NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, September 30th, 2019

3:30 P.M.

This meeting will be conducted in a
meeting room of the
Shorewood Public Library
3920 N. Murray Ave.
Shorewood, WI 53211

AGENDA

1. Call to order

2. Adoption of agenda

3. Approval of minutes: the MCFLS Board of Trustees meeting on Monday, August 19th, 2019

    Action   Attachment A

4. Public comment

5. Library Directors Advisory Council--Report of the September 5th, 2019 LDAC Meeting
    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—August 2019

Action   Attachment C

7. 2020 MCFLS System Plan

Action   Attachment D

8. DPI Annual Report Compliance Plan

Action   Attachment E

9. Approval of various membership agreements for system libraries.

a. ILS, Resource Sharing, and Technology Agreement
Action   Attachment F

b. Resource Library Agreement
Action   Attachment G

c. Bibliographic Database Development and Maintenance Agreement
Action   Attachment H

Administrative Informational Items

10. MCFLS Marketing and Advocacy Committee Update

11. Director's Report

Attachment I

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.

Report Out of Executive Session.

Next meeting date: Monday, October 21st, 3:30 p.m., Brown Deer Public Library, 5600 West Bradley Road, Brown Deer, WI 53223

Milwaukee County Federated Library System
Board of Trustees

Regular Monthly Meeting held Monday, August 19, 2019
Whitefish Bay Public Library
5420 N. Marlborough Dr.
Whitefish Bay, WI 53217

ROLL CALL

Present:	Paul Ziehler, President	
	Nik Kovac, Treasurer	
	Kurt Glaisner, Trustee	
	Guy Johnson, Trustee	
	Steven Shea, Trustee	
Excused:	Paula Penebaker, Vice President	
	Elizabeth Suelzer, Trustee	
Staff:	Steve Heser, Director	
	Judy Kaniasty, Business Manager	
	Jen Schmidt, Library Systems Administrator	
Others:	Susan Draeger-Anderson, LDAC Chair and North Shore Library	
	Paula Kiely, Milwaukee Public Library	
	Judy Pinger, Milwaukee Public Library	
	Nyama Reed, Whitefish Bay Pubic Library	
	Wendi Unger, Baker Tilly Virchow Krause, LLP	

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 3:36 p.m. Nyama Reed welcomed the MCFLS Board to the Whitefish Bay Public Library and offered a tour after the meeting if there is interest.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, July 15, 2019 meeting which are shown as Attachment A of the agenda packet. Trustee Johnson moved and Treasurer Kovac seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. President Ziehler invited Susan Draeger-Anderson to review her report of the August 1, 2019 LDAC meeting which is shown as Attachment B of the agenda packet. Trustee Glaisner moved and Trustee Steven Shea seconded a motion to accept the report and place it on file. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

President Ziehler requested that the audit presentation become the next topic for discussion in order to allow the auditor to make the presentation and leave, which is customary procedure.

2018 MCFLS System Audit. Wendi Unger presented the 2018 audit to the Board noting no problems whatsoever during the process. Trustee Glaisner moved and Treasurer Kovac seconded a motion to accept the 2018 audit as presented. Unanimously approved.

President Ziehler suggested that the July 2019 Financial Report agenda topic be acted on after discussion of the 2019 mid-year budget revision.

2019 Mid-year Budget Revision. President Ziehler referred to the 2019 mid-year budget revision, which is customary and is shown as Attachment C of the agenda packet. Director Heser reviewed the budget revision. Trustee Johnson would like to see the monthly financial reports from this point forward showing columns for the original budget, revised budgets and year-to-date activity and it was agreed that the monthly financial report would be modified to show that information moving forward. Trustee Johnson moved and Trustee Glaisner seconded a motion to approve the 2019 mid-year budget revision as presented. Unanimously approved.

Financial Report – July 2019. President Ziehler referred to the July, 2019 financial report which was distributed at the meeting and shown as Exhibit 1 attached to these minutes. Director Heser noted he had nothing to report out of the ordinary. Treasurer Kovac moved and Trustee Shea seconded a motion to approve the July, 2019 financial report as presented. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS

PLSR Implementation Timeline. Director Heser referred to Attachment D of the agenda packet which has been formulated by DPI and COLAND who will be responsible for putting it into action. Director Heser reported that SRLAAW reviewed the document in depth and noted that a PLSR Implementation Summit will be held to sort out which components have a high level of support, what areas need more work to be done before implantation and where more education is needed before further plans are set. When the call for nominations to serve on workgroups comes, he recommends system library directors and staff participate so Milwaukee County has representation on as many groups as possible; he is interested in the Funding and Standards groups and President Ziehler also suggested the Reducing the Number of Systems group too. President Ziehler questioned Paula Kiely whether the topic of Resource Libraries would be discussed anywhere and she noted it was not included in any recommendation. Trustee Glaisner questioned whether cost savings was a goal and that he feels it should be.

MCFLS Marketing Initiatives:
Working group to form Marketing and Advocacy subcommittee. Steve Heser reported that he wants to call a small group together to get the process moving on creating a subcommittee to determine the makeup of the Marketing & Advocacy Subcommittee, to determine the resources to be used and which member libraries desire marketing assistance. He would like to meet soon and perhaps 2-3 times to have results determined by the end of the year. So far Shorewood and Wauwatosa have volunteered and he would also like to ask a MCFLS Board member and maybe someone from Milwaukee. Trustee Glaisner volunteered to serve on this working group; Trustee Johnson also has interest. It was clarified

that this working group and the Marking & Advocacy Subcommittee would serve under the MCFLS Board as this is an output of the Strategic Plan.

September 2019 Library Card Sign-Up campaign. Director Heser referred to Attachment E of the agenda packet which outlines the September Library Card Sign-up Month ad campaign in cooperation with the Bridges Library System in Waukesha and the Lakeshores Library System in Kenosha. Various slogans will be used on billboards, in radio ads and Facebook ads throughout the month. A website will be used to direct perspective patrons to sign up for library cards online. Individual libraries are also encouraged to promote the campaign in a number of capacities and a graphics toolkit is available for libraries to use sharing the campaign graphics across the area.

Innovative Maintenance. Steve Heser reported that he had sent the letter as directed to Innovative stating our displeasure with software maintenance increases and poor customer service and he has received a response which is favorable: 0% increase for the next three years and they are also working on providing a credit for the increase in 2019; Steve Heser also noted that III apologized for poor customer service received. President Ziehler thanked Director Heser for his efforts; Director Heser noted that these savings are monies the member libraries pay so that is very welcome news for them. Trustee Glaisner moved and Trustee Shea seconded a motion to accept a three year 0% increase in Innovative software maintenance. Unanimously approved. It was added that the ILS review should proceed as noted in the Strategic Plan.

Updated Meeting Locations and Dates for the remainder of 2019. President Ziehler referred to Attachment F of the agenda packet which notes a change in starting time for MCFLS Board meetings now to 3:30 p.m. He noted that he has a conflict with a few of the dates and after discussion, Director Heser was directed to poll the MCFLS Board to determine whether a different date can be secured for the September and November dates.

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

Motion to Move into Executive Session. Trustee Shea moved and Trustee Johnson seconded a motion to move into closed session. The motion passed unanimously on an affirmative roll call vote.

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. Trustee Johnson moved and Trustee Shea seconded a motion to move out of closed session. Unanimously approved.

