NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, July 15th, 2019

3:00 P.M.

This meeting will be conducted in a
meeting room of the
South Milwaukee Public Library
1907 10th Avenue
South Milwaukee, WI 53172

AGENDA

1. Call to order

2. Adoption of agenda

3. Approval of minutes: the MCFLS Board of Trustees meeting on Monday, June 17th, 2019

        Action   Attachment A

4. Public comment

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

    5. Financial Report—June 2019

                                                Action   Attachment B

    6. Quote for Communico to Provide the CountyCat Mobile App

                                                Action   Attachment C

Administrative Informational Items

    7. Annual Report - Compliance Plan for DPI due October 15th, 2019

                                                Attachment D

    8. Communication to Innovative Regarding Maintenance Increase

                                                  Attachment E

    9. MCFLS Board Meeting Dates and Times

    10. Director's Report

                                                Attachment F

Motion to Move into Executive Session

In Executive Session. Pursuant to Wisconsin Statutes 19.85(1)(e) "Deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session."

Motion to Move Out of Executive Session.

Next meeting date: August 19th, 2019, 3:00 p.m., Brown Deer Public Library, 5600 West Bradley Road, Brown Deer, WI 53223-3510

Milwaukee County Federated Library System
Board of Trustees

Regular Monthly Meeting held Monday, June 17, 2019
Greenfield Public Library
5310 West Layton Avenue
Greenfield, WI 53220

ROLL CALL

Present: Paul Ziehler, President
                Nik Kovac, Treasurer
                Kurt Glaisner, Trustee
                Guy Johnson, Trustee
                Steven Shea, Trustee
                Elizabeth Suelzer, Trustee

Excused: Paula Penebaker, Vice President

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

Others: Susan Draeger-Anderson, LDAC Chair and North Shore Library
                Robin Bruhn, Greenfield Library Board
                Don Carlson, former Greenfield Library Board Member
                Susan DeWitt, Greenfield Library Board
                Rachel Arndt, Milwaukee Public Library
                Paula Kiely, Milwaukee Public Library
                Rick L'Amie, Greenfield Library Board
                Gene Miller, former Greenfield Library Board President
                Mayor Michael Neitzke, Greenfield
                Sheila O'Brien, Greenfield Public Library

CALL TO ORDER. In President Ziehler's absence, Trustee Glaisner called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 3:14 p.m. Shiela O'Brien welcomed the MCFLS Board to the Greenfield Public Library and introduced members of the public that were in the audience.

Director Heser welcomed County Supervisor Steven Shea to the MCFLS Board as he has recently been appointed, in which case now the MCFLS Board has all of its seven members. Trustee Shea shared that he is also associated with the Milwaukee Area Technical College; the other MCFLS Board members introduced themselves to Trustee Shea.

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

APPROVAL OF MINUTES. Trustee Glaisner referred to the minutes of the Monday, May 20, 2019 meeting which are shown as Attachment A of the agenda packet. Trustee Johnson moved and Trustee Suelzer seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. Trustee Glaisner invited Susan Draeger-Anderson to review her report of the June 6, 2019 LDAC meeting which was distributed at the meeting and shown as Exhibit 1 attached to these minutes. Questions were asked and responded to regarding a few of the topics. Treasurer Kovac moved and Trustee Shea seconded a motion to accept the report and place it on file. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION

Financial Report – May 2019. Trustee Glaisner referred to the May, 2019 financial report which is shown as Attachment B of the agenda packet. Director Heser noted that the Contingency line looks to be overspent but there are LSTA expenditures that will be moved when then mid-year budget revision occurs after the audit is completed. Director Heser noted that additional financial discussion is to be discussed later in the meeting and for that reason action was tabled at this time.

Backup Solution for Sierra and MCFLS Servers. Director Heser reviewed Attachment C of the agenda packet which is for data backup and recovery solution since what was to work originally through Innovative doesn't with the new server equipment recently purchased and installed. This proposed backup system will be a cloud-based solution. The quote does not include the cost of the API which is estimated at $5,000. Director Heser noted that he will be able to find the funds in the 2019 budget by lowering a number of budget lines and that will be reflected in the mid-year budget revision. Trustee Johnson moved and President Ziehler seconded a motion to move forward with the backup solution project as presented. Unanimously approved.

