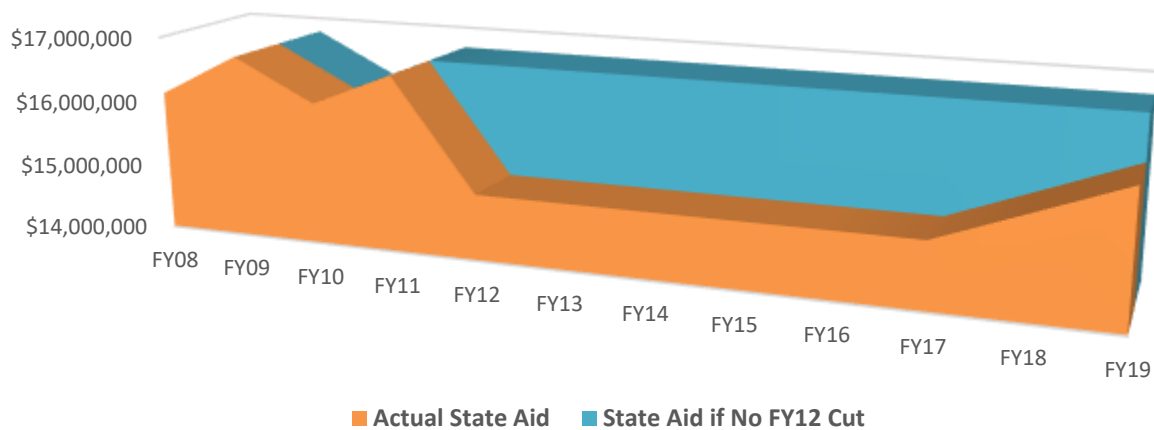
Stimulate Lifelong Learning

Public libraries are a gateway to a better life through lifelong learning. The library is the only learning institution that serves residents in all stages of life. Funds will better address age-specific needs through programming. **Early literacy programs** help young brains develop and gets kids ready for school. **STEM programs** for youth encourage students to consider careers in science, technology and engineering—much needed for Wisconsin's future economic development. **Programs for the elderly** provide social networks and help preserve cognitive function.

Historic State Aid to Public Library Systems

State Fiscal Year	Appropriation	Change from Prior Year	If no budget cut in FY12	Difference
FY08	\$16,138,000	4.0%		
FY09	\$16,783,500	4.0%		
FY10	\$16,165,400	-3.7%		
FY11	\$16,681,200	3.2%		
FY12	\$15,013,100	-10.0%	\$16,681,200	-\$1,668,100
FY13	\$15,013,100	0.0%	\$16,681,200	-\$1,668,100
FY14	\$15,013,100	0.0%	\$16,681,200	-\$1,668,100
FY15	\$15,013,100	0.0%	\$16,681,200	-\$1,668,100
FY16	\$15,013,100	0.0%	\$16,681,200	-\$1,668,100
FY17	\$15,013,100	0.0%	\$16,681,200	-\$1,668,100
FY18	\$15,513,100	3.3%	\$16,681,200	-\$1,168,100
FY19	\$16,013,100	3.2%	\$16,681,200	-\$668,100
Total Aid, FY12 through FY19	\$121,604,800		\$133,449,600	-\$11,844,800

Public Library System Aid FY08-FY19



Public Library System Aid Request

CHANGE TO BASE	FY20	FY21
Total Amount	\$17,513,100	\$19,013,100
Base*	\$15,013,100	\$15,013,100
Requested Increase	\$2,500,000	\$4,000,000

*Reverts to the FY17 funding level (one-time increases provided in Act 59)

INCREASE DETAILS	FY20	FY21
Restore to FY19 aid (Act 59)	\$1,000,000	\$1,000,000
Additional aid	\$1,500,000	\$3,000,000
Total request	\$2,500,000	\$4,000,000



The 2018 increase in state aid allowed Wisconsin library systems to fund:



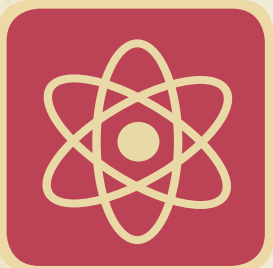
Hundreds of **online classes** offered free to residents



Technology support staff and **technology improvement** initiatives



Workforce development specialists in libraries



Science, Technology, Engineering, and Math (STEM) **programming kits** for children

Every dollar invested in libraries makes a difference.
Thank you for supporting Wisconsin libraries!