Report Out of Executive Session. None.

NEXT MEETING. Scheduled for Monday, September 16, beginning at 3:30 p.m. at the Hales Corners Library, 5885 S. 116 Street, Hales Corners, WI 53130, however the MCFLS Board will be polled to determine whether a different date could work.

ADJOURNMENT. With no further business to be addressed, Trustee Shea moved and Trustee Johnson seconded a motion to adjourn the meeting at 5:12 p.m. Unanimously approved.

		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	$ 66,650	(100.00)	$ -	0.00
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	$ 13,420	(53.68)	$ 11,580	(46.32)
9	Member Postage Revenue	$ 25,000	$ 11,997	(47.99)	$ 13,003	(52.01)
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	$ 9,159	(61.06)	$ 5,841	(38.94)
15	Member Special Projects Revenu	$ 80,000	$ 27,840	(34.80)	$ 52,160	(65.20)
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	$ 4,685	(52.06)	$ 4,315	(47.94)
20	TNS Calls/Notices Revenue	$ 3,000	$ 796	(26.53)	$ 2,204	(73.47)
21	Carryover Revenue	$ 35,000	$ -	0.00	$ 35,000	(100.00)
22	Staff Benefits/Co-Pay Revenue	$ 35,804	$ 21,071	(58.85)	$ 14,733	(41.15)
23	Member Digital Content Rev	$ 216,732	$ 216,737	(100.00)	$ (5)	0.00
24	Member PC Mngmt License Rev	$ 2,545	$ 1,735	(68.17)	$ 810	(31.83)
25	Member MKE Mixers Rev	$ 1,400	$ 1,400	(100.00)	$ -	0.00
26	**Total General Revenues**	$ 4,049,542	$ 3,905,491	(96.44)	$ 144,051	(3.56)
27						
28	**Special Revenues**					
29	W. Milwaukee Borrowing Revene	$ 52,916	$ 52,916	(100.00)	$ -	0.00
30	Ecommerce Revenue	$ 200,000	$ 132,506	(66.25)	$ 67,494	(33.75)
31	**Total Special Revenues**	$ 252,916	$ 185,422	(73.31)	$ 67,494	(26.69)
32						
33	**Total Revenues**	$ 4,302,458	$ 4,090,913	(95.08)	$ 211,545	(4.92)
34						
35		Annual Budget	Year to Date	%	Balance	%
36						
37	**General Expenditures**					
38	Fringe Benefits Expense	$ 179,610	$ 108,170	60.22	$ 71,440	39.78
39	Salaries Expense	$ 374,158	$ 215,550	57.61	$ 158,608	42.39
40	Telephone Renewal Expense	$ 1,000	$ 302	30.20	$ 698	69.80
41	Member Ecommerce Transaction E	$ 9,000	$ 4,146	46.07	$ 4,854	53.93
42	TNS Calls/Notices Expense	$ 3,000	$ 605	20.17	$ 2,395	79.83
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	$ 7,022	80.25	$ 1,728	19.75
47	Office Supplies Expense	$ 1,000	$ 543	54.30	$ 457	45.70
48	Copy Machine Maint. Expense	$ 1,200	$ 1,197	99.75	$ 3	0.25
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
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	$ 67,302	102.48	$ (1,628)	(2.48)
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	$ 8,828	35.31	$ 16,172	64.69
60	Telephone Expense	$ 5,000	$ 1,887	37.74	$ 3,113	62.26
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	$ 2,395	57.02	$ 1,805	42.98
66	III Software Support Expense	$ 246,311	$ 241,214	97.93	$ 5,097	2.07
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	$ 663	26.52	$ 1,837	73.48
73	MCFLS Equipment Expense	$ 12,000	$ 2,963	24.69	$ 9,037	75.31
74	Member Special Projects Expens	$ 80,000	$ 41,298	51.62	$ 38,702	48.38
75	Sorting and Delivery Expense	$ 291,700	$ 140,185	48.06	$ 151,515	51.94
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	$ 8,403	40.99	$ 12,097	59.01
85	Contingency Expense	$ 29,029	$ 30,654	105.60	$ (1,625)	(5.60)
86	Member Digital Content Exp	$ 216,732	$ 215,187	99.29	$ 1,545	0.71
87	Marketing	$ 10,000	$ 7,293	72.93	$ 2,707	27.07
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	$ 1,903,815	65.31	$ 1,011,117	34.69
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	$ 132,506	66.25	$ 67,494	33.75
98	Sierra Server Implementation	$ 100,000	$ 65,172	65.17	$ 34,828	34.83
99	**Total Special Expenditures**	$ 1,387,526	$ 1,285,202	92.63	$ 102,324	7.37
100						
101	**Total Expenditures**	$ 4,302,458	$ 3,189,017	74.12	$ 1,113,441	25.88
102						

103	**Revenues/Expenditures +/-**		$	901,896			
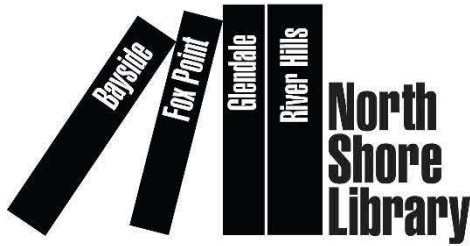
September 5, 2019

To: MCFLS Board of Trustees
From: Susan Draeger-Anderson
North Shore Library
Summary of LDAC Meeting 8/01/2019
Location: Milwaukee Public Library

Youth Service, Adult and Reference Services and Circulation Services Committees
Leaders from each of these Committees presented their plans for 2019-2020 Meetings.

2020 MCFLS System Plan
The deadline for the System Plan is October 15. This is a DPI requirement in order to receive State Aid. Steve Heser reviewed the 2020 MCFLS System Plan and asked for feedback. Steve noted that there is more focus on collaborative activities with other systems and that the MCFLS Technology plan will be updated and put before the MCFLS Board by the end of the year.

Additional Changes to 2020-2024 ILS, Resource Sharing and Technology DRAFT
Steve Heser reviewed the draft which is slated to be acted upon by the MCFLS Board at the September 30th meeting. Steve encouraged feedback before this goes to the MCFLS Board. There was discussion concerning a section titled "Reciprocal Borrowing Payments – Limit to Annual Financial Losses or Gains". This section provided a proposed cap to the amount gained or lost. Directors found the section confusing and voted to eliminate the clause. There was discussion about reduction of future reciprocal borrowing funds. Steve Heser noted that an analysis of this will be done in the future as part of the strategic plan.

One director commented that she felt that the discussions by the MCFLS Board regarding the contracts in closed session were an error in judgement since it is during early developmental stages that questions might be asked and those opportunities are confidence building with the member libraries. She wanted to make the MCFLS Board aware of those valuable missed opportunities. Another director suggested that starting the process earlier, perhaps in April, would be wise.

2020-2024 Resource Library Agreement DRAFT
Steve Heser reviewed changes to the Resource Library Agreement. Joan Johnson from MPL reviewed some of the services which MPL offers to member libraries as part of this agreement. MPL staff are available to consult with any suburban library and share experiences on any topic staff have expertise in. Directors were encouraged to reach out to Joan to find the resource needed. There was a question about how services are charged. Steve responded that the fee is an overall percentage of state aid.