Sheila O'Brien questioned whether the determination to engage in this project was the result of a competitive bidding process and Director Heser responded that it was not based primarily on the known fact of this vendor and their knowledge of the MCFLS infrastructure as well as the need to move quick on this project since backups are needed and the costs were competitive.

At this time the Board took formal action on the May, 2019 financial report--President Ziehler moved and Trustee Johnson seconded a motion to approve the financial report as presented. Unanimously approved.

2020 County Budget Request. Director Heser reported that he had taken feedback from last month's meeting and thanked Trustee Glaisner for his assistance on the 2020 County Budget request which is shown as Attachment D of the agenda packet which he reviewed. Director Heser reviewed how much aid MCFLS has received over the years. Trustee Glaisner asked MCFLS board members to contact County Supervisors and then also the LDAC to contact their County Supervisors to try and get more county-wide visibility. President Ziehler moved and Treasurer Kovac seconded a motion to approve the 2020 County budget request as presented and directed Director Heser to submit as required. Unanimously approved.

<u>2019 MCFLS Marketing Plan</u>. Director Heser reviewed his proposed 2019 marketing plan, which is shown as Attachment E of the agenda packet with the Board and he responded to questions and concerns. Director Heser noted that he had also reviewed it with the LDAC earlier this month for their input and discussion and their input was helpful in creating this document. President Ziehler moved and Treasurer Kovac seconded a motion to approve the 2019 MCFLS Marketing Plan as presented. Unanimously approved.

<u>Innovative Maintenance Costs Changes</u>. Director Heser reviewed information regarding Innovative maintenance costs, which is shown as Exhibit 2 attached to these minutes. Discussion ensued regarding the huge amount of money that is paid and the proposed increases to software maintenance and talk turned to the probability of looking into different vendors as Innovative has been lacking in innovation and new functionality and timely customer support response to problems have slowed since ownership has been taken over by an investment firm a few years ago. Trustee Glaisner questioned why MCFLS should accept this poor behavior and suggested that a letter be sent to Innovative expressing displeasure with poor service and MCFLS unwillingness to accept annual increases to maintenance and that entering into a bundle will not be considered.

[President Ziehler took over as Chair of the meeting at this time.]

ADMINISTRATIVE INFORMATIONAL ITEMS.

<u>MCFLS Board Members</u>. President Ziehler referred to an updated contact list of the MCFLS board members, which is shown as Attachment F of the agenda packet for informational purposes.

<u>Director's Report</u>. Director Heser reviewed his report, which is shown as Attachment G of the agenda packet and responded to questions from the Board.

MOTION TO MOVE INTO EXECUTIVE SESSION. Trustee Glaisner moved and Trustee Shea seconded a motion to move into Closed Session. The motion passed on a unanimously affirmative roll call vote.

<u>In Executive Session</u>. Pursuant to Wisconsin Statutes 19.85(1)(e) "Deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session."

<u>Motion to Move Out of Executive Session</u>. Trustee Johnson moved and Trustee Suelzer seconded a motion to move out of Closed Session. Unanimously approved.

<u>Report Out of Executive Session</u>.   None.

NEXT MEETING. Scheduled for Monday, July 15, 2019 beginning at 3:00 p.m. at the South Milwaukee Public Library, 1907 10th Avenue, South Milwaukee, WI 53172.

ADJOURNMENT. With no further business to be addressed, Trustee Glaisner moved and Trustee Johnson seconded a motion to adjourn the meeting at 6:17 p.m. Unanimously approved.
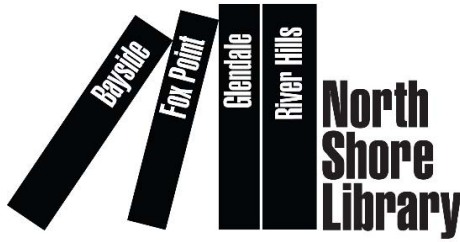
June 17, 2019

To: MCFLS Board of Trustees
From: Susan Draeger-Anderson
North Shore Library
Summary of LDAC Meeting 6.6.19
Location: Cudahy Family Library

Summary:

