

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, March 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, February 18th, 2019
Action [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council—Report of the March 8th LDAC Meeting
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 Report—February 2019

Action

[Attachment C](#)

Administrative Informational Items

7. MCFLS Strategic Planning Update. Feedback from development meeting and next steps.

8. PLSR Recommendations Update.

[Attachment D](#)

9. LSTA Grant: Cybersecurity Awareness Training

[Attachment E](#)

10. Director's Report

[Attachment F](#)

Executive Session—System Director Evaluation

11. Motion to Move into Executive Session.

12. In Executive Session. Pursuant to Wisconsin Statutes 19.85(1)(c) "Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility."

13. Motion to Move Out of Executive Session.

14. Report Out of Executive Session

Next meeting date: April 15th, 2019, 9:00 a.m., MPL Central Library, Community Room (1st Floor outside of main entrance in the rotunda)

Milwaukee County Federated Library System
Board of Trustees

Regular Monthly Meeting held Monday, February 18, 2019
At the MCFLS Administrative Office
709 North Eighth Street
Milwaukee, WI 53233

ROLL CALL

Present: Paul Ziehler, President
Nik Kovac, Treasurer
Kurt Glaisner, Trustee
Elizabeth Suelzer, Trustee

Excused: Paula Pennebaker, Vice President

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

Others: Susan Draeger-Anderson, LDAC Chair and North Shore Library
Judy Pinger, Milwaukee Public Library
Joan Johnson, Milwaukee Public Library

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 9:08 a.m.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, January 14, 2019 meeting which are shown as Attachment A of the agenda packet. Trustee Glaisner moved and Trustee Suelzer seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. LDAC Chair Susan Draeger-Anderson reviewed her January 3, 2019 meeting report, shown as Attachment B of the agenda packet and her February 7, 2019 meeting report which was distributed at the meeting and shown as Exhibit 1 attached to these minutes. Susan Draeger-Anderson responded to a few questions raised by the Board. Trustee Glaisner moved and Treasurer Kovac seconded a motion to approve both sets of minutes as presented and to place them on file. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION

Financial Reports – December 2018 and January 2019. President Ziehler referred to both the December 2018 and January 2019 financial reports, which are shown as Attachment C of the agenda packet. Director Hesel felt there was nothing out of the ordinary for the end of the 2018 year and the beginning of the 2019 year. Trustee Glaisner moved and Treasurer Kovac seconded a motion to approve the reports as presented. Unanimously approved.

2018 MPL Resource Library Report. Joan Johnson reviewed Attachment D of the agenda packet and the detailed narrative she presented is shown as Exhibit 2 attached to these minutes. Treasurer Kovac moved and Trustee Suelzer seconded a motion to accept the report and place it on file. Unanimously approved.

MCFLS Board of Trustees 2019 Officers. President Ziehler referred to Attachment E of the agenda packet which is the current Board Roster, noting that there are two unfilled vacancies but one is slated to be filled soon. Director Hesel reported he has been working with the new County contact and Guy Johnson is on the March Board of Supervisors agenda for approval to the MCFLS Board of Trustees as a citizen representative and the replacement for the County Supervisor slot is being looked at. Treasurer Kovac noted he does have difficulties a few months out of the year and feels that if the MCFLS Board meetings could be moved up to an earlier time he might find that more workable more often; Trustee Suelzer noted that earlier could be better for her too; both President Ziehler and Trustee Glaisner noted that a change in the time would work for them so they will wait to see how that might work for Guy Johnson once he attends a meeting in March or April.

President Ziehler reported that he had talked with Vice President Pennebaker and she is willing to continue to serve as Vice President and he is willing to serve as President and asked Treasurer Kovac if he would be willing to continue serving as Treasurer for another year and he noted he would be. Seeing that there were no other nominations for the positions on the MCFLS Board, Trustee Glaisner moved and Trustee Suelzer seconded a motion to continue the current slate of officers into 2019. Unanimously approved.

2018 MCFLS Annual Report to DPI. Director Hesel referred to the 2019 MCFLS Annual Report that is due to be submitted by March 1, which is shown as Attachment F of the agenda packet noting that an addendum to the Attachment was distributed since it didn't print properly at the bottom of page 5 of the report and it is shown as Exhibit 3 attached to these minutes which relates to promotion and library service to users with special needs. Director Hesel also noted on page 7 of the report that 14 of the 16 Library Systems in Wisconsin are participating in the Dell cooperative computer purchasing premier accounts which is making those purchases less expensive for all involved. Treasurer Kovac moved and Trustee Glaisner seconded a motion to approve and submit the report as presented. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS

MCFLS Strategic Planning Update. Director Hesel reported he is feeling good about the progress being made for preparations for the full day development meeting Thursday, February 28 from 9:00 a.m.-4:00 p.m. to be held in the UW-Extension meeting space on the 7th floor of the Grand Avenue Mall located at 161 West Wisconsin Avenue. Parking vouchers can be validated for attendees at the main desk on the 7th floor and MCFLS will pay them. Lunch will be provided as in the past along with refreshments throughout the day. An agenda packet was distributed to each board member. Treasurer Kovac reminded Director Hesel to send out a meeting announcement for this strategic plan session.

2018 MCFLS Interlibrary Services Annual Statistics. Director Heser explained that Milwaukee Public Library has a contract with MCLFS to perform interlibrary requests within the county utilizing special libraries and academic library resources for county residents and one with the State to service requests for items inside and outside of the state with all of the same types of libraries for patrons. Attachment G of the agenda packet are the 2018 annual statistics of the number of requests received and filled. It is noted that a few libraries within Milwaukee County process their own requests and those are not reflected on the spreadsheet as they do not get performed by the staff associated with the contract.

WLA – Library Development & Legislation Update. Director Heser reviewed the documents developed for Library Legislative Day which are shown as Attachment H of the agenda packet. These items are also useful in communicating with local officials and the three priorities stressed are the same used last year: workforce development, access to information through technology and lifelong learning. Funding levels are still not where they were before the 10% budget cut in 2012 however strides are being made to increase funding for the last two years and plans continue in that direction with increases are included in the Governor's next biennium budget. Trustee Glaisner commented that MCFLS needs to develop a schedule to start seeing legislators soon.

LSTA Collaborative Grant Information. Director Heser reported that traditionally LSTA grants were either non-competitive technology grants or competitive in nature but this year the requirements dictate that they be collaborative in nature with at least one other library system and MCFLS has \$11,200 to decide what to use it on before the grant deadline which has been extended to March 15th. Two projects have surfaced after much discussions—a number of systems are interested in remote backups which would eliminate the current practice of moving a tape off-site daily, however the five-year cost is estimated at \$830,000 and a second project is outlined in Attachment I of the agenda packet—security awareness training which includes an email simulated phishing testing component for all staff which has a cost of \$8,500 which could be paid with the grant funds; the Kenosha and Bridges library systems are also interested in this project. Director Heser feels that any overage of funds from this project could be granted towards the remote backup project as a means of supporting other systems in 2019. The Board was comfortable with this idea.