2020-2024 Cataloging Agreement DRAFT
Steve Heser reviewed the Cataloging Agreement draft. The only change is the addition of a 1/3 of a Tech IV position which serves in a management role. Due to recent retirements the cost of staff will remain nearly the same, even with this addition. There was discussion if the volume of work has changed due to more electronic offerings. Steve responded that the number of cataloged titles has remained consistent over the past few years.

Recent changes to digital lending models and impact on libraries
Publisher McMillan has changed its e-book lending model. It now allows only one copy per library consortium for the first eight weeks after release and then metered access after that. For OverDrive in Wisconsin, WPLC is considered one consortium and MCFLS may perhaps be another with its Advantage account. We discussed if MCFLS should develop a statement on this topic. Directors thought it should come from WPLC. We discussed that the voice of the authors should not be discounted as they tend to be library supporters. Directors also agreed that it would be good for MCFLS to create a statement so that member libraries can refer any official question on this to Steve.

Additional Business
Hoopla Costs Steve Heser announced that Hoopla costs for member libraries will go down a total of $20,000 for 2020 based on new usage estimates received from Midwest Tape.

Credit Card Transaction Funds
Greenfield reported that their self-check machines were not set up correctly and funds are owed to member libraries. The machines are now working correctly and checks have been cut to reimburse those libraries owed money.

Fine forgiveness Efforts
A number of libraries had indicated interest in a system wide fine forgiveness program. Planning for this may take up to a year. Steve Heser will begin working on a plan and help develop talking points for directors.

Inclusive Services Document
There was discussion on the recently released Inclusive Services document. St Francis and Wauwatosa libraries have looked through this and Wauwatosa will be adding an inclusive services statement pertaining to accessibility on program notices and preparing to offer

interpreters if requested. Steve Heser will put together a listing of interpreters for libraries to consult when needed.

Misc. Discussion

There were discussion on Employee Wellness Programs and Library Phone systems.

Member Library Updates

Franklin – Jennifer Loeffel reported on staffing—a new employee has started and another is now on maternity leave.

Milwaukee – Rachel Arndt reported on staffing—Mary Evans, Circulation Supervisor, has retired. Milwaukee will be participating in Doors Open at the end of the month.

South Milwaukee – Kathy Manning reported that the Board will be discussing the new Director candidates to make a final decision. Budget for 2020 will be difficult with a 5% reduction being planned.

Cudahy – Rebecca Roepke reported that the Historical Society will be donating all of its printed materials to the local history collection at the library.

St. Francis – Amy Krahn reported that a patron survey will be done regarding loan periods of new adult fiction titles with the result possibly being increasing from one week to either two or three weeks.

Shorewood – Rachel Collins reported that Emily will be returning on Monday from leave. A huge bequest has been received and planning for that generous donation has been dominating much of her and the Board's attention.

North Shore – Susan Draeger-Anderson reported that renovating the current library location is moving forward. North Shore Library received the WLA Program Innovation Award.

Whitefish Bay –Nyama Reed has been elected as the Wisconsin Library Association Future President.

September 2019 - MCFLS Board
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M.C.F.L.S.
Financial Report
For the Eight Months Ending August 31, 2019

September 2019 - MCFLS Board
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		Original Budget	Revised Budget	Year to Date	%	Balance	%
1							
2							
3	**General Revenues**						
4	State Aid Revenue	$ 2,855,317	$ 2,855,317	$ 2,855,318	(100.00)	$ (1)	0.00
5	Milwaukee County Allocation	$ 66,650	$ 66,650	$ 66,650	(100.00)	$ -	0.00
6	West Milwaukee Contract -Other	$ 49,877	$ 49,877	$ 49,877	(100.00)	$ -	0.00
7	Interest on Invested Funds	$ 2,000	$ 2,000	$ 14,760	(738.00)	$ (12,760)	638.00
8	Member Forms/Supplies Revenue	$ 25,000	$ 25,000	$ 15,542	(62.17)	$ 9,458	(37.83)
9	Member Postage Revenue	$ 25,000	$ 25,000	$ 16,413	(65.65)	$ 8,587	(34.35)
10	Member OCLC Revenue	$ 116,297	$ 116,297	$ 116,297	(100.00)	$ -	0.00
11	Member Telecomm. Revenue	$ 16,800	$ 16,800	$ 16,800	(100.00)	$ -	0.00
12	Member III Softwre Maint-Basic	$ 200,838	$ 200,838	$ 200,514	(99.84)	$ 324	(0.16)
13	Member III Softwre Maint-Other	$ 45,473	$ 45,473	$ 45,472	(100.00)	$ 1	(0.00)
14	Member Tech. Assist.-Time Rev.	$ 15,000	$ 15,000	$ 9,159	(61.06)	$ 5,841	(38.94)
15	Member Special Projects Revenu	$ 80,000	$ 80,000	$ 46,013	(57.52)	$ 33,987	(42.48)
16	Member Cataloging Contract Rev	$ 149,846	$ 149,846	$ 149,845	(100.00)	$ 1	(0.00)
17	Member Database Revenue	$ 72,336	$ 63,882	$ 63,882	(100.00)	$ -	0.00
18	Member Catalog Enhancement Rev	$ 25,627	$ 25,627	$ 25,638	(100.04)	$ (11)	0.04
19	Member Ecommerce Transaction	$ 9,000	$ 9,000	$ 5,730	(63.67)	$ 3,270	(36.33)
20	TNS Calls/Notices Revenue	$ 3,000	$ 3,000	$ 955	(31.83)	$ 2,045	(68.17)
21	Carryover Revenue	$ 35,000	$ 98,584	$ 98,584	(100.00)	$ -	0.00
22	Staff Benefits/Co-Pay Revenue	$ 35,804	$ 36,641	$ 23,904	(65.24)	$ 12,737	(34.76)
23	LSTA Technology Grant Revenue	$ -	$ 17,107	$ 17,107	(100.00)	$ -	0.00
24	Member Digital Content Rev	$ 216,732	$ 216,732	$ 216,737	(100.00)	$ (5)	0.00
25	Member PC Mngmt License Rev	$ 2,545	$ 2,545	$ 1,931	(75.87)	$ 614	(24.13)
26	Member MKE Mixers Rev	$ 1,400	$ 1,400	$ 1,400	(100.00)	$ -	0.00
27	**Total General Revenues**	$ 4,049,542	$ 4,122,616	$ 4,058,528	(98.45)	$ 64,088	(1.55)
28							
29	**Special Revenues**						
30	W. Milwaukee Borrowing Revene	$ 52,916	$ 52,916	$ 52,916	(100.00)	$ -	0.00
31	Ecommerce Revenue	$ 200,000	$ 200,000	$ 132,506	(66.25)	$ 67,494	(33.75)
32	**Total Special Revenues**	$ 252,916	$ 252,916	$ 185,422	(73.31)	$ 67,494	(26.69)
33							
34	**Total Revenues**	$ 4,302,458	$ 4,375,532	$ 4,243,950	(96.99)	$ 131,582	(3.01)
35							
36		**Original Budget**	**Revised Budget**	**Year to Date**	**%**	**Balance**	**%**
37							
38	**General Expenditures**						
39	Fringe Benefits Expense	$ 179,610	$ 179,610	$ 122,553	68.23	$ 57,057	31.77
40	Salaries Expense	$ 374,158	$ 374,158	$ 243,119	64.98	$ 131,039	35.02
41	Telephone Renewal Expense	$ 1,000	$ 600	$ 302	50.33	$ 298	49.67
42	Member Ecommerce Transaction E	$ 9,000	$ 9,000	$ 5,463	60.70	$ 3,537	39.30
43	TNS Calls/Notices Expense	$ 3,000	$ 1,200	$ 605	50.42	$ 595	49.58
44	Mileage/Auto Maint Expense	$ 700	$ 700	$ 357	51.00	$ 343	49.00
45	Conference/Training Expense	$ 8,000	$ 8,000	$ 3,965	49.56	$ 4,035	50.44
46	Memberships Expense	$ 6,000	$ 6,000	$ 3,875	64.58	$ 2,125	35.42
47	Continuing Education Expense	$ 8,750	$ 8,750	$ 7,022	80.25	$ 1,728	19.75
48	Office Supplies Expense	$ 1,000	$ 1,000	$ 543	54.30	$ 457	45.70
49	Copy Machine Maint. Expense	$ 1,200	$ 2,500	$ 1,354	54.16	$ 1,146	45.84
50	MCFLS Printing Expense	$ 500	$ 500	$ -	0.00	$ 500	100.00
51	MCFLS Printing for Mem Expense	$ 5,000	$ 5,000	$ 3,534	70.68	$ 1,466	29.32
52	MCFLS WI Pub Lib Consortium Ex	$ 5,605	$ 5,605	$ 5,605	100.00	$ -	0.00
53	MCFLS Buying Pool	$ 110,000	$ 130,000	$ 100,000	76.92	$ 30,000	23.08
54	MCFLS Database Expense	$ 20,700	$ 27,450	$ 27,450	100.00	$ -	0.00