MCFLS Agreements and proposed timeline. Discussion of possible new services derived from the strategic plan.
Steve reviewed the timeline for the MCFLS agreements. He reviewed that the Agreement has four parts. The member agreement, which is ongoing and does not expire, the ILS and Technology Agreement, Resource Agreement and Cataloging Agreement. Steve stressed that we will not be approving the Member agreement as this is a change from years past. Steve also shared that reciprocity numbers will be in the ILS and Technology Agreement. The three Agreements will be available for local Library Board approval between September and December. The Agreements were in place for four years at the last renewal but this may increase to five years for this contract.
Steve reported that he expects State Aide to remain flat. Steve provided a summary of proposed new or expanded services through the 2020-2024 Strategic Plan including shared funding of new Catalog App, Increase in amount paid into the system electronic resources buying pool, additional staff for data collection and marketing/advocacy development, and improved data visualization and aggregation tool. Directors discussed that new directives from the strategic plan may mean a shifting of reciprocity funds to support these plans.   There was discussion about Reciprocity. Some directors are sharing with their Boards that Reciprocity funds may be phased out in order for the System to offer more services. Directors felt that the Summary Steve provided would be good to share with their Boards to help them understand the shift in recourses away from reciprocity. There was a brief discussion about priority of the Services list. It was generally agreed that the order presented in Steve's summary was a good priority.

2019 MCFLS Marketing Plan and system collaboration
Steve reviewed that the 2019 Marketing Plan has three elements:
1. Provide groundwork for the strategic plan and create a plan for 2020
2. Increase use of System provided online resources

3. Establish relationships with other library systems to extend our marketing reach and scale resources more efficiently.

Steve reviewed an opportunity to collaborate with Bridges and Lakeshore Systems on a regional marketing effort to promote September library card sign up month in 2019. Overall, the Directors were excited about this opportunity and provided Steve with options not on the list to consider.

Directors Pat Laughlin from Hales Corners and Amy Krahn from St Francis shared that they tend to promote Library Card Sign up in April and May in preparation for Summer Reading Program. Cudahy Director, Rebecca Roepke, shared that they have waived fines for Children participating in Summer Reading Program so that Children can start the summer with a card they can check out books with.

There was discussion on measurement of usage of new library cards including using Circ Active to measure database and PC use.

Proposed change to Hoopla subscription moving from 6 to 4 maximum checkouts and adding additional system funds. Discussion of 2020 costs.
Steve provided options for addressing the 2019 Hoopla funding issues. He also provided a reports showing checkouts at each price point and highest circing titles at the $3.99 price point. Steve also provided a report showing estimated circulation amounts for 2020 at Circulation monthly maximums of 4, 5 and 6. Directors decided to move to a 4 circulation maximum per month with MCFLS adding $20,000 to the funding in order to retain this popular service. This change became effective on 6.10.19.

CountyCat Mobile. Feedback on demonstrations and next steps.
Jen Schmidt gave a quick review of the three options and the strengths of each. It was a quick decision to go with Communico due to the features available (especially integrated access to Overdrive e-books and audiobooks) and the experience they have working with Sierra applications.

Review of feedback to proposed elimination of cash bag process in favor of an accounting procedure. Discussion regarding the handling of refunds for these payments.
All directors continue to be excited about this change. There was discussion on how refunds for replacement costs of items should be handled as libraries currently handle this differently (some offering no refunds and others offering refunds within 10, 14, 30 or 90 days). It was decided to stick with current procedure and direct the patron to the owning library to discuss a refund. MCFLS will move forward with this new procedure beginning July 1st.

Future of Digital Magazines and possible Flipster subscription for 2020.
Per director's request, Steve provided a price quote and list of possible titles to subscribe to via Flipster as a possible replacement for RBDigial. Although the cost is similar, there was concern about the loss of some titles, specifically The Economist and National Geographic. Jen Scmidt will provide a list of titles lost and gained so that the products can be further evaluated.

Discussion topic: INFOPASS and multi-type cooperative lending
Rachel Arndt gave a history of the updating of the INFOPASS system from paper to online. As a tool it fills a very specific need for those needing materials quickly from local sources. This is not heavily used with some libraries showing 1-2 uses a year and others 5 per month but is an important service for those that need it.