Director's Report. Director Heser reviewed his report, which is shown as Attachment J of the agenda packet. President Ziehler added that Judy Kaniasty will be sending out an email with a survey link attached which will be the 2018 Director Evaluation and it is asked that responses be made by March 8th.

NEXT MEETING. Scheduled for March 18 beginning at 9:00 a.m. in the MCFLS Conference Room.

ADJOURNMENT. With no further business to come before the Board, Treasurer Kovac moved and Trustee Suelzer seconded a motion to adjourn the meeting at 10:38 a.m. Unanimously approved.



To: MCFLS Board of Trustees
From: Susan Draeger-Anderson
North Shore Library
Summary of LDAC Meeting 2.7.2019
Location: Oak Creek Public Library

SUMMARY:

Strategic Planning update and full day meeting on February 28. Steve informed directors that the final survey participation had been good with most directors taking part. Steve will send out a packet for the full day Development Meeting week of February 11.

Annual Report update. New this year is a request for library website data. We discussed database statistics as the DPI request has changed from sessions to retrievals. Directors are still confused on what is needed and some of what is being asked for does not seem to be available from some vendors. Steve will reach out to DPI for clarification. Steve also reviewed the submission process with Directors. Nan Champe from South Milwaukee won the first annual rotating trophy the "DPI Annual Early Bird Report" by completing her annual report first.

Summer Reading Program and Collaboration on UWM-SOIS Intern recruitment. Directors discussed the difficulty in finding Library School students interested in working paid internships and field work internship positions. Interest in these positions has declined over the years and now sometimes requires that a director must go into UW-M classrooms to pursue candidates. Discussion moved to the importance of these work experiences to finding that first job. One director reported that she recently had a full time librarian position that garnered 70 applicants with an MLIS degree but only 8 had any work qualifications. It was suggested that Steve Hesser reach out to schedule an LDAC meeting at SOIS so that we could improve the relationship and discuss with UW-M what is actually needed to make new grads employable in the public library.

Discussion: Library closings and best practices for setting hours, staffing and communication among libraries. Rachel Collins from Shorewood sent out a survey gathering information about current practices for emergency closings and staff compensation during emergency closings. Libraries have various policies, some tied to community policies. Several Directors will be revisiting their policies with their boards in the near future. There was discussion of Directors sharing personal phone information to coordinate decisions. There was general consensus that it would be nice to have a running list of which libraries are closing. Steve Hesser shared that when MPL closes, the building is generally unavailable for delivery services.

Update on Proposed annual document showing netted amounts for replacement, lost and manual fines over \$5.00 collected at non-owning libraries. MCFLS Staff prepared a report showing how this could be handled. All directors are excited about this project and time it will save staff at libraries as well as at MCFLS. All directors in attendance indicated that they would like to see this start July 1, 2019 rather than January 1, 2020. Pete Loeffel from Wauwatosa shared how his finance director recommended putting all fine and lost book money collected into a suspense account. At the end of the year funds would be paid out to MCFLS

and remaining funds transferred into fine and lost book accounts. Steve Hesel will reach out to directors that could not attend the meeting to discuss this. Steve was not sure July 1 would be possible for all individual libraries but MCFLS will make every effort.

LSTA Collaborative Grant Opportunity: Increase Capacity for Technology Tools and Resources. Steve reported that the LSTA grant process has changed to an emphasis on collaborative grants, which means that MCFLS must collaborate with at least one other system. There are two projects in the works: Technology for statewide remote back up and a Cyber Security Training Opportunity.

Details on Newsbank Proposal for Milwaukee Journal Sentinel subscription MPL is interested in moving into a consortia deal with MCFLS libraries to save money. Most individual MCFLS libraries cannot afford this product on their own, although MPL and Wauwatosa currently subscribe. Steve will come back with a cost breakdown per library as there seems to be some interest.

Discussion: Future Participation in the Bucks Reading Program There have been some changes in the prizes for this long running program. Costs of tickets for accompanying parents have also risen due to the new stadium. Steve will reach out to see if there might be a way to continue working with this program. Steve will also reach out to the Admirals.

Print Copies of State Statutes. Area libraries recently received bound copies (six two inch thick books) of Wisconsin Statutes. There was concern that there seems to be no way to turn off delivery. Some libraries have reduced their reference collection and no longer carry the printed version of the State Statues. There is an online tool that is easy to use and is kept up to date. Steve will look into this to see if there is a way that libraries can opt out.

Library Development and Legislation Update. Directors were encouraged to attend Library Legislative Day and reach out to their legislators if they could not. Directors were encouraged to share success stories on how funding has improved the lives of patrons.

Discussion: Cards for Infants Directors discussed local policies on age children can get a card. Most that allow cards for any age encourage parents to wait until the child can be excited about getting their own card. We also discussed if libraries require the child to be present when the child gets and renews the card.

County CAT Mobile App Boopsie Jen Schmidt reported that there are currently issues with this app. MCFLS is looking into an upgrade to Demco Discover Mobile that will cost about \$2K. More information will be sent out in the future on this.

Sierra Server Report. The Sierra Server will migrate to new equipment with the help of DigiCorp by March. Staff expect the server to be down 6-8 hours. MCFLS will then move to software service only service with Innovative in April. This is expected to be a solution for the next 5 years.

Collaboration with Medical College of Wisconsin. The Medical College has received a grant with the National Network Library of Medicine to provide Health Literacy Programs. They would like to partner with MCFLS Libraries to offer these programs. There was interest in moving forward with this.



MEMO

February 18, 2019

To: Milwaukee County Federated Library System Board of Trustees

From: Paula Kiely, Milwaukee Public Library Director

RE: 2018 - Resource Library Annual Report

The Milwaukee Public Library (MPL) is honored to serve as the Resource Library for the Milwaukee Federated Library System, providing backup reference, consulting and other services included in the 2016-2019 Resource Library Agreement (Agreement) dated January 20, 2016.

As agreed, an annual activities dashboard report (Dashboard) has been prepared and is part of your packet today. To provide an overview of all the services we provide, we have included data for Interlibrary Loan (ILL) services, which is covered under a separate agreement. The following summarizes some highlights from the report.

Training and consulting

Training and consulting include 1:1 meetings by phone and in-person, tours and meetings for small group delegations, as well as classroom style presentations to larger groups. The bulleted list includes some of the topics covered under consulting, most notably the support to the system on developing the RFP for a new vendor to provide public computer management software, and consulting regarding a new public print station payment kiosk. MPL took the lead for the system in researching firms, and providing implementation assistance for improving service to customers in Milwaukee and throughout the County.

Reference transactions, retrievals and circulation

A semi-annual survey of in-person, phone, virtual and electronic reference services indicates that MPL staff have been able to serve approximately 10,100 county residents outside the City of Milwaukee in 2018. Retrievals are received by phone and in-person for materials stored in open and closed stacks, and just over 2400 county residents availed themselves of that service. The patrons who access Special Collections are required to complete an application each year, and the total number of applications by county residents was 115. MPL circulated over 308,000 items to patrons who opted to pickup their items at suburban locations (an increase from 2017, which was 295,401). In the reverse, stats show that the number of items from the various suburban locations that were checked out at MPL locations was just under 179,000 items (a big drop from 2017, which was 392,571).