M.C.F.L.S.
Financial Report
For the Eight Months Ending August 31, 2019

55	Member Database Expense	$	72,336	$	63,882	$	63,877	99.99	$	5	0.01
56	MCFLS Catalog Enhancement Expe	$	65,674	$	80,574	$	67,302	83.53	$	13,272	16.47
57	Member Catalog Enhancement Exp	$	25,627	$	25,627	$	23,627	92.20	$	2,000	7.80
58	MCFLS Postage Expense	$	600	$	600	$	519	86.50	$	81	13.50
59	Member Postage Expense	$	25,000	$	25,000	$	22,225	88.90	$	2,775	11.10
60	Member Forms/Supplies Expense	$	25,000	$	25,000	$	8,828	35.31	$	16,172	64.69
61	Telephone Expense	$	5,000	$	5,000	$	2,361	47.22	$	2,639	52.78
62	Meetings Expense	$	500	$	500	$	278	55.60	$	222	44.40
63	Insurance Expense	$	11,500	$	11,500	$	11,259	97.90	$	241	2.10
64	Legal Expense	$	500	$	500	$	-	0.00	$	500	100.00
65	Audit Expense	$	12,250	$	12,250	$	10,000	81.63	$	2,250	18.37
66	Payroll Service Expense	$	4,200	$	5,200	$	2,725	52.40	$	2,475	47.60
67	III Software Support Expense	$	246,311	$	246,311	$	241,214	97.93	$	5,097	2.07
68	III TNS Subscr Exp	$	12,224	$	12,224	$	12,224	100.00	$	-	0.00
69	Member Telecomm. Expense	$	16,800	$	16,800	$	8,400	50.00	$	8,400	50.00
70	MCFLS Telecomm. Maint. Expense	$	10,000	$	10,000	$	3,250	32.50	$	6,750	67.50
71	OCLC Expense	$	130,165	$	130,165	$	125,000	96.03	$	5,165	3.97
72	MCFLS Computer Room Equipment	$	5,000	$	25,000	$	13,533	54.13	$	11,467	45.87
73	MCFLS Software Expense	$	2,500	$	2,500	$	2,962	118.48	$	(462)	(18.48)
74	MCFLS Equipment Expense	$	12,000	$	15,000	$	13,264	88.43	$	1,736	11.57
75	Member Special Projects Expens	$	80,000	$	80,000	$	59,098	73.87	$	20,902	26.13
76	Sorting and Delivery Expense	$	291,700	$	291,700	$	164,503	56.39	$	127,197	43.61
77	South Central Delivery Expense	$	21,697	$	21,697	$	10,849	50.00	$	10,848	50.00
78	Auto Payment/Maintenance Exp.	$	1,000	$	1,000	$	31	3.10	$	969	96.90
79	MPL Resource Contract Expense	$	185,596	$	185,596	$	92,798	50.00	$	92,798	50.00
80	MPL Rent Lease Contract Exp.	$	129,815	$	129,815	$	64,908	50.00	$	64,907	50.00
81	ILS Expense	$	37,000	$	37,000	$	18,225	49.26	$	18,775	50.74
82	MCFLS Catalog Cont Exp to MPL	$	285,532	$	285,532	$	142,766	50.00	$	142,766	50.00
83	Member Catalog Contract Exp.	$	149,846	$	149,846	$	74,923	50.00	$	74,923	50.00
84	MCFLS Collection Dev Tool Exp	$	28,000	$	28,000	$	23,800	85.00	$	4,200	15.00
85	Internet Expense	$	20,500	$	20,500	$	11,195	54.61	$	9,305	45.39
86	Contingency Expense	$	29,029	$	34,334	$	4,409	12.84	$	29,925	87.16
87	LSTA Technology Grant Expense	$	-	$	17,107	$	17,107	100.00	$	-	0.00
88	Member Digital Content Exp	$	216,732	$	216,732	$	215,187	99.29	$	1,545	0.71
89	Marketing	$	10,000	$	10,000	$	7,293	72.93	$	2,707	27.07
90	MCFLS Strategic Planning Exp	$	4,800	$	6,166	$	6,166	100.00	$	-	0.00
91	Cooperative Purchasing Sub Exp	$	3,000	$	3,000	$	-	0.00	$	3,000	100.00
92	Member PC Mngmt License Ex	$	1,875	$	1,875	$	1,876	100.05	$	(1)	(0.05)
93	Member MKE Mixer Exp	$	1,400	$	1,400	$	-	0.00	$	1,400	100.00
94	**Total General Expenditures**	$	2,914,932	$	2,995,006	$ 2,073,729	69.24	$	921,277	30.76
95									
96	**Special Expenditures**								
97	W. Milwaukee Borrowing Expense	$	52,916	$	52,916	$	52,915	100.00	$	1	0.00
98	RB - MCFLS Payment Expense	$	1,034,610	$	1,034,610	$ 1,034,609	100.00	$	1	0.00
99	Ecommerce Expense	$	200,000	$	200,000	$	132,506	66.25	$	67,494	33.75
100	Sierra Server Implementation	$	100,000	$	93,000	$	89,096	95.80	$	3,904	4.20
101	**Total Special Expenditures**	$	1,387,526	$	1,380,526	$ 1,309,126	94.83	$	71,400	5.17
102									
103	**Total Expenditures**	$	4,302,458	$	4,375,532	$ 3,382,855	77.31	$	992,677	22.69
104									
105	**Revenue/Expenditures +/-**								
						$	861,095			

Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2020**
PI-2446 (Rev. 08-19)

INSTRUCTIONS: Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology (Division) by Tuesday, October 15, 2019. Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

Required by Wis. Stat. §§ 43.17(5) and 43.24(3)

	GENERAL INFORMATION	

Library System

Milwaukee County Federated Library System

Describe significant needs and problems that influenced the development of this and other system plans.