Update WPLC Budget and LSTA Projects
WPLC had been considering a number of options to increase the total amount within the buying pool used to purchase titles for the statewide OverDrive collection. Steve reported that the WPLC decided to increase the budget by 5% for 2020. Additional funding is split between the base amount and holds reduction. MCFLS member library total costs will increase by $6,038.

The Know Before Security Awareness training will begin on June 11th. There will be three days of testing and then an email with a link to a training program will go out to staff. This program is paid for by the LSTA grant. This program will run June 2019-2020.

Steve indicated that there may be another LSTA shared grant project that would provide RFID tagging to those libraries that are not currently tagged. There did not seem to be interest in this from Hales Corners and St. Francis. North Shore has just started a tagging process.

Discussion of interest in uniformity in Public Computer Profiles
Brian Van Klooster, Greendale Director, brought this topic forward. We discussed that uniformity in profiles would make it easier for Hieu, when moving from library to library to manage our computers as well as for those patrons who tend to use a number of libraries. Brian will follow up with an email to those interested directors.

Extension of Hold for Items on Hold Shelf
We discussed what libraries are doing when there Is a request from a patron to hold an item for an extra day. Some will check the item out to the patron and keep it on an internal shelf. Others will cancel the hold and then place a new hold on the item again and return the item to the holds shelf. This is only done if no one else has a hold on the item.

Innovative Maintenance Costs

Current situation. Members pay 100% for Innovative maintenance each year. The costs are separated into two categories: base costs and add-on costs. Each library pays 1% of the base cost (15%) and remaining 85% is handled by billing libraries back based on their resident circulation. The add-ons are pieces of software that the library has purchased on their own and they alone are responsible for the maintenance on them. All billing is handled by MCFLS.

This past year we spoke with Innovative about reducing maintenance costs. MCFLS staff reduced the number of unused staff licenses and other unnecessary modules to realize a cost savings of $24,396 to be applied to our annual maintenance.

In the past, Innovative had been adding between 0 and a 3.5% increase on these maintenance charges each year. We have noticed since being bought by a capital investment firm that they have been much more rigorous in applying these increases.

New Development. Innovative has informed us that they will tack on a 5% increase of maintenance each year unless we subscribe to a software bundle, a core group of modules and applications.   In order to persuade us to sign on, Innovative is offering a discount on a custom bundle created for us that includes all our current modules and applications.

As part of the bundle, MCFLS would receive at least two beneficial products that we do not currently have: a Scheduler product used to run reports at predetermined times and the Enterprise Backup API needed for our backup solution. The bundle pricing also reduces MCFLS costs for Encore, which is paid by the system.

We have three options (see reverse for a table showing impact on MCFLS and members):

1. Pay the 5% increase on maintenance each year.

2. For an additional $28,272 we receive the bundle and our maintenance increase is set at 2.5%. Requires a commitment of three years.

3. For an additional $11,448 we receive the bundle and our maintenance increase is 3.5%. Requires a commitment of three years.

Recommendation. MCFLS staff recommend pursuing option #3. With the savings we negotiated last year, member libraries will only experience a slight increase in costs for 2020 and their costs moving forward will rise at a slower rate. MCFLS and members will also benefit in being able to gain two new modules and save costs on Encore.

The 2020-2024 Strategic Plan lists a review of ILS software providers as one of our initiatives to help improve the user experience. This action would provide part of the necessary time to perform that review while saving as much on maintenance as possible.

Recent Innovative Maintenance Costs

2017 $237,756

2018 $241,138

2019 $246,311

Projected Costs

Innovative Maintenance (paid by member libraries)

	Option 1: - 5% increase	Option2: - 2.5% increase - 10% discount - Scheduler/Backup API	Option 3: - 3.5% increase - 15% discount - Scheduler/Backup API
2020	$ 236,125	$ 264,487	$ 247,663
2021	$ 247,931	$ 271,099	$ 256,331
2022	$ 260,328	$ 277,877	$ 265,303
2023	$ 273,344	$ 284,824	$ 274,588
2024	$ 287,011	$ 291,944	$ 284,199
2025	$ 301,362	$ 299,243	$ 294,146
2026	$ 316,430	$ 306,724	$ 304,441
2027	$ 332,252	$ 314,392	$ 315,096
2028	$ 348,864	$ 322,252	$ 326,125