Programs and Outreach

This data can be difficult to measure as program attendees are not regularly surveyed about their residency. Since we first started reporting to you, we've worked to improve the capture of this data, and will continue to add activities to this report as we are able. This is evident in comparing the total of suburban patrons attending MPL programs, which for 2018, of those surveyed, is 301 as compared to 2017, which was only 36. Summer Reading program participation is reported separately, which shows participation by suburban patrons in the hundreds (hard to tell exactly because of the cross-over ZIP codes).

C: Michelle Bria, Milwaukee Public Library Board President
Steve Heser, MCFLS Executive Director

2018 MCFLS System Annual Report

Addendum

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

The Milwaukee Bucks reading program is managed through the MCFLS office. The system also has used resources to add Spanish language materials to the Overdrive collection. The system supports multiple member libraries with Memory Cafe programs including financial support for the South Shore Libraries Memory Cafe. MCFLS has participated in the LibraryNow project (Milwaukee Public Library) since its inception. This project puts access to library resources into the hands of all Milwaukee Public School students, including many under-served or marginalized young people. Standing library committees, including the Adult & Reference Services committee, the Youth Services committee, and the Young Adult services committee, frequently include inclusive services as a topic in their regular meetings. For example, the Adult & Reference Services committee will have special presentations on serving the homeless and providing services to those with dementia in 2018-2019.



To: MCFLS Board of Trustees
From: Susan Draeger-Anderson
North Shore Library
Summary of LDAC Meeting 3.7.19
Location: Oak Creek Public Library

SUMMARY:

First official business of the meeting involved the Official Presentation of the Rotating Annual Report Trophy to Nan Champe from South Milwaukee. Nan earned the award for being the first MCFLS Director to submit her Annual DPI Report. Nan submitted her report on January 25th. It is widely believed that Nan will have some competition next year.

Strategic Planning Feedback and Next Steps

Director's felt like the Strategic Planning Session was successful. Steve reviewed dates for next steps to get plan to MCFLS Board for review by the April 15 meeting.

MCFLS Communication and Service during closed periods.

This process has recently been reviewed by staff. The MCFLS office is closed when MPL is closed. However, MCFLS still offers member library services during closure as staff can work from home. If staff are not in the office, Libraries can call the off hours extension and it will ring to either Hieu or Jen. We discussed the possibility of using both a free Texting service called GroupMe along with email to inform member libraries of closings and service issues. We discussed current notification groups and the need to update these regularly. Jen will send a link to a document listing notification groups to directors for review.

The Procedure for replacing the cash bag system with an annual accounting process for lost and manual fines over \$5.00 is moving forward. Steve sent an email to share with Community Finance Departments in the hope of all member libraries having municipal approval by May so that this can go live on July 1.

LSTA Collaborative Grant: Cybersecurity Awareness Training.

MCFLS will partner with Bridges and Kenosha Systems in the grant application to offer this important training at all member libraries.

NewBank Subscription Proposal

Pricing did not appear to be a win for MPL. It was suggested that as member libraries often benefit from MPL subscriptions and purchases, we should hold off on this to be sure MPL could see a benefit from this subscription. Steve will go back to NewsBank and request a pricing review.

Access to electronic resources with fine over \$5.00

MPL use of Library Now cards for students has caused a need for a system wide fine threshold to allow use of all e-resources. Students who upgrade their Library Now card to a regular card and incur fines over \$5.00 may be unable to access e-resources for school work. The vast majority of Library Now users only have a digital card. MPL has seen database usage up 70% since implementation of Library Now cards. MPL allows usage of e-resources and public computers with all fines. There was discussion of allowing this at all libraries for fixed cost items however suburban Directors expressed a need to have a threshold to keep down the costs of Hoopla. Directors discussed a trial with OverDrive only. We will revisit this next month to set up an OverDrive test. MCFLS has provided talking points that can be presented to Library Boards on this topic. Benefits include: increased use of Library e-resources with no risk of loss, possible public relations gains, improving patron relations and saving staff time.

Patron Privacy and public workstations

Steve provided a document covering what MCFLS does to ensure patron privacy at member libraries who use MCFLS staff for computer support. Pete Loeffel from Wauwatosa is currently rewriting Wauwatosa's Library Privacy Policy and recommended that MCFLS provide a Privacy Policy Template. A larger discussion of privacy will take place at the April meeting.

MY PC and SAM support

Due to the age of the server, MCFLS will end support of the SAM server as of 12/31/2020. Libraries using SAM can purchase a new server or switch products. TBS is offering a new mobile printing product called EPrintIt. This product is cheaper and easier to use than PrinterOn. (Cost 445/year vs 699/year).

Update on PLSR Process

The Steering Committee approved recommendations and sent them to DPI a couple of weeks ago. COLAND will have listening sessions around the state.

SOIS Discussion

Paula Kiley is on the SOIS Committee. MCFLS will work with her to encourage better preparation of students to work in Public Libraries.

Server Replacement

This will take place on March 20 as long as back up drive questions can be resolved.

LDAC Agenda

We discussed restructuring of LDAC agendas with less informational items, leaving more time for larger topic discussion. Steve and Jen will begin sharing the information items via email. Directors recommended flagging subject lines if action is needed on these emails.

Interlibrary Loan Form

The process to fill out the form, save and then attach to an email is time consuming. We discussed that there must be a better way. Brian Williams-Van Klooster, from Greendale will share a form he created that links directly to an email from the form. Some directors shared that they are reviewing interlibrary loan requests to see if the items might fit into the collection and if so, they are purchasing the items and canceling the hold requests.

Muni vs School District Postings in Libraries.

Rachel Collins from Shorewood asked if libraries allow school districts to post materials in the library. Shorewood is facing a school referendum that has some local resistance and has been fielding complaints about posting materials in the library.

WPLC Update

Jen Loeffel from Franklin, shared that the digital library card has been tabled at WPLC as many systems are struggling with this question.