Wisconsin Library Association 2019-2021 State Budget Priorities

Recollection Wisconsin – Preserving and Making Wisconsin’s Historic Treasures Accessible to All

What is Recollection Wisconsin?

Since 2005, Recollection Wisconsin has helped over 200 partners—including libraries, historical societies, universities, and museums — to digitize and share their **one-of-a-kind collections**. Working in partnership with Recollection Wisconsin, libraries and cultural heritage institutions around the state have been able to digitize, curate, and host historic resources making the unique heritage of Wisconsin **discoverable online**. Tens of thousands of photographs, maps, letters, diaries, oral histories, artifacts, and local newspapers are now preserved and made accessible. This treasure trove of resources is made searchable to anyone in the world and the Recollection Wisconsin partnership with the Digital Public Library of America **elevates Wisconsin’s unique heritage** to a wider audience.

Why is State Funding So Important?

Recollection Wisconsin was funded initially with grants intended to support piloting innovative programs and to encourage **collaboration** among cultural heritage organizations. The uncertainty of grant funding hampers the ability to plan for the future in the most responsible manner. Investing state funding now **leverages those past investments** by ensuring continuation of a program that has digitized only a fraction of the state’s available historical treasures. There is much work remaining to digitize and preserve the wealth of resources that exist in communities large and small throughout the state and to make them freely and readily accessible for future generations.

Details of Digitization

Digitization is far more than simply scanning documents to a computer. It includes copyright considerations, metadata development, storage and preservation, vendor coordination, and ongoing access. **Preserving the past involves thinking about the future**. Rapidly changing technology and the complexity of how people access information requires professionals with expertise in digital project management and the ability to offer appropriate training and support. Funding Recollection Wisconsin at the state level ensures that the state’s historical resources, held in institutions of all sizes, are both preserved and made exponentially more accessible. A map, a diary, a letter, a newspaper, an oral history recording—each offers its own preservation and content management challenges as well as its **unique contributions to Wisconsin’s heritage**.

Funding Information

WLA supports a request for \$150,000 in FY20 and \$300,000 in FY21 enabling program costs to transition from grants to state funding while ensuring that the state’s history is preserved and accessible into the future. Anticipated expenditures include project management, content hosting and management, staff training, and technology.

A library is the delivery room for the birth of ideas, a place where history comes to life. ~Norman Cousins

Security Awareness Training and Simulated Phishing Platform

Helps you manage the ongoing problem of **social engineering**

KnowBe4 Security Awareness Training

Old-school security awareness training doesn't hack it anymore. Today, your employees are frequently exposed to sophisticated phishing and ransomware attacks.



Baseline Testing

We provide baseline testing to assess the Phish-prone™ percentage of your users through a free simulated phishing attack.



Train Your Users

The world's largest library of security awareness training content; including interactive modules, videos, games, posters and newsletters. Automated training campaigns with scheduled reminder emails.



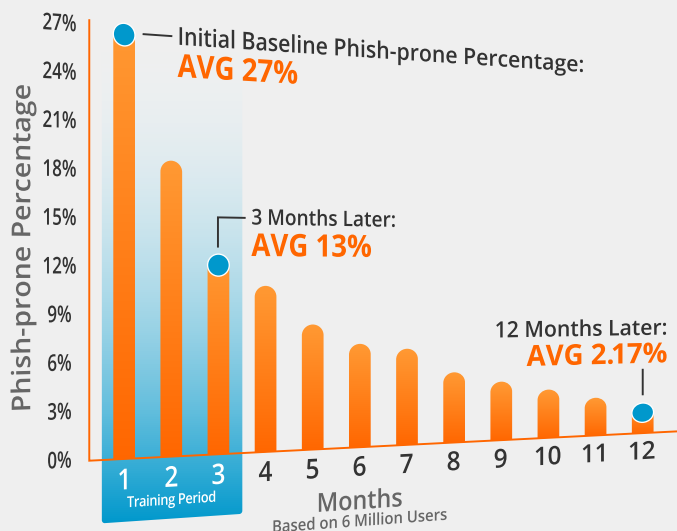
Phish Your Users

Best-in-class, fully automated simulated phishing attacks, thousands of templates with unlimited usage, and community phishing templates.