In late 2018 and the spring of 2019, MCFLS engaged with member libraries on a new strategic planning initiative that identified several needs to be addressed by the system. The result was an ambitious set of directives in the 2020-2024 MCFLS Strategic Plan. Among these were improvements in technology and improving the user experience, particularly the experience for users on mobile devices. Another high priority identified by members was a need for investment in marketing system and local library resources in addition to advocacy for their libraries and communities.

MCFLS is challenged to meet these needs and as a result will restructure contracts and agreements to allocate enough funding to meet those directives. Rising costs for the hoopla streaming service, another strategic plan initiative, have forced the system to already reduce the number of max checkouts to ensure the service remains viable. Although the service has been popular, the rising costs will force the system and members to continually re-evaluate this investment. State and county aid levels will remain flat for 2020 making the completion of these directives an even more difficult proposition for the system and members.

Because of the system's small geographic area and dense population, MCFLS member libraries need to work together closely to meet the needs of residents that often don't notice or understand the differences between each library. This has affected the development of this plan and other plans. The 2020-2024 MCFLS Strategic Plan in particular includes language specifically aimed at providing more system level resources and seeking consistent circulation policies across libraries to reduce confusion among patrons.

Many of the member library communities are struggling with revenue for their library even in a period of economic growth. The restructured contracts and agreements make it possible for MCFLS to provide new or enhanced services, but this shifts some of the burden to members. Many member libraries rely heavily on MCFLS reciprocal borrowing and resource library payments; these payments provide important services for member libraries directly. The larger impact is that while these contracts provide some relief to member libraries, system services may suffer in comparison to others within the state.

Did the library system consult member libraries in the development of this plan?

☐ No, the library system did not include member libraries in the development of this plan.

☒ Yes, the library system included member libraries in the development of this plan.

If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:

Member libraries were shown the plan in advance of the September 5th Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes either at the meeting itself or via email. The plan will be presented to the MCFLS Board for approval in September 2019.

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

☐ No, the library system does not have a formally appointed advisory committee.

☒ Yes, the library system has a formally appointed advisory committee.

If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:

The system has a designated advisory committee called the Library Directors Advisory Council, or LDAC. This committee reports directly to the MCFLS Board and has been in place for many years. Each MCFLS member library is granted one appointed member on the LDAC with voting rights; Milwaukee Public, by virtue of its role as resource library, is granted an additional position on the LDAC committee.

Members of the LDAC meet regularly each month to discuss matters of importance to the system and advise the MCFLS Board and system staff on any topics that come before it. While most informational subjects are sent to the LDAC group via an email

distribution list maintained by the system, matters that require discussion or action are added to the regular agenda each month. The meetings are posted to a regular distribution list that includes the LDAC members as well as the MCFLS Board of Trustees. The agenda packets (which include minutes) are added to the system website as soon as they are sent via email. Additionally, the chair of LDAC attends regular MCFLS Board meetings, submits a written report and verbally delivers that report to the Trustees.

The 2020-2024 MCFLS Strategic Plan will be available at https://mcfls.libguides.com/admin/system-agreements-planning. The plan includes four major strategic directions:

Technology: Ensure member libraries are supported with a high-quality and innovative technology infrastructure and flexible training to provide the best possible online and in-library technology user experience.

Communication: Provide voice and visibility for the system, its member libraries, and county-wide services and resources to broadly communicate the value and opportunities MCFLS libraries provide to our communities.

Member Library Management and Services Support: Connect members to each other and to information to encourage collaboration, sharing, and collective learning; improve and innovate library services; and provide tools for effective operational and strategic decision-making.

Organizational Support and Structure: Strengthen the core foundations for the delivery of system services to ensure MCFLS member libraries are supported and positioned to be successful.

Work has already begun on the strategic plan, including the implementation of a new mobile app and creation of a marketing and advocacy committee, two high priorities identified by members during surveys and an all-day development meeting held in February 2019.

Other planning documents include the Interlibrary Services Contract with the Milwaukee Public Library, the 2020-2024 Cataloging Contract, the MCFLS Membership Agreement, the 2020-2024 ILS, Resource Sharing, and Technology Agreement, and the 2020-2024 Resource Library Agreement. The Cataloging, Resource and ILS agreements will be approved this Fall and available at https://mcfls.libguides.com/admin/system-agreements-planning before the January 15th deadline.

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2020**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

Membership Agreements

☒ Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.

☒ The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

Resource Library Agreement

☒ Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.

☒ The system will provide a signed copy of the resource library agreement to the Division by January 15.

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

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	ASSURANCES (cont'd)	

Reference Referral, Interlibrary Loan, and Technology

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

List ongoing activities related to this requirement:

MCFLS contracts with the Milwaukee Public Library to provide this service to all member libraries. The Milwaukee Public Library also contracts with the Reference and Loan Library to meet an agreed upon number of requests from Wisconsin residents for interlibrary loan materials. Interlibrary loan requests within the system are handled through the shared ILS and system-provided delivery.

MCFLS contracts with the Milwaukee Public Library to provide back-up reference as the system resource library. As part of the 2020-2024 Resource Library contract, MPL also provides training, consulting, and other assistance to other member libraries and their staff. An annual report of resource library activities is shared with the MCFLS Board each February.

MCFLS provides:
*remote authentication services for reference databases that member libraries offer to the public;
*online forms for public requests for new materials;
*system-wide email through Outlook 365 and website hosting;
*coordination of the use of third-party products working with the ILS, including computer management software, RFID software, and enhanced content for the online catalog;
*regular lists of popular materials in the library catalog;
*and coordination of group purchasing of electronic databases.

*A major service program MCFLS supports is reciprocal borrowing across municipal borders. This ongoing activity supports net lender member libraries through the distribution of 38% of state aid and supports those libraries in their ability to offer quality service and collections for all users. This is an ongoing activity for 2020.

*MCFLS contracts with the Milwaukee Public Library to provide centralized cataloging for all materials in the system.

*In 2019, MCFLS significantly upgraded on-site hardware and replaced three servers related to delivery of the ILS software (two Sierra servers and one Encore server). In addition, the system added a Unitrends backup appliance that will backup all onsite hardware and system staff machines. We hope this Unitrends appliance can be used within the context of the state backup solution that is currently being implemented.

Indicate new or priority activities relating to this requirement for the plan year (i*f none, indicate so):*

*As part of the new strategic plan, contract with a new vendor to provide a new and improved mobile app for Milwaukee County residents.
*As part of the new strategic plan, provide a new annual report on technology activities provided by the system, including current equipment hardware lists and recommended settings.
*System staff will create a variety of easily accessible and usable training opportunities and resources for member
library staff. Libraries will be surveyed to determine their training needs.

| | **ASSURANCES (cont'd)** | |

Inservice Training

☒ Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

List ongoing activities related to this requirement.

MCFLS continues to participate as a member of the SEWI continuing education consortium, managed through the Bridges Library system. Through this partnership, MCFLS offers member libraries regular continuing education opportunities. The MCFLS Library Systems Administrator works with the MCFLS Director to coordinate continuing education planning, with MCFLS staff reviewing CE hours related to member library director certification. MCFLS also provides regular in-person, hands on training sessions through staff and vendor representatives on MCFLS-specific products and services. Regular training on ILS functionality is provided, as is training on digital streaming services and traditional databases. Additionally, MCFLS participates financially in statewide online training events, such as the Trustee Training Week, Tech Days and Wild Wisconsin Winter Webinar series. MCFLS and member library staff have also participated as speakers in these series.