M.C.F.L.S.
Financial Report
For the Two Months Ending February 28, 2019

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	\$ 5,482	(21.93)	\$ 19,518	(78.07)
9	Member Postage Revenue	\$ 25,000	\$ 5,840	(23.36)	\$ 19,160	(76.64)
10	Member OCLC Revenue	\$ 116,297	\$ 56,412	(48.51)	\$ 59,885	(51.49)
11	Member Telecomm. Revenue	\$ 16,800	\$ 13,200	(78.57)	\$ 3,600	(21.43)
12	Member III Softwre Maint-Basic	\$ 200,838	\$ 79,818	(39.74)	\$ 121,020	(60.26)
13	Member III Softwre Maint-Other	\$ 45,473	\$ 18,297	(40.24)	\$ 27,176	(59.76)
14	Member Tech. Assist.-Time Rev.	\$ 15,000	\$ 1,808	(12.05)	\$ 13,192	(87.95)
15	Member Special Projects Revenu	\$ 80,000	\$ 35	(0.04)	\$ 79,965	(99.96)
16	Member Cataloging Contract Rev	\$ 149,846	\$ 78,265	(52.23)	\$ 71,581	(47.77)
17	Member Database Revenue	\$ 72,336	\$ 28,069	(38.80)	\$ 44,267	(61.20)
18	Member Catalog Enhancement Rev	\$ 25,627	\$ 9,622	(37.55)	\$ 16,005	(62.45)
19	Member Ecommerce Transaction	\$ 9,000	\$ 1,893	(21.03)	\$ 7,107	(78.97)
20	TNS Calls/Notices Revenue	\$ 3,000	\$ 360	(12.00)	\$ 2,640	(88.00)
21	Carryover Revenue	\$ 35,000	\$ -	0.00	\$ 35,000	(100.00)
22	Staff Benefits/Co-Pay Revenue	\$ 35,804	\$ 5,598	(15.64)	\$ 30,206	(84.36)
23	Member Digital Content Rev	\$ 216,732	\$ 87,371	(40.31)	\$ 129,361	(59.69)
24	Member PC Mngmt License Rev	\$ 2,545	\$ 644	(25.30)	\$ 1,901	(74.70)
25	Member MKE Mixers Rev	\$ 1,400	\$ -	0.00	\$ 1,400	(100.00)
26	<u>Total General Revenues</u>	\$ 4,049,542	\$ 2,567,527	(63.40)	\$ 1,482,015	(36.60)
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	\$ 2,608,342	(60.62)	\$ 1,694,116	(39.38)
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	\$ 33,386	18.59	\$ 146,224	81.41
39	Salaries Expense	\$ 374,158	\$ 57,280	15.31	\$ 316,878	84.69
40	Telephone Renewal Expense	\$ 1,000	\$ 50	5.00	\$ 950	95.00
41	Member Ecommerce Transaction E	\$ 9,000	\$ 610	6.78	\$ 8,390	93.22
42	TNS Calls/Notices Expense	\$ 3,000	\$ 101	3.37	\$ 2,899	96.63
43	Mileage/Auto Maint Expense	\$ 700	\$ -	0.00	\$ 700	100.00
44	Conference/Training Expense	\$ 8,000	\$ 1,566	19.58	\$ 6,434	80.43
45	Memberships Expense	\$ 6,000	\$ 6,227	103.78	\$ (227)	(3.78)
46	Continuing Education Expense	\$ 8,750	\$ -	0.00	\$ 8,750	100.00
47	Office Supplies Expense	\$ 1,000	\$ 157	15.70	\$ 843	84.30
48	Copy Machine Maint. Expense	\$ 1,200	\$ 106	8.83	\$ 1,094	91.17
49	MCFLS Printing Expense	\$ 500	\$ -	0.00	\$ 500	100.00
50	MCFLS Printing for Mem Expense	\$ 5,000	\$ 1,680	33.60	\$ 3,320	66.40
51	MCFLS WI Pub Lib Consortium Ex	\$ 5,605	\$ -	0.00	\$ 5,605	100.00
52	MCFLS Buying Pool	\$ 110,000	\$ 40,000	36.36	\$ 70,000	63.64

M.C.F.L.S.
Financial Report
For the Two Months Ending February 28, 2019

53	MCFLS Database Expense	\$ 20,700	\$ 27,450	132.61	\$ (6,750)	(32.61)
54	Member Database Expense	\$ 72,336	\$ 63,877	88.31	\$ 8,459	11.69
55	MCFLS Catalog Enhancement Expe	\$ 65,674	\$ 30,000	45.68	\$ 35,674	54.32
56	Member Catalog Enhancement Exp	\$ 25,627	\$ 25,627	100.00	\$ -	0.00
57	MCFLS Postage Expense	\$ 600	\$ 75	12.50	\$ 525	87.50
58	Member Postage Expense	\$ 25,000	\$ 7,225	28.90	\$ 17,775	71.10
59	Member Forms/Supplies Expense	\$ 25,000	\$ 226	0.90	\$ 24,774	99.10
60	Telephone Expense	\$ 5,000	\$ 272	5.44	\$ 4,728	94.56
61	Meetings Expense	\$ 500	\$ 51	10.20	\$ 449	89.80
62	Insurance Expense	\$ 11,500	\$ 8,035	69.87	\$ 3,465	30.13
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	\$ 631	15.02	\$ 3,569	84.98
66	III Software Support Expense	\$ 246,311	\$ 123,200	50.02	\$ 123,111	49.98
67	III TNS Subscr Exp	\$ 12,224	\$ 12,224	100.00	\$ -	0.00
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	\$ 75,000	57.62	\$ 55,165	42.38
71	MCFLS Computer Room Equipment	\$ 5,000	\$ 4,981	99.62	\$ 19	0.38
72	MCFLS Software Expense	\$ 2,500	\$ -	0.00	\$ 2,500	100.00
73	MCFLS Equipment Expense	\$ 12,000	\$ 1,785	14.88	\$ 10,215	85.13
74	Member Special Projects Expens	\$ 80,000	\$ 14,150	17.69	\$ 65,850	82.31
75	Sorting and Delivery Expense	\$ 291,700	\$ 23,014	7.89	\$ 268,686	92.11
76	South Central Delivery Expense	\$ 21,697	\$ 10,849	50.00	\$ 10,848	50.00
77	Auto Payment/Maintenance Exp.	\$ 1,000	\$ -	0.00	\$ 1,000	100.00
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	\$ 125	0.61	\$ 20,375	99.39
85	Contingency Expense	\$ 29,029	\$ 10,317	35.54	\$ 18,712	64.46
86	Member Digital Content Exp	\$ 216,732	\$ -	0.00	\$ 216,732	100.00
87	Marketing	\$ 10,000	\$ 191	1.91	\$ 9,809	98.09
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	\$ 580,468	19.91	\$ 2,334,464	80.09
93						
94	Special Expenditures					
95	W. Milwaukee Borrowing Expense	\$ 52,916	\$ 52,915	100.00	\$ 1	0.00
96	RB - MCFLS Payment Expense	\$ 1,034,610	\$ 1,034,609	100.00	\$ 1	0.00
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	\$ 1,130,227	81.46	\$ 257,299	18.54
100						
101	Total Expenditures	\$ 4,302,458	\$ 1,710,695	39.76	\$ 2,591,763	60.24
102						
103	Revenues/Expenditures +/-		\$ 897,647			

PLSR Steering Committee Final Recommendations
Executive Summary

1. Develop Standards, Best Practices and Accountability Structures for Public Library Systems

Develop and implement an appropriate set of standards, best practices and accountability measures designed to support equity of access to high quality public library system services by public libraries in all parts of Wisconsin. Structure any accountability measures in a manner that does not adversely affect member libraries.

2. Enhance Collaboration by Creating Incentives and Removing Barriers

Accelerate collaboration among Wisconsin's public library systems by establishing incentives and removing barriers. When prudent, seek statutory changes that would achieve and sustain momentum in this area.