See the Results

Enterprise-strength reporting, showing stats and graphs for both training and phishing, ready for management. Show the great ROI!



The System Really Works

With KnowBe4's massive database, we analyzed 6 million users over the course of 12 months, and our 2018 research uncovered some surprising results. The overall industry initial Phish-prone percentage benchmark turned out to be a troubling 27%.

Fortunately, the data showed that this 27% can be brought down more than half to just 13% in only 90 days by deploying new-school security awareness training. The 365-day results show that by following these best practices, the final Phish-prone percentage can be minimized to 2.17% on average.

See how your company's phish-prone percentage compares to your peers! **Industry Benchmarking** feature included with your subscription.

KnowBe4 is the world's largest integrated platform for awareness training combined with simulated phishing attacks. Join our tens of thousands of customers who have mobilized their end users as a last line of defense.

KnowBe4 Security Awareness Training Features



Unlimited Use

We offer three Training Access Levels, giving you access to our content library of 700+ items based on your subscription level. Unlimited access to all phishing features with flexible licensing. No artificial license ceilings and 10% overage allowance. Powerful new features added regularly.



Engaging, Interactive Browser-based Training

The interactive training gives your users a fresh new learner experience that makes learning fun and engaging. With the optional gamification feature, users can compete against their peers on leaderboards and earn badges while learning how to keep your organization safe from cyber attacks.



Custom Phishing Templates and Landing Pages

Apart from the thousands of easy-to-use existing templates, you can customize scenarios based on personal information and include simulated attachments to create your own targeted spear phishing campaigns. Each Phishing Email Template can have its own Custom Landing Page, which allows for point-of-failure education.



Phish Alert Button

KnowBe4's Phish Alert add-in button gives your users a safe way to forward email threats to the security team for analysis, and deletes the email from the user's inbox to prevent future exposure. All with just one click!



Social Engineering Indicators

Patented technology turns every simulated phishing email into a tool IT can use to dynamically train employees by instantly showing them the hidden red flags they missed within that email.



PhishER

As you phish and train your users they will start reporting potentially dangerous emails to your incident response team. The increase of this email traffic ... can present a new problem! PhishER, is an optional add-on for managing the high volume of messages reported by your users and helps you identify and respond to email threats faster.



Automated Security Awareness Program (ASAP)

ASAP is a revolutionary new tool for IT professionals, which allows you to create a customized Security Awareness Program for your organization that will help you to implement all the steps needed to create a fully mature training program in just a few minutes!



User Management

KnowBe4's **Active Directory Integration** allows you to easily upload user data and saves you time by eliminating the need to manually manage user changes. You can also leverage the **Smart Groups** feature to tailor and automate your phishing campaigns, training assignments and remedial learning based on your employees' behavior and user attributes.



Security Roles

Allows you to define unlimited combinations of level access and administrative ability that you'd like specific user groups to have. With **delegated permissions** you have the ability to limit roles to only display specific data or allow for the phishing, training, and user management of specific groups.



New! Advanced Reporting Feature

Gives you a collection of 60+ built-in reports that provide a holistic view of your entire organization over time, and expands detailed reporting on key awareness training indicators. Additionally, you can leverage **Reporting APIs** to pull data from your KnowBe4 console. If you manage multiple KnowBe4 accounts, **Roll-up Reporting** makes it easy to select reports and compare results in aggregate across accounts.



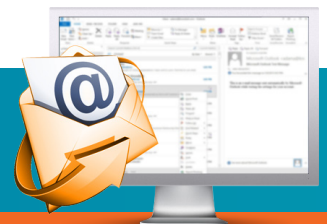
New! Virtual Risk Officer™

The new innovative Virtual Risk Officer (VRO) functionality helps you identify risk at the user, group and organizational level and enables you to make data-driven decisions when it comes to your security awareness plan.