Indicate new or priority activities relating to this requirement for the plan year (*if none, indicate so*):

MCFLS staff will be again offering a set of training sessions designed to improve staff knowledge of the Sierra ILS and electronic resources offered throughout the system. After surveying member libraries to determing training needs, MCFLS staff will also create new training content as part of the strategic plan. Staff plan to create short videos and instructional content that is practical, task specific, and related to system-wide ILS, digital resources, and technology member libraries and patrons use. This is also a new activity derived from the strategic plan.

Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:

Bridges Library System

https://mcfls.libguides.com/admin/system-agreements-planning

Delivery and Communication

☒ Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement. *For physical delivery reference resources, personnel, and vendors.*

MCFLS administers system-wide daily (M-F) physical delivery to every library in the system through a contract with Action Logistics. MCFLS fully funds this service for member libraries. MCFLS also funds regular delivery to other systems through the South Central Library Delivery service. In 2017 MCFLS improved its ability to provide electronic delivery of information through an email upgrade to Office 365 for all member libraries. MCFLS manages the wide area network connecting member libraries to the catalog and out to the internet. MCFLS also manages and funds the library's internet connection through WiscNet. The system intranet page has been converted to a simpler, more easy to use format using LibGuides CMS. The MCFLS network administrator has completed a clean up of various email distribution lists maintained by the system and made it easier for member library directors to update these lists.

Indicate new or priority activities relating to this requirement for the plan year (*if none, indicate so*):

*Pending approval MCFLS plans to upgrade both WAN and Internet lines from 500 Mbps to 1 Gbps. This will allow us to support additional growth as more bandwidth is required at member libraries.

*The MCFLS system website will be fully transitioned to Wordpress in 2020. Plans to upgrade the CountyCat splash screen are also in the works and we hope will be completed in 2020.

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ASSURANCES (cont'd)

Service Agreements

☒ Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.

☒ The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

Other Types of Libraries

☒ Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

Library Technology and Resource Sharing Plan

☒ Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

☒ The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2020. See the Library System Technology and Resource Sharing plan webpage for more information.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

☒ Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.

☐ No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

Indicate new or priority activities relating to this requirement for the plan year:

*Training: MCFLS staff will develop new technology training opportunities, tools and resources that will accommodate a variety of needs and provide common system-wide learning experiences.
*New Mobile App: System staff have surveyed member libraries and arranged demos to select a new mobile app to act as the conduit for mobile users of the catalog and libraries. The app will be implemented in late 2019, but training and improvements will be ongoing in 2020.
*Technology Infrastructure: In 2020, system staff will start the process of assisting to establish standards related to technology equipment and settings by providing an annual report detailing system activities in the past 12 months and providing recommended hardware lists, and browser PC and printer settings. In the future, system staff will provide more assistance to libraries with regard to technology lifecycle planning.

	ASSURANCES (cont'd)	

Professional Consultation

☒ Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *None*):

None

Inclusive Services

☒ Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

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

Indicate new or priority activities relating to this requirement for the plan year:

The Milwaukee Bucks reading program is managed through the MCFLS office. The system supports multiple member libraries with Memory Café programs including financial support for the South Shore Libraries Memory Café. 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 underserved 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 an aging population and a special tech show-and-tell that features assistive technologies. The system is also working with a Milwaukee Public Library staff member on providing more awareness of Government Alliance on Race and Equity (GARE) background and resources available to member libraries.

Other Service Programs

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

List each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Administration

☒ The system will not expend more than 20 percent of state aid received in the plan year for administration.

☒ The system will submit the 2019 system audit to the Division no later than September 30, 2020.

Budget

☒ The system completed and included the budget by service program category and fund source for the plan year (see guidelines).

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COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2020 resource library contract.*

In 2019, MCFLS collaborated with Bridges and Kenosha Library Systems to provide cybersecurity training through a vendor called KnowBe4. Staff are tested and trained regularly each month to be better aware of malicious threats through email. MCFLS also has worked with Bridges and Lakeshore Library Systems on a marketing campaign focused on September library card sign-up month. To our knowledge this is the first multi-system marketing campaign attempted in the state. The campaign includes a consistent message delivered through billboards, Facebook ads and radio spots aimed at increasing the number of active cardholders. Evaluation is also a part of the campaign.

In 2019, MCFLS pledged its share of LSTA resources to fund the backup project being coordinated by staff at SCLS and others. The system's participation in the Dell purchasing group statewide will save our members a great deal of money on the purchase of new computers and hardware.

MCFLS continues to contribute to statewide projects through the WLA. The system funded multiple scholarships to the WLA Leadership Institute and offered continued financial support for WLA lobbying activities at the state level.

The system will continue to collaborate with other systems to provide support for Trustee Training Week which continues to grow in popularity. The system also offers financial support for the Wild Wisconsin Winter Web Conference. The collaboration with SEWI to provide high quality continuing education for our member libraries is extremely valuable and a model for the state. The system also collaborates and offers tech support and assistance for Tech Days each September.

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

Activity	Amount
1. Marketing collaboration	$10,000
2. KnowBe4 Cybersecurity training	$17,000
3. Statewide Dell purchasing	$15,000
4. Trustee training week	$1,500
5. Wild Wisconsin Winter Web Conference	$1,500
6. SEWI Continuing Education	$15,000
7. Tech Days	$2,500
8. WLA Projects	$10,000

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

Activity	Amount
9. Statewide backup collaboration	$5,000
10.	
Cost Benefit Total	$77,500

	CERTIFICATION	

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2020**.

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
	➤	
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
	➤	

	FOR DPI USE LIBRARY SYSTEM PLAN APPROVAL	

Pursuant to Wis. Statutes, the plan contained herein is: ☐ Approved ☐ Provisionally Approved *See Comments.* ☐ Not Approved *See Comments.*	DLT Assistant Superintendent Signature ➤	Date Signed *Mo./Day/Yr.*

Comments

**PUBLIC LIBRARY SYSTEM 2020
ANNUAL PROGRAM BUDGET**

Program	2020 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference, and Interlibrary Loan*					
1. Technology	$518,128	$5,000	$11,200	$1,063,657	
2. Reference	$178,457				
3. Interlibrary Loan	$36,450				
4.					
5. Electronic Resources	$161,305	$35,000		$303,588	
Program Total	$894,340	$40,000	$11,200	$1,367,245	$2,312,785
Continuing Education and Consulting Service*					
1. Continuing Education	$48,190				
2. Consulting	$73,976				
Program Total	$122,166	$0	$0	$0	$122,166
Delivery Services	$325,269				$325,269
Library Services to Special Users	$7,254				$7,254
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$1,085,020			$52,916	$1,137,936
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$4,003				$4,003
Public Information	$65,394				$65,394
Administration	$341,792				$341,792
Subtotal	$1,828,732	$0	$0	$52,916	$1,881,648
Other System Programs					
1. Multi-type	$8,081				$8,081
2. Member Office	$2,000			$47,500	$49,500
Program Total	$10,081	$0	$0	$47,500	$57,581
Grand Totals	$2,855,319	$40,000	$11,200	$1,467,661	$4,374,180

* These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1.
  Line 5 is reserved for the amounts budgeted for electronic resources (see program budget guidelines).

MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

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

September 30, 2019

Kurt Kiefer, Assistant State Superintendent
Division for Libraries and Technology
Department of Public Instruction
125 South Webster Street
Madison, WI 53703

Dear Mr. Kiefer,

The Wisconsin Department of Public Instruction's Division for Libraries and Technology have requested that the Milwaukee County Federated Library System (MCFLS) submit a plan to the state addressing how the Hales Corners Library, Milwaukee Public Library and West Allis Public Library will address non-compliance with the state annual report deadline.

The MCFLS system director, Steve Heser, has addressed the issue of non-compliance with all three libraries and has received from each director a set of action steps they will use to ensure compliance in 2020. These steps are listed below and each director's full response is included as an attachment to this plan. Director Heser has also spoken to all the directors at a recent LDAC meeting to remind member libraries of the statutory deadline and will continue to do so moving forward. In addition, the system has included language in the new MCFLS ILS, Resource Sharing and Technology agreement identifying both system and member library obligations regarding the state annual report, including the March 1st deadline.

Hales Corners

Obstacles. For the 2018 annual report the Hales Corners Library Board struggled with changes in Village government, a new Village President, and a lack of communication with regards to an evolving budgeting process. The Library's 2019 operating budget was adopted by the Village Board November 12, 2018; however the 2019 salary budget was not adopted until March 11, 2019.

Action Steps. The Hales Corners Library suggests the following plan:

1. Include the March 1st deadline as part of the library's budget proposal to the Village Board.
2. Include the March 1st deadline as part of the library's oral presentation to the Village Board.
3. If the Village budget process goes beyond November, inform the MCFLS and the DPI of the situation.

All other parts of the Hales Corners Library's state annual report process are in place to meet the March 1st deadline.

Milwaukee

Obstacles. In 2019, MPL experienced significant change in their business department, which is responsible for completing their submission. Additionally, the method of managing the data was dispersed among a

number of individuals, making their internal process inefficient and cumbersome for their new staff.

While MPL expenditure data should be ready to report by March 1st, the City's financials are typically not fully processed until later in March or April. Further, the Library Board has a recess during the month of February and the timing of their January and March meetings make it nearly impossible to have the report prepared, distributed, reviewed and approved prior to the deadline.

Action Steps. The Milwaukee Public Library will take several steps to overcome these obstacles:

1. MPL has added a data analyst to their team who, among other duties, will be responsible for completing the report. In preparation, they have been gathering and organizing their datasets into a single point of access, which should streamline and expedite their submission.
2. Director Paula Kiely will bring the annual report to the Board's attention at their January 28, 2020 meeting and seek approval for the Board President to act on the Board's behalf and approve the report during the month of February. In seeking this approval, Director Kiely will stress the consequences of being late in their submissions. The submitted report will be presented to the full Board at their March 24, 2020 meeting.
3. As to the timing of the needed information from the City, MPL will notify the Budget Office of their need for the data and seek their assistance in providing the most up to date information possible.

West Allis

Obstacles. In recent years, West Allis Public Library has failed to meet the deadline due in great part to the necessity for the Library to rely on the City of West Allis to provide essential financial documents. Another contributing factor is the meeting date of the West Allis Public Library Board of Trustees. The board meets the fourth Wednesday of each month and often the Finance Department will not submit their requested financial data until the first of each month.

Action Steps. The West Allis Public Library has submitted the following set of actions:

1. The library director will submit a request to the City of West Allis Finance Department for the necessary financial information the first week of January.
2. If they have not received the requested data by the end of January, the director will directly contact the City of West Allis Finance Director and ask that the data be expedited, and remind her that the Library is on a deadline to complete the annual report.

Within the past 15 months, the City of West Allis has hired a new Finance Director and she has successfully reorganized that department, which is noticeably more responsive.

Please contact Director Heser (steve.heser@mcfls.org) know if you have additional questions regarding this compliance plan. Thank you.

Paul M. Ziehler
President, Milwaukee County Federated Library System Board
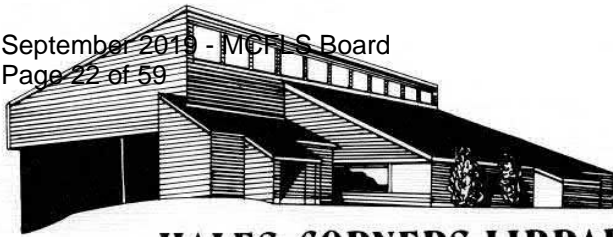
September 26, 2019

HALES CORNERS LIBRARY

5885 South 116th Street W. BEN HUNT CENTER Hales Corners WI 53130

Telephone (414) 529-6150

Steve Heser, Director
Milwaukee County Federated Library System
709 N. 8th Street
Milwaukee, WI 53233

Dear Steve,
The Wisconsin Department of Public Instruction's (DPI) Division for Libraries and Technology have requested that the Milwaukee County Federated Library System (MCFLS) submit a plan to the state addressing how the Hales Corners Library will address non-compliance with the state annual report deadline.

Hales Corners Library works diligently to submit our report on time; however, for the 2018 report the Library Board struggled with changes in Village government, a new Village President, and a lack of communication with regards to an evolving budgeting process. The Library's 2019 operating budget was adopted by the Village Board November 12, 2018; however the 2019 salary budget was not adopted until March 11, 2019.

Your presentation at the August 22nd Library Board meeting was a good reminder that the Library Board will need to work more closely with the Village Board to ensure the library's budget is adopted prior to the March 1st deadline for submitting the state annual report.

The Hales Corners Library suggests the following plan:
1. Include the March 1st deadline as part of the library's budget proposal to the Village Board
2. Include the March 1st deadline as part of the library's oral presentation to the Village Board
3. If the Village budget process goes beyond November, inform the MCFLS and the DPI of the situation.

All other parts of the library's state annual report process are in place to meet the March 1st deadline.

Please let me know if you have any questions or concerns.

Sincerely,

Patricia Laughlin
Library Director

*Our mission is to provide the community with a space dedicated
to the power of knowledge and technology, the world of culture, and
the joy of reading by providing excellence in library services, resources, and programs.*

MILWAUKEE
PUBLIC LIBRARY

Paula A. Kiely
Director

September 17, 2019

Steve Heser
Executive Director
Milwaukee County Federated Library System
709 N. 8th Street
Milwaukee, WI 53233

RE: Compliance with Annual State Report Deadline

Dear Mr. Heser, *Steve*

Thank you for making me aware of the Wisconsin Department of Public Instruction's
Division for Libraries and Technology request that the Milwaukee County Library
System submit a plan addressing how the Milwaukee Public Library (MPL) and other
member libraries will address non-compliance with the annual state report deadline of
March 1.

MPL tracks a multitude of data points throughout the year, including those needed to
respond to the annual state report in a timely fashion. Unfortunately, our submission
was late in 2019 and for this, I apologize. We experienced significant change in our
business department, which is responsible for completing our submission.
Additionally, the method of managing the data was dispersed among a number of
individuals, making our internal process inefficient and cumbersome for our new staff.

I am happy to report that in the last year we have added a data analyst to our team who,
among other duties, will be responsible for completing the report. In preparation, we
have been gathering and organizing our datasets into a single point of access, which
should streamline and expedite our submission.