Encore (paid by MCFLS)

	Option 1: - 5% increase	Option2: - 2.5% increase - 10% discount	Option 3: - 3.5% increase - 15% discount
2020	$ 37,202	$ 32,921	$ 31,092
2021	$ 39,062	$ 33,744	$ 32,180
2022	$ 41,015	$ 34,588	$ 33,307
2023	$ 43,066	$ 35,452	$ 34,472
2024	$ 45,219	$ 36,339	$ 35,679
2025	$ 47,480	$ 37,247	$ 36,928
2026	$ 49,854	$ 38,178	$ 38,220
2027	$ 52,347	$ 39,133	$ 39,558
2028	$ 54,964	$ 40,111	$ 40,942

M.C.F.L.S.
Financial Report
For the Six Months ending
June 30, 2019

			Annual Budget		Year to Date	%		Balance	%
1									
2									
3	**General Revenues**								
4	State Aid Revenue	$	2,855,317	$	2,855,318	(100.00)	$	(1)	0.00
5	Milwaukee County Allocation	$	66,650	$	33,325	(50.00)	$	33,325	(50.00)
6	West Milwaukee Contract -Other	$	49,877	$	49,877	(100.00)	$	-	0.00
7	Interest on Invested Funds	$	2,000	$	6,358	(317.90)	$	(4,358)	217.90
8	Member Forms/Supplies Revenue	$	25,000	$	11,115	(44.46)	$	13,885	(55.54)
9	Member Postage Revenue	$	25,000	$	10,964	(43.86)	$	14,036	(56.14)
10	Member OCLC Revenue	$	116,297	$	116,297	(100.00)	$	-	0.00
11	Member Telecomm. Revenue	$	16,800	$	16,800	(100.00)	$	-	0.00
12	Member III Softwre Maint-Basic	$	200,838	$	200,514	(99.84)	$	324	(0.16)
13	Member III Softwre Maint-Other	$	45,473	$	45,472	(100.00)	$	1	(0.00)
14	Member Tech. Assist.-Time Rev.	$	15,000	$	7,455	(49.70)	$	7,545	(50.30)
15	Member Special Projects Revenu	$	80,000	$	23,147	(28.93)	$	56,853	(71.07)
16	Member Cataloging Contract Rev	$	149,846	$	149,845	(100.00)	$	1	(0.00)
17	Member Database Revenue	$	72,336	$	63,882	(88.31)	$	8,454	(11.69)
18	Member Catalog Enhancement Rev	$	25,627	$	25,638	(100.04)	$	(11)	0.04
19	Member Ecommerce Transaction	$	9,000	$	3,669	(40.77)	$	5,331	(59.23)
20	TNS Calls/Notices Revenue	$	3,000	$	637	(21.23)	$	2,363	(78.77)
21	Carryover Revenue	$	35,000	$	-	0.00	$	35,000	######
22	Staff Benefits/Co-Pay Revenue	$	35,804	$	18,240	(50.94)	$	17,564	(49.06)
23	Member Digital Content Rev	$	216,732	$	216,737	(100.00)	$	(5)	0.00
24	Member PC Mngmt License Rev	$	2,545	$	1,131	(44.44)	$	1,414	(55.56)
25	Member MKE Mixers Rev	$	1,400	$	1,300	(92.86)	$	100	(7.14)
26	**Total General Revenues**	$	4,049,542	$	3,857,721	(95.26)	$	191,821	(4.74)
27									
28	**Special Revenues**								
29	W. Milwaukee Borrowing Revene	$	52,916	$	52,916	(100.00)	$	-	0.00
30	Ecommerce Revenue	$	200,000	$	89,120	(44.56)	$	110,880	(55.44)
31	**Total Special Revenues**	$	252,916	$	142,036	(56.16)	$	110,880	(43.84)
32									
33	**Total Revenues**	$	4,302,458	$	3,999,757	(92.96)	$	302,701	(7.04)
34									
35			**Annual Budget**		**Year to Date**	**%**		**Balance**	**%**
36									
37	**General Expenditures**								
38	Fringe Benefits Expense	$	179,610	$	93,784	52.22	$	85,826	47.78
39	Salaries Expense	$	374,158	$	186,770	49.92	$	187,388	50.08
40	Telephone Renewal Expense	$	1,000	$	252	25.20	$	748	74.80
41	Member Ecommerce Transaction E	$	9,000	$	3,438	38.20	$	5,562	61.80
42	TNS Calls/Notices Expense	$	3,000	$	504	16.80	$	2,496	83.20
43	Mileage/Auto Maint Expense	$	700	$	357	51.00	$	343	49.00
44	Conference/Training Expense	$	8,000	$	3,949	49.36	$	4,051	50.64
45	Memberships Expense	$	6,000	$	3,875	64.58	$	2,125	35.42
46	Continuing Education Expense	$	8,750	$	6,561	74.98	$	2,189	25.02
47	Office Supplies Expense	$	1,000	$	492	49.20	$	508	50.80
48	Copy Machine Maint. Expense	$	1,200	$	875	72.92	$	325	27.08
49	MCFLS Printing Expense	$	500	$	-	0.00	$	500	100.00
50	MCFLS Printing for Mem Expense	$	5,000	$	3,534	70.68	$	1,466	29.32
51	MCFLS WI Pub Lib Consortium Ex	$	5,605	$	5,605	100.00	$	-	0.00
52	MCFLS Buying Pool	$	110,000	$	70,000	63.64	$	40,000	36.36