Did you know that 91% of successful data breaches started with a spear phishing attack?

Get your free phishing security test and find out what percentage of your employees are Phish-prone

www.KnowBe4.com/PST





Features	Most Popular			
	Silver	Gold	Platinum	Diamond
Unlimited Phishing Security Tests	✓	✓	✓	✓
Automated Security Awareness Program	✓	✓	✓	✓
Security 'Hints & Tips'	✓	✓	✓	✓
Training Access Level I	✓	✓	✓	✓
Automated Training Campaigns	✓	✓	✓	✓
Phish Alert Button	✓	✓	✓	✓
Phishing Reply Tracking	✓	✓	✓	✓
Active Directory Integration	✓	✓	✓	✓
Industry Benchmarking	✓	✓	✓	✓
Virtual Risk Officer™	✓	✓	✓	✓
Advanced Reporting	✓	✓	✓	✓
Crypto-Ransom Guarantee	✓	✓	✓	✓
Training Access Level II		✓	✓	✓
Monthly Email Exposure Check		✓	✓	✓
Vishing Security Test		✓	✓	✓
Smart Groups			✓	✓
Reporting APIs			✓	✓
Security Roles			✓	✓
Social Engineering Indicators			✓	✓
USB Drive Test			✓	✓
Priority Level Support			✓	✓
Training Access Level III				✓
AIDA™ Artificial Intelligence-driven Agent BETA				✓
PhishER - Optional Add-on	✓	✓	✓	✓

MSRP Pricing By Seat - 1 Year	Most Popular				
	Silver	Gold	Platinum	Diamond	PhishER
25-50	\$17.00	\$20.75	\$24.50	\$29.50	-
51-100	\$15.00	\$18.25	\$21.50	\$26.50	-
101-500	\$12.00	\$14.50	\$17.00	\$22.00	\$9.00
501-1000	\$11.00	\$13.25	\$15.50	\$20.50	\$6.00
1001-2000	\$10.00	\$12.00	\$14.00	\$19.00	\$5.00
2001-3000	\$9.00	\$10.75	\$12.50	\$17.50	\$4.00
3001-5000	\$8.00	\$9.50	\$11.00	\$16.00	\$3.50
5001+	Get A Quote	Get A Quote	Get A Quote	Get A Quote	Get A Quote



709 North Eighth Street
Milwaukee, WI 53233

PH: 414-286-8149

FAX: 414-286-3209

February 18th, 2018

January/February 2019 Director's Report

Summary of activities

1. Participated in two webinars as part of the Wild Wisconsin Winter Web Conference on January 24th.
2. Worked with Jen to start the process of upgrading our CountyCat mobile app to use Demco's DiscoverMobile platform. We will also develop an MOU for Demco to allow use of the Sierra REST API.
3. Ordered replacements for our Sierra application and database servers. Arranging a call to coordinate with Innovative and Digicorp to get the process started. Target for implementation will be March or April 2019.
4. With assistance from MCFLS staff, assembled information and data to assist member libraries in completing their 2018 annual reports. Additionally, met with MPL staff February 5th to provide added support for their process.
5. Contributed to technology collaboration discussions as part of the LSTA grant process. The new LSTA grants require systems to collaborate with at least one other to receive any grant money for projects.
6. Met with Bridges Library System staff to share our process for providing networking and technology services (including special projects) to member libraries. Bridges had recently hired a new staff person for this role.
7. Participated in the quarterly SRLAAW meeting on February 11th to discuss topics such as the LSTA grant proposal.
8. Took part and spoke with state legislators in the state Library Legislative Day on February 12th to share our successes and stories.
9. Assembled and completed the 2018 MCFLS System Annual report.
10. Began the process of arranging site visits for all member libraries and directors. The purpose is to listen to their concerns and needs to see where the system may provide assistance.
11. Held discussions with NewsBank sales rep on possible subscription to the Milwaukee Journal Sentinel.

Upcoming Activities

1. MCFLS strategic planning full day development meeting on February 28th. Work with WiLS to start formulating the plan immediately afterward.
2. Meet with representatives to discuss possible OpenAthens subscription for improving our authentication methods for patrons.