3. Reduce the Number of Public Library Systems

Apply the approaches of enhancing collaboration and reducing barriers to support voluntary changes in territory served by public library systems with the ultimate goal of reducing the current number of public library systems.

4. Analyze the Current Funding Formula

Conduct a thorough analysis of the current funding formula for public library systems, including practices utilized to apportion state aid. Identify and propose alternative funding formulas, methods of apportionment or other solutions with potential to improve equity of access to high-quality library services.

5. Initiate Delivery Service Pilot Projects

Stimulate development within the resource sharing environment by initiating one or more pilot projects relating to library delivery services.

6. Create an Effective, Well-Managed, State-Scale Discovery Layer

Engage with topical experts, public library systems and the library community at-large to expand access to collections from around the State.

7. Implement a Learning Management System for Professional Development

Oversee the design, deployment and operation of a learning management system capable of meeting the current and future needs of librarians in Wisconsin.



Collection of this data is a requirement of Public Law 94-462.

Refer to the DPI Library Services and Technology web page "LSTA Grant Information and Guidelines" at: <https://dpi.wi.gov/pld/lsta>

	GRANT INFORMATION	
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Grant Title

LSTA - Cybersecurity Awareness Training

	GENERAL INFORMATION	
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Applicant Agency Name

Milwaukee County Federated Library System

Public Library System Name (if system is not the Applicant Agency)

Project Administrator Name

Steve Heser

Project Administrator E-mail

steve.heser@mcfls.org

Project Administrator Phone

414-286-8149

Counties Served by Project (or Statewide)

Jefferson, Kenosha, Milwaukee and Waukesha counties

Wisconsin Federal Congressional District(s) Served by Project

Districts 1, 4, 5 and 6

Total LSTA Funds Requested

\$17,000.00

	COLLABORATIVE PARTNERS	
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Provide the public library systems and the primary project contact name and e-mail address for the public library systems that are collaborating on this project proposal.

Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
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Bridges Library System

Connie Meyer

cmeyer@bridgeslibrarysystem.org

Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
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Kenosha County Library System

Barbara Brattin

bbrattin@mykpl.info

Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
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Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
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Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
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Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
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ASSURANCES

Each Applicant that submits a plan or application under the Library Services and Technology Act (LSTA) provides the assurances set forth below.

(1) Civil Rights and Nondiscrimination Statutes and Regulations: The Applicant shall comply with all applicable statutory and regulatory requirements. These requirements include, but are not limited to, applicable provisions of—

- (A) Title VI of the Civil Rights Act of 1964 [45 U.S.C. 2000d through 2000d-4]
- (B) Title IX of the Education Amendments of 1972 [20 U.S.C. 1681-1683]
- (C) Section 504 of the Rehabilitation Act of 1973 [29 U.S.C.794]
- (D) The Age Discrimination Act [42 U.S.C. 6101 et seq.]

(2) Allowable Costs: Costs incurred shall be allowable under the principles established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; Final Rule [2 CFR 200 Subpart E-Cost Principles].

(3) Budget Modifications: The Applicant will obtain an approved budget amendment when it is anticipated that claimed expenditures will vary significantly from the amount in the current approved budget. A significant variance is an increase of 10 percent (summary of all line items) of the current total approved budget [2 CFR § 200.308(e)].

(4) Conflict of Interest: No board or staff member of a public library or library system may use his or her position to obtain financial gain or anything of substantial value for the private benefit of himself or herself or his or her immediate family, or for an organization with which he or she is associated, such as a royalty, commission, contingent fee, brokerage fee, consultant fee, or other benefit [Wis. Stat. 19.59 (1) (a)] [2 CFR § 200.112].

(5) Contracts and procurement: The Applicant will use its own procurement procedures that reflect applicable state and local laws and regulations, provided the procurements conform to applicable federal law and the standards in [2 CFR §§ 200.318-200.326] Procurement Standards.

(6) Cooperation with Evaluation: The Applicant shall cooperate with the performance of any evaluation of the program by the Wisconsin Department of Public Instruction (DPI) or the Institute of Museum and Library Services (IMLS) or by their contractors [2 CFR §200.328(1)].

(7) Copyright, Acknowledgement, and Publications: The Applicant/ Recipient will comply with all copyright and materials acknowledgement requirements as addressed in the projects' grant guidelines. IMLS and DPI reserve royalty-free, nonexclusive, and irrevocable licenses to reproduce, publish or otherwise use, and to authorize others to use, for their purposes. The copyright in any work developed under this subgrant or contract under this subgrant; and any rights of copyright to which the Applicant or a contractor purchases ownership with grant support. The content of any grant-funded publication or product may be reprinted in whole or in part, with credit to the IMLS acknowledged. However, reproduction of this product in whole or in part for resale must be authorized by the DPI. When issuing statements, press releases, and other documents describing projects or programs funded in whole or in part with federal grant funds, the grant award recipient shall clearly acknowledge the receipt of federal funds in a statement. Subrecipients must acknowledge IMLS in all related publications and activities supported with LSTA award money. A kit with suggestions and materials to help subrecipients publicize grant activities is available at <https://www.imls.gov/grants/grant-recipients/grantee-communications-kit>.

(8) Fiscal Control: The Applicant will use fiscal control and fund accounting procedures and will ensure proper disbursement of, and accounting for, federal funds received and distributed under this program [2 CFR §200.328(1)].

(9) Indirect Costs: If the fiscal agent intends to claim indirect costs, the total amount budgeted for indirect costs is limited to and cannot exceed the negotiated indirect rate established with the DPI. Indirect costs cannot be charged against capital objects.

(10) OMB Standard Form 424B: The Applicant will comply with all applicable assurances in OMB standard Form 424B (Assurances for Non-Construction Programs), including the assurances relating to the legal authority to apply for assistance; access to records; conflict of interest;

merit systems; nondiscrimination; Hatch Act provisions; labor standards; flood insurance; environmental standards wild and scenic river systems; historic preservation; protection of human subjects; animal welfare; lead-based paint; Single Audit Act; and general agreement to comply with all applicable federal laws, executive orders and regulations.

(11) Programmatic Changes: The Applicant will obtain the prior approval of the DPI whenever any of the following actions is anticipated:

- (A) Any revision of the scope or objectives of the project;
- (B) Changes in key persons where specified in the application or grant award;
- (C) A disengagement from the project for more than three months, or a 25 percent reduction in time devoted to the project, by the approved project director;
- (D) Contracting out or otherwise obtaining services of a third party to perform activities central to the purpose of the award;
- (E) Changes in the amount of approved cost-sharing or matching provided by the subrecipient [2 CFR §200.308(c)(1,2,3,6,7)].

(12) Record Retention: In accordance with 2 CFR §200.333(b), this is written notification to the subrecipient that DPI requires an extension to the record retention period for grants addressed in the *General Records Schedule: Wisconsin's Public Libraries and Public Library Systems and Related Records*. For all other grants, the Applicant will ensure records are maintained for a period of at least three years after the end of the project year [2 CFR §200.333]. If any litigation, claim, negotiation, audit, or other action involving the records starts before the end of the period, the records will be retained until completion of the action and resolution of all issues.