M.C.F.L.S.
Financial Report
For the Six Months ending
June 30, 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	$	30,100	45.83	$	35,574	54.17
56	Member Catalog Enhancement Exp	$	25,627	$	23,627	92.20	$	2,000	7.80
57	MCFLS Postage Expense	$	600	$	75	12.50	$	525	87.50
58	Member Postage Expense	$	25,000	$	22,225	88.90	$	2,775	11.10
59	Member Forms/Supplies Expense	$	25,000	$	8,483	33.93	$	16,517	66.07
60	Telephone Expense	$	5,000	$	1,619	32.38	$	3,381	67.62
61	Meetings Expense	$	500	$	278	55.60	$	222	44.40
62	Insurance Expense	$	11,500	$	11,259	97.90	$	241	2.10
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	$	2,066	49.19	$	2,134	50.81
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	$	8,400	50.00	$	8,400	50.00
69	MCFLS Telecomm. Maint. Expense	$	10,000	$	3,250	32.50	$	6,750	67.50
70	OCLC Expense	$	130,165	$	125,000	96.03	$	5,165	3.97
71	MCFLS Computer Room Equipment	$	5,000	$	5,281	105.62	$	(281)	(5.62)
72	MCFLS Software Expense	$	2,500	$	619	24.76	$	1,881	75.24
73	MCFLS Equipment Expense	$	12,000	$	2,963	24.69	$	9,037	75.31
74	Member Special Projects Expens	$	80,000	$	34,592	43.24	$	45,408	56.76
75	Sorting and Delivery Expense	$	291,700	$	115,863	39.72	$	175,837	60.28
76	South Central Delivery Expense	$	21,697	$	10,849	50.00	$	10,848	50.00
77	Auto Payment/Maintenance Exp.	$	1,000	$	31	3.10	$	969	96.90
78	MPL Resource Contract Expense	$	185,596	$	92,798	50.00	$	92,798	50.00
79	MPL Rent Lease Contract Exp.	$	129,815	$	64,908	50.00	$	64,907	50.00
80	ILS Expense	$	37,000	$	18,225	49.26	$	18,775	50.74
81	MCFLS Catalog Cont Exp to MPL	$	285,532	$	142,766	50.00	$	142,766	50.00
82	Member Catalog Contract Exp.	$	149,846	$	74,923	50.00	$	74,923	50.00
83	MCFLS Collection Dev Tool Exp	$	28,000	$	-	0.00	$	28,000	100.00
84	Internet Expense	$	20,500	$	6,795	33.15	$	13,705	66.85
85	Contingency Expense	$	29,029	$	30,479	105.00	$	(1,450)	(5.00)
86	Member Digital Content Exp	$	216,732	$	215,187	99.29	$	1,545	0.71
87	Marketing	$	10,000	$	7,104	71.04	$	2,896	28.96
88	MCFLS Strategic Planning Exp	$	4,800	$	1,366	28.46	$	3,434	71.54
89	Cooperative Purchasing Sub Exp	$	3,000	$	-	0.00	$	3,000	100.00
90	Member PC Mngmt License Ex	$	1,875	$	1,876	100.05	$	(1)	(0.05)
91	Member MKE Mixer Exp	$	1,400	$	-	0.00	$	1,400	100.00
92	**Total General Expenditures**	$	2,914,932	$	1,669,754	57.28	$	1,245,178	42.72
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	$	89,120	44.56	$	110,880	55.44
98	Sierra Server Implementation	$	100,000	$	64,857	64.86	$	35,143	35.14
99	**Total Special Expenditures**	$	1,387,526	$	1,241,501	89.48	$	146,025	10.52
100								
101	**Total Expenditures**	$	4,302,458	$	2,911,255	67.66	$	1,391,203	32.34
102								
103	**Revenues/Expenditures +/-**			$	1,088,502			

communico
CONNECTING CONTENT

CLOUD BASED APPLICATIONS BUILT FOR LIBRARIES

Communico proposal for

Milwaukee County Federated Library System

May 27, 2019

Jennifer Schmidt
709 N. 8th Street
Milwaukee, WI 53233

Communico for Milwaukee County Federated Library System

This proposal for Milwaukee County Federated Library System incorporates modules from Communico

including: Communico Base (Control, Connect, Create) and Engage. Additional modules can then be

added to the base platform as they are required or become available.

Standard Modules

Communico Base Control - Cloud based control panel, unlimited users. Communico Connect - Connection engine to 3rd party data providers. Create - CMS and Widget Engine.	Included

Engage Native mobile app for Android and iOS operating systems.	$33,000 per annum
Calendar Feed Integration Cost to set up and maintain individual event feeds within Engage	$250 per feed
Implementation Once-only implementation fee for quoted modules.	20% of annual cost

Small Print

This quotation is subject to the following terms and conditions:

Pricing based on Milwaukee County Federated Library System's stated service population of 948,000.

Quoted prices are valid for 30 days. Note that this pricing does not include integration of the member libraries' calendar feeds; each calendar would be accessible via a link.

Communico's general terms and conditions of purchase apply to this quotation and can be found at http://communico.co/legal

Agreement and next steps

If the quotation is acceptable and your organization would like to move forward, please inform your Account Manager via email. Upon receipt, Communico will then produce a Statement of Work outlining the implementation timeframes and responsibilities of both parties. This will then be sent to you accompanied by an order form for review and signature.

WEBSITES   DIGITAL SIGNAGE   DISCOVERY   MOBILE APPS
EVENT MANAGEMENT   ROOM & ASSET RESERVATION

ONE PLATFORM · ONE LOGIN · ONE USER EXPERIENCE

WISCONSIN
DEPARTMENT OF
PUBLIC
INSTRUCTION

Carolyn Stanford Taylor, State Superintendent

May 14, 2019

Paul Ziehler, President
Milwaukee County Federated Library System
709 N. 8th St.
Milwaukee WI, 53233

Dear Mr. Ziehler:

I am pleased to notify you that Milwaukee County Federated Library System's second payment for operations in 2019 in the amount of $713,830 has been electronically transmitted. This payment will allow you to continue to carry out this year's system plan as approved earlier by the Division for Libraries and Technology (DLT). Public library system funding is provided from the Universal Service Fund. A listing of this year's payments is enclosed, as well as a list of your system's mid-year duties and responsibilities.

Additionally, Milwaukee County Federated Library System shall submit a plan to DLT specifically addressing how the Milwaukee Public Library, Hales Corners Public Library, and West Allis Public Library will correct the library's non-compliance with Wis. Stats. § 43.58 (6) because of the delayed submission of the 2018 Wisconsin Public Library Annual Report. The system board's plan shall address each library's specific actions to ensure the libraries submit future Public Library Annual Reports by the statutory deadline including addressing any hurdles to achieve compliance that are identified by the member libraries. The plan shall be submitted electronically to LibraryReport@dpi.wi.gov on or before the deadline for the Public Library System Plan and Certification of Intent to Comply for Calendar Year 2020. For questions about the compliance plan or the Wisconsin Public Library Annual Report, please contact Michael Dennison, public library consultant, at michael.dennison@dpi.wi.gov or call (608) 266-5196.