(13) Reporting: The Applicant will ensure all required financial and program data is reported to the DPI timely on a schedule established by the DPI [2 CFR §200.302(b)(2)].

(14) Grant Evaluation: The Applicant shall ensure that all grant evaluation reporting will be timely on a schedule established by the DPI. Grant evaluation information provided to the DPI staff shall accurately assess the completeness of grant goals, activities, benchmarks and target dates [2 CFR §200.328(b)(1)].

(15) Single Audit: Any entity that expends in total (all sources) \$750,000 or more in federal funds during a fiscal year (July 1–June 30) is required to conduct a single audit [2 CFR §200.501].

(16) Text Messaging and E-Mailing While Driving: The Applicant/ Recipient and their grant personnel are prohibited from text messaging while driving a government-owned vehicle, or while driving their own privately owned vehicle during official grant business, or from using government supplied electronic equipment to text message or e-mail when driving [Executive Order 13513, "Federal Leadership on Reducing Text Messaging While Driving October 1, 2009].

(17) Time and Effort Supporting Documentation: For costs to be allowable, compensation for personal services must adhere to the Standards for Documentation of Personnel Expenses as identified in 2 CFR §200.430(i)(1). The subrecipient must retain records that accurately reflect the work performed and be supported by a system of internal control which provides reasonable assurance that the charges are accurate, allowable, and properly allocated.

(18) Trafficking in Persons: The grant condition specified in 2 CFR §175.10 includes the following language: "i. Trafficking in persons. 1 You as the recipient, your employees, subrecipients under this award, and subrecipients' employees may not i. Engage in severe forms of trafficking in persons during the period of time that the award is in effect; ii. Procure a commercial sex act during the period of time that the award is in effect; or iii. Use forced labor in the performance of the award or subawards under the award." A subrecipient is required to inform the federal agency immediately of any information received from any source alleging a violation of this condition. The federal agency may unilaterally terminate this award, without penalty, if a subrecipient is determined to have violated this condition.

(19) Debarment and Suspension: As required by Executive Order 12549 and implemented at 2 CFR Parts 180 and Part 3185, the undersigned, on behalf of the applicant, certifies to the best of his or her knowledge and belief that neither the applicant, nor its principals:

ASSURANCES CONTINUED

(a) are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;

(b) have within a three year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction, or in connection with a violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) are presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification;

(d) have within a three-year period preceding this application/proposal had one or more public transactions (federal, state, or local) terminated for cause or default. Where the applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

(20) Lobbying: As required by Section 1352, Title 31 of the United States Code, and implemented for persons entering into a grant or cooperative agreement over \$100,000, the applicant certifies to the best of his or her knowledge and belief that:

(a) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a federal contract, the making of a federal grant, the making of a federal loan, the entering into of a cooperative agreement, or the extension, continuation, renewal,

amendment, or modification of a federal contract, grant, loan, or cooperative agreement.

(b) If any funds other than appropriated federal funds have been paid or will be paid to any person (other than a regularly employed officer or employee of the applicant) for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall request, complete, and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. State Programs 3 Issued 2/9/2006.

(c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

(21) Internet Safety: The applicant library is either:

(a) compliant with the Children's Internet Protection Act (CIPA). The applicant library has complied with the requirements of Section 9134(f)(1) of LSTA; or

(b) CIPA requirements do not apply because LSTA funds are not being used to purchase computers to access the Internet or to pay for direct costs associated with accessing the Internet.

(22) Equipment: The applicant will not budget for or procure equipment as defined in 2 CFR 200.33 without first requesting approval from the state library administrative agency and obtaining written approval from the state library administrative agency and the Institute of Museum and Library Services.

ASSURANCES SIGNATURE

WE, THE UNDERSIGNED, CERTIFY that the information contained in this application is complete and accurate to the best of our knowledge, that the necessary assurances of compliance with applicable state and federal statutes, rules, and regulations will be met; and, that the indicated agency designated in this application is authorized to administer this grant. The Authorized Representative of the Applicant Agency is authorized by the Library Board to approve these certifications on behalf of the Applicant Agency.

WE FURTHER CERTIFY that the assurances listed above have been satisfied and that all facts, figures, and representations in this application are correct to the best of our knowledge.

Applicant Agency

Milwaukee County Federated Library System

Name of Authorized Representative of Applicant Agency

Steve Heser

Title of Authorized Representative

System Director

Signature

➤

Date Signed *Mo./Day/Yr.*

PROJECT AREA

Select one project area that best describes the collaborative LSTA project to increase capacity for technology tools and resources.

- ☐ Establish or support inter-system collaborative agreements to extend technology support services in order to share expertise or technology support services to benefit individual libraries; and extend technology support or technology services to systems unable to provide those services through aggregated contracts or revised contracts benefiting from economies of scale.
- ☐ To purchase or expand learning or information resources through group contracts
- ☐ To digitize local materials that have a statewide or large regional interest for libraries within a multi system region
- ☒ To better prepare libraries within a multi-system region for training and support of local libraries in digital skills and knowledge for library staff and library users; and/or digital skills or training to support workforce skills for library users.

PROJECT ABSTRACT

Provide an overview of the project, including its purpose and intended outcome based on targeted population(s) and identifiable need.

This Cybersecurity Awareness Project is intended to train member library staff in three library systems in southeast Wisconsin. The purpose of this training is to provide staff with instruction on how to better identify cybersecurity threats in the form of phishing and ransomware emails.

We have identified a product called KnowBe4 (www.knowbe4.com) that will provide the platform for training and evaluation. KnowBe4 offers a baseline test of our staff members with email addresses to see how they perform when presented with a simulated phishing attack. Soon afterward, online training is presented to these staff in the form of interactive modules, videos, games, posters and newsletters. After the training is completed, a coordinated phishing attack is sent through the network to staff addresses. These phishing attacks can be customized to mimic official organizational documents, attachments and appear to come from actual users. The last step of this process is evaluation. Evaluation is part of the product and several reports can be generated showing the change in behavior from the first baseline test to the phishing attacks performed after the training.

Our hope is to see better recognition and response to phishing and ransomware email attacks by our member library staff. This will clearly be indicated in the reporting that KnowBe4 will provide. Ransomware and phishing attacks have become more sophisticated over the years and we feel this type of training would be an asset to staff and perhaps indicate a greater need for training if the outcomes are not what we hoped to see.

NEEDS ASSESSMENT

Provide evidence of the need for this project. Include why this project is relevant to the targeted region or population. Include how this project supplements local efforts within the region or community. Describe any other relevant past (within the last five years) or current efforts to meet these needs.

In the Bridges, Kenosha County and Milwaukee County library systems, we estimate there are roughly 1,500 full time and part time staff with email addresses. Any one of these accounts could be the recipient of a phishing or ransomware attack at any time. In the case of ransomware attacks, entire networks of terabytes of data could be at risk. According to Dimension Data, ransomware attacks worldwide rose 350 percent in 2017 over the previous year. KnowBe4 also claims that 91% of cyberattacks begin with a highly personalized spear phishing email, which is commonly used to infect organizations with ransomware. The threat posed by these emails is real and they do not particularly care if the victim is a library. In January 2017, the St. Louis Public Library experienced a ransomware attack that crippled their library for several days. Last year a library in the Bridges Library System was also the victim of a ransomware attack.