I would like to take this opportunity to thank you and your fellow board members for all your efforts to bring excellence in public library service to the residents of the Milwaukee County Federated Library System area. The Department of Public Instruction looks forward to joining with your board and staff to ensure that adequate resources are provided to support the important services your system provides.

Sincerely,

Kurt J. Kiefer
Assistant State Superintendent
Division for Libraries and Technology

KJK/mjd

c: Steve Heser, System Director, Milwaukee County Federated Library System
      John DeBacher, Director, Public Library Development

Steve Heser

From: Steve Heser
Sent: Monday, June 24, 2019 10:05 AM
To: Dennis Carter
Cc: Jennifer Schmidt
Subject: RE: MCFLS/Maintenance increases

Hi Dennis,

Thanks for getting back to us.   I'm not surprised, but I am disappointed in senior management's decision. I hope you will relay this response. I have to tell you our board and directors were really upset over the 5% increase (as an aside: to call it an inflationary increase when US inflation hasn't risen annually over 3% in ten years is a bit of a stretch), but the increase is only the tip of the iceberg. There's a sense right now that MCFLS is being overlooked as a long time, loyal customer.   I know you've done your best to get us good pricing, but to expect us to pay any additional money for products we already have is just a non-starter for myself and the board.   I know we've accumulated many products over the years and that makes it difficult to fit us into a bundle, but that rigid structure makes it impossible for us to justify buying in.   Instead of making us more likely to buy Innovative products we scramble to save money elsewhere (reducing staff licenses, etc.). I cringe whenever I see new quotes because of the pricing structure that focuses almost exclusively on our population size.   In some ways we feel like we are being pushed out of Innovative.

I've always been a staunch defender of Innovative even during some difficult times. I've attended IUG conferences and presented on Innovative products, but I have to tell you there's a great deal of frustration here over the current state of Innovative right now. There's been a lot of turnover at the top and significant improvements to Sierra have been few and far between. I used to get excited about products like Ecommerce and print templates because it showed innovation and it met an immediate need. I know that Innovative is working on other solutions and trying to modernize its offerings, but our libraries need a lot more from us right now and we're not able to provide it.

Because of these circumstances the board has directed myself and the MCFLS staff to undertake an ILS review for the first time in over 25 years. That may not sound like a big deal but it is to us. We've always considered ourselves an Innovative library system. I hope it remains that way, but it's no longer a sure thing.

I hope senior management will reconsider their decision. Thanks for letting me speak my mind a bit.

Steve Heser
System Director
Milwaukee County Federated Library System
414.286.8149
steve.heser@mcfls.org

MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

709 North Eighth Street
Milwaukee, WI 53233
PH: **414-286-8149**
FAX: **414-286-3209**

July 15th, 2019

June/July 2019 Director's Report

Summary of activities

1. Led the release of training on cybersecurity awareness using KnowBe4 through the LSTA grant. The baseline test revealed 35% of member library staff may be "phish-prone". With subsequent training and additional testing we hope to bring that number down to under 10%.
2. Arranged and led a discussion with member libraries that use MyPC for public computer management to discuss global settings and impact on patrons. TBS (vendor) staff were also on the call.
3. Continued work on balancing costs for strategic directions with upcoming contracts that expire in December 2019. Worked with board feedback to revise proposals.
4. Worked with Judy to review the initial audit report and prepare the mid-year budget revision.
5. Spoke with Digicorp about preparations to make for the backup solution which will be in place before the end of July.
6. Discuss final proposal for CountyCat Mobile with Communico sales rep.
7. Met with TSR Solutions (vendor) staff and MPL to talk about Security as a Service (SECaaS). MPL has worked with this vendor to engage in a network security audit.
8. Participated in additional planning and information gathering for a PLA webinar with MPL staff on the Fines Study. The presentation took place on July 11th and was well-received.

Upcoming Activities

1. Continue planning for 2020-2024 contract and agreement negotiations.
2. Present mid-year budget revision at the August meeting.

Helping the public libraries in Milwaukee County SERVE YOU BETTER — www.mcfls.org

ATT F - June-July Director's report
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