Fortunately some of these emails are caught by firewall or antivirus software designed to prevent them from causing damage, but still many of these emails make it through to our staff members' accounts and workstations. To make things more complicated, there are staff with varying degrees of technical competencies and some only work part time and may not have access to this type of training if it were not provided for them.

In light of the threat and vulnerability of our libraries, we feel the training program will make a difference and bring more awareness to the problem. Many staff will feel they are capable of vetting these emails, but the methods used to deliver phishing and ransomware attacks are growing more sophisticated and it's becoming increasingly difficult to identify them.

ACTIVITIES TO ACHIEVE PROJECT GOALS

Each applicant is required to describe a minimum of one performance objective and outcomes to be tracked and evaluated during the grant period. Thinking about the needs evidenced above, create a performance objective to address the overall aim of the project in order to have the greatest impact on library patrons and/or the library workforce.

In the space below create a measurable objective and identify the subsequent elements. The performance objective must be fully achievable no later than the end date of the grant.

Performance Objective – Set a goal that can be achieved as a part of this project as a whole.

The primary objective is to decrease the number of 'phish-prone' users, those likely to open phishing emails, by 75%. The average decrease reported by KnowBe4 is roughly 92%. We feel a 75% reduction would represent a successful project and worth the investment.

Baseline – Identify the starting point measure prior to beginning this project's activities.

The baseline figure will be calculated by KnowBe4. According to their website, the average baseline of phish-prone users is 27% of all email accounts. Their numbers are based on actual users (6 million). We feel 27% is a number to start with, but may be higher or lower depending on the performance of our staff.

Activities to Achieve Objective – Identify how the applicant agency will achieve this result using LSTA funding.

1. KnowBe4 offers a baseline test of our staff members with email addresses to see how they perform when presented with a simulated phishing attack.
2. Online training is presented to these staff in the form of interactive modules, videos, games, posters and newsletters.
3. A coordinated phishing attack is sent through the network to staff addresses. These phishing attacks can be customized to mimic official organizational documents, attachments and appear to come from actual users. These phishing attacks will continue for one year and the results will be calculated for analysis.

Evaluation Method – Identify the methods the applicant agency will use to measure the results.

KnowBe4 offers thorough reports to show how our staff members performed after training was completed. The reports will be analyzed and shared with member library directors and staff. Recommendations for further training may evolve from this project as a result.

Person(s) Responsible – Identify the staff or library board member(s) who will be responsible for the activities to achieve the objective.

Steve Heser, Milwaukee County Federated Library System
Mellanie Mercier, Bridges Library System
Robert Nunez, Kenosha County Library System

*Leave the Progress response blank when submitting the initial application.
Complete the Progress response as a mid-project and end-of-project report.*

Progress – Identify the progress the agency made in achieving the Performance Objective.

ACTIVITIES TO ACHIEVE PROJECT GOALS

OPTIONAL – ADDITIONAL PERFORMANCE OBJECTIVE

Each applicant is required to describe a minimum of one performance objective and outcomes to be tracked and evaluated during the grant period. Thinking about the needs evidenced above, create a performance objective to address the overall aim of the project in order to have the greatest impact on library patrons and/or the library workforce.

In the space below create a measurable objective and identify the subsequent elements. The performance objective must be fully achievable no later than the end date of the grant.

Performance Objective – Set a goal that can be achieved as a part of this project as a whole.

Baseline – Identify the starting point measure prior to beginning this project's activities.

Activities to Achieve Objective – Identify how the applicant agency will achieve this result using LSTA funding.

Evaluation Method – Identify the methods the applicant agency will use to measure the results.

Person(s) Responsible – Identify the staff or library board member(s) who will be responsible for the activities to achieve the objective.

*Leave the Progress response blank when submitting the initial application.
Complete the Progress response as a mid-project and end-of-project report.*

Progress – Identify the progress the agency made in achieving the Performance Objective.

LSTA BUDGET DETAILS

Salaries/Wages/Benefits

List all Applicant Agency employee positions to be paid from and contributing directly to this project. Staff members with the title of "Consultant" who are paid from and contributing to this project should be budgeted here and not in the Consultant Fees section.

Position Title	Total Cost – LSTA Funds			Match Funds		
	Salary/Wages	Benefits		Salary/Wages	Benefits	Source
MCFLS System Director	\$0.00	\$0.00		\$657.78	\$303.37	State Aid
Bridges Automation Coordinator/ Assistant Director	\$0.00	\$0.00		\$411.00	\$162.00	Local Funds
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
	\$0.00	\$0.00		\$0.00	\$0.00	<Select>
Total	\$0.00	\$0.00		\$1,068.78	\$465.37	

LSTA BUDGET DETAILS

Consultant Fees

The description includes the expertise of third-party consultant along with actions/contributions to this project. The fees amount includes all expenses related to acquiring the services of a third-party consultant for a specific activity within the project. Do not include costs incurred by an Applicant Agency staff member or the staff of a public library or system who have the title of "Consultant." Costs may include fees, travel, accommodation, and support services obtained directly by the third-party consultant.

		Total Cost – LSTA Funds	Match Funds	
Description of Consultant Expertise, Actions, Contributions	Consultant/Firm Name	Consultant Fees	Consultant Fees	Source
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
Total		\$0.00	\$0.00	

LSTA BUDGET DETAILS

Travel

Select the type of travel expenditure and describe the travel selections in the text box next to the selection. This amount includes all airfare, ground transportation, accommodation (lodging), meals, etc. by the Applicant Agency's staff members only. Do not include travel expenses by a third party.

Reported expenses must be related to the project activities and must be incurred by the applicant agency staff working on the project.

			Total Cost – LSTA Funds		Match Funds	
Type of Travel Expenditure	Describe Travel Expenditure Purpose	Number of Travelers	Travel Expenditures		Travel Expenditures	Source
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
<Select>	<Describe travel here>		\$0.00		\$0.00	<Select>
Total			\$0.00		\$0.00	

LSTA BUDGET DETAILS

Supplies/Materials

This description includes the types and quantities of supplies/materials acquired. This amount includes all costs for supplies and materials purchased specifically for the project.

Supplies/Materials Description	Number of Units	Total Cost – LSTA Funds	Match Funds	
		Supplies/Materials Costs	Supplies/Materials Costs	Source
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
		\$0.00	\$0.00	<Select>
Total		\$0.00	\$0.00	

LSTA BUDGET DETAILS

Equipment (unit cost greater than \$5,000)

This description includes the types and quantities of supplies/materials acquired. This amount includes all costs for supplies and materials purchased specifically for the project.

The Applicant Agency may request to purchase necessary and reasonable equipment by completing the [LSTA Equipment Approval Request form](#).

		Total Cost – LSTA Funds		Match Funds	
Equipment Description	Number of Units	Equipment Costs		Equipment Costs	Source
MUST OBTAIN APPROVAL FROM DPI AND IMLS BEFORE BUDGETING FOR EQUIPMENT PURCHASES					
Total		\$0.00		\$0.00	

Services

This description includes the services provided. This amount includes the cost of services provided by a contractor. Databases should be described here and names of contractors included.

Services Description	Total Cost – LSTA Funds		Match Funds	
	Services Costs		Services Costs	Source
KnowBe4 Security Awareness Training	\$17,000.00		\$0.00	<Select>
	\$0.00		\$0.00	<Select>
	\$0.00		\$0.00	<Select>
	\$0.00		\$0.00	<Select>
	\$0.00		\$0.00	<Select>
	\$0.00		\$0.00	<Select>
	\$0.00		\$0.00	<Select>
	\$0.00		\$0.00	<Select>
Total	\$17,000.00		\$0.00	

LSTA BUDGET DETAILS

Other (Indirect)

This description includes allowable indirect costs incurred by the grantee. Indirect costs are those costs that are not readily identified with the activities funded by the federal grant or contract but are nevertheless incurred for the joint benefit of those activities and other activities and programs of the organization. Examples of indirect costs are general telephone service, postage, office supplies, office space expenses, and administrative or financial operations for an entire organization. The applicant must inform DPI of the decision to recover indirect costs by making a checkbox selection below.

		Total Cost – LSTA Funds	Match Funds	
Other Description		Other (Indirect) Costs	Other (Indirect) Costs	Source
		\$0.00	\$0.00	<Select>
Select one of the following options: <input checked="" type="checkbox"/> Applicant chooses not to include Indirect Costs <input type="checkbox"/> Applicant chooses a rate not to exceed 10% of modified total direct costs and declares the applicant agency is eligible for the 10% rate. <input type="checkbox"/> Applicant has a rate % that has been negotiated with a federal agency. The applicant will submit a copy of the negotiation agreement along with this LSTA application.				
Total		\$0.00	\$0.00	

LSTA BUDGET SUMMARY

Applicant Agency:

Grant Title:

LSTA Budget Category	LSTA Budget		Match Amount
Salaries/Wages/Benefits	\$0.00		\$1,534.15
Consultant Fees	\$0.00		\$0.00
Travel	\$0.00		\$0.00
Supplies/Materials	\$0.00		\$0.00
Equipment (Unit cost is >\$5,000)	\$0.00		\$0.00
Services	\$17,000.00		\$0.00
Other (Indirect) Rate (not to exceed 10% unless approved by the applicant's cognizant agency): %	\$0.00		\$0.00
TOTAL	\$17,000.00		\$1,534.15

JUSTIFICATION FOR CHANGES

Complete this section only when revising an approved budget.

FOR DPI USE ONLY

The DPI Grant Program Coordinator's signature indicates approval of the application and budget.

Signature of DPI Grant Program Coordinator

Date Signed *Mo./Day/Yr.*



PROJECT OUTCOMES – EVALUATION

Complete the responses in the Project Outcomes – Evaluation section throughout the course of the project. These responses may be requested throughout the project and will be submitted to DPI following the conclusion of the project as an end-of-project report.

Describe the important findings and outcomes from the project.

Describe the importance of these outcomes and findings for future program planning.

Based on outputs, outcomes, and other results, explain any significant lesson(s) learned for DPI and others in the library and information sciences field who want to adopt any facets of this project.

PROJECT OUTCOMES – EVALUATION

Complete the responses in the Project Outcomes – Evaluation section throughout the course of the project. These responses may be requested throughout the project and will be submitted to DPI following the conclusion of the project as an End-of-Project report.

What methods did you use to determine your findings? Check all that apply.

- ☐ Survey ☐ Review of Administrative Data ☐ Interview/Focus Group
☐ Participant Observation ☐ Other

Was an evaluation conducted for this project?

- ☐ Yes ☐ No

Was a final written evaluation report produced?

- ☐ Yes ☐ No

If you anticipate continuing this project after the current project period ends, answer the following three questions (“Do you anticipate...”) regarding continuation of the project. If the project will not continue, select N/A and do not respond to the following three questions.

- ☐ N/A – The agency does not anticipate continuing this project beyond this application’s period of performance.

Do you anticipate any change in level of effort in managing this project

- ☐ Yes – Briefly describe any changes in the level of effort. Include information about whether you intend to use LSTA or Match funds:
☐ No

Do you anticipate changing the types of activities and objectives addressed by the project?

- ☐ Yes – Briefly describe this change in the project’s activities and objectives:
☐ No

Do you anticipate any other changes in the project?

- ☐ Yes – Briefly describe this other changes in the project:
☐ No – Describe why:

ADDITIONAL MATERIALS

Following the conclusion of the project, please provide any additional materials that help provide context to the project or additional details regarding the project’s outcome that cannot be gleaned from the information that was provided in the application, budget, and evaluation. Consider submitting images, promotional materials, feedback received, survey results, staff and patron stories about the project, news articles, press releases, websites, etc.

Send additional materials to LibraryReport@dpi.wi.gov and clearly identify the project the materials are associated.

If additional materials are online, provide the URL(s):

Can DPI share these additional materials publicly including with the Institute of Museum and Library Services?

- ☐ Yes ☐ No

March 18th, 2018

February/March 2019 Director's Report

Summary of activities

1. Met and discussed system goals and PLSR process with the Greendale Library director and board president.
2. Vivienne Porter from TBS came in to do a demonstration on ePrintIT, a new service for remote printing. The service will be less expensive for libraries and a better option for patrons that want to send their print jobs to the library for pick up. Directors were enthusiastic and we're making arrangements to get on boarded with ePrintIT as soon as possible.
3. Met with representatives to discuss possible OpenAthens subscription for improving our authentication methods for patrons.
4. Collaborated with Judy Pinger and Jennifer Meyer-Stearns to better restrict authorizations for MPL staff and remove old logins no longer needed. Jen and Kate are leading this initiative to create a better model for login creation in the future that we can use for the entire system.
5. MCFLS strategic planning full day development meeting on February 28th. Work with WiLS to start formulating the plan immediately afterward.
6. Working with NewsBank representative to get better pricing for access to the Milwaukee Journal Sentinel full color image edition.
7. Met with Bridges and Kenosha library system staff to finalize LSTA grant application for cybersecurity awareness training. Arranged demonstration with KnowBe4 sales rep, set up a trial and received a quote for the premium version of the service for one year using a reduced rate for non-profits.
8. Work with Jen and Karli Pederson from MPL to streamline MPL's Baker and Taylor profiles to work with One Click ordering. We hope to save MPL significant staff time when the project is completed.

Upcoming Activities

1. Meet with WiLS staff and MCFLS staff on March 19th to coordinate strategic planning implementation activities.
2. Replacements for the new Sierra database and app servers will be installed after 9 pm on Wednesday, March 20th.
3. Begin individual site visits with libraries in late March (Whitefish Bay) and early April (Oak Creek).