Additional reasons for the delay are a bit more challenging to resolve. While our
expenditure data should be ready to report by March 1, the City's financials are
typically not fully processed until later in March or April. Further, the Library Board
has a recess during the month of February and the timing of their January and March
meetings make it nearly impossible to have the report prepared, distributed, reviewed
and approved prior to the deadline.

To overcome these challenges, we will take several steps. First, I will bring this to the
Board's attention at their January 28, 2020 meeting and seek approval for the Board
President to act on the Board's behalf and approve the report during the month of

February. In seeking this approval, I will stress the consequences of being late in our submissions. The submitted report will be presented to the full Board at their March 24, 2020 meeting.

As to the timing of the needed information from the City, we will notify the Budget Office of our need for the data and seek their assistance in providing the most up to date information possible.

I believe these steps will permit us to complete our submission on time, without diminishing the Board's governing responsibilities.

Thank you for your assistance in working through this challenge and for helping to develop a workable strategy. I will be happy to discuss further as needed.

Sincerely,

Paula Kiely
Director

C: Michele Bria, MPL Board President

Michael Koszalka
Director
West Allis Public Library
mkoszalka@westalliswi.gov
414.302.8534

DATE: September 12, 2019

To: Steve Heser, Director – Milwaukee County Federated Library System (MCFLS)

FROM: Michael Koszalka, Director – West Allis Public Library MK

RE: Compliance with Annual Report deadline

Each year, a goal of the West Allis Public Library (WAPL) is to submit the state annual report in compliance with the deadline. In recent years, WAPL has failed to meet the deadline due in great part to the necessity for our Library to rely on the City of West Allis to provide essential financial documents.

Another contributing factor is the meeting date of the West Allis Public Library Board of Trustees. The board meets the fourth Wednesday of each month and oftentimes the Finance Department oftentimes will not submit our requested financial data until the first of each month.

To remedy this situation, I will submit a request to the City of West Allis Finance Department for the necessary financial information the first week of January. If we have not received the requested data by the end of January, I will directly contact the City of West Allis Finance Director and ask that the data be expedited, and remind her that the Library is on a deadline to complete the annual report.

Within the past 15 months, the City of West Allis has hired a new Finance Director, and she has successfully reorganized that department. As a result, the Finance Department is noticeably more responsive, and I'm confident that the problems we have encountered in the past will no longer be evident as we move forward.

Finally, after the 2019 delayed submission of the annual report occurred at WAPL; a personal appeal to the Finance Department to resolve the issue was made on behalf of the Library by former City Administrator (and current MCFLS board President), Paul Ziehler. I believe that Mr. Ziehler's standing and reputation will contribute positively for the process to be expedited more efficiently in the future.

I'm very hopeful that all of the above will work to resolve the problems that beset the process in 2019.

1   <u>Milwaukee County Federated Library System ILS, Resource Sharing, and Technology</u>
2   <u>Agreement, 2020-2024</u>
3
4
5
6   RECITALS
7   WHEREAS, MCFLS is organized, exists, and maintains a public library system pursuant to the
8   provisions of Chapter 43, Wisconsin Statutes; and
9
10   WHEREAS, the _____ Library is organized under Sections 43.52 or 43.53, Wis.
11   Stats, is a member in good standing of MCFLS and agrees to share resources in accordance with
12   the requirements of Chapter 43, and
13
14   WHEREAS, the _____ Library has signed the agreement to be a member of MCFLS,
15   and
16
17   WHEREAS, the _____ Library and System have determined that cooperative efforts
18   to provide a fully functioning library catalog will permit more efficient library service and will
19   provide great and lasting benefits to its patrons; and
20
21   WHEREAS, the _____ Library and System have determined that with a shared
22   library come additional rights and responsibilities for both Library and System in order to ensure
23   the maximum benefit of technological cooperation, these additional rights and responsibilities in
24   relation to well-organized lending of materials and sharing with other libraries in the system; and
25
26   WHEREAS, the _____ Library and System are partners in providing library service
27   and, as such, have a shared responsibility to maximize the effectiveness and integrity of the
28   various technology systems;
29
30   NOW, THEREFORE, BE IT RESOLVED that MCFLS and the _____ Library, for
31   and in consideration of mutual covenants and undertakings herein contained, do agree to the
32   provision of library services in accordance with the following:
33
34
35
36
37   <u>1. Integrated Library System (ILS)</u>
38
39   MCFLS shall provide, troubleshoot, and manage an integrated library system for member
40   libraries through Basic and Add-on Software products, catalog enhancements, and new
41   interfaces. Member libraries benefit from and pay for maintenance on different categories of
42   software, as follows.
43
44   A.   Basic: Items in this category are products related to the basic functions of the integrated
45   library system that are available to all members and used by most, if not all, members. Ongoing
46   maintenance costs are prorated back to all members based on the percentage of overall MCFLS-

Page **1** of **14**

47   wide circulation attributable to the residents of each member community. During the term of this
48   Agreement, new items or items from other service categories may be moved into the Basic
49   category only by agreement of MCFLS and of all members. A listing of all products and
50   associated maintenance charges is distributed each year on or before May 15 as part of projected
51   automation costs.
52

53   B.   Add-On Software: Items in this category are products related to additional functions of
54   the integrated library system that are available only to and used by one or more specific
55   members. Initial purchase costs and ongoing maintenance costs are the responsibility of
56   members that use the products. (Examples include Third Party Self-Check, Accounting Interface,
57   Teleforms System Messages, Fines Payment API, SIP2 License). A listing of all products and
58   associated maintenance charges is distributed each year on or before May 15 as part of projected
59   automation costs.
60

61   C.   Catalog Enhancements and new interfaces: From time to time MCFLS or member
62   libraries may suggest the enhancement of the library catalog or a different interface for the staff
63   or public to access the ILS. Examples include, CountyCat Mobile, Shoutbomb, Encore, and
64   Novelist Select. These services will be budgeted through consultations between and among
65   MCFLS and member libraries.
66

67   Note: In addition to the integrated library system services above, MCFLS, in consultation with
68   the members, may also assist members in providing new services and programs that the members
69   may define as particularly needed to satisfy their communities and which cannot be as
70   practicably satisfied by the members individually. Unless State regulations or the Wisconsin
71   Statutes require these new services and programs, they are voluntary. Members that participate
72   in these "New Services" will enter into a mutual agreement for such services. Any member that
73   subsequently agrees to participate in "New Services" must enter into the same agreement on the
74   same terms. If a shared cost formula will be part of the agreement it likely will include
75   reimbursement for original participants. An example of a New Service is the MyPC public
76   computer management software.
77

78   <u>Charges</u>
79   A.   Integrated Library System Costs. Members shall pay for all software maintenance costs
80   associated with the integrated library system.
81

82   B.   Calculation of Integrated Library System Costs.
83   Each member library shall pay 1% of total ILS maintenance (15% of total maintenance
84   costs). The remaining 85% of maintenance costs shall be calculated based upon the total number
85   of circulation transactions attributable to the member's residents, regardless of the library in
86   which said transactions occur, as a percentage of the total number of circulation transactions of
87   members. The circulation period for each contract year shall be two years previous.
88

89   C.   Reimbursement Payment Schedule. Such reimbursements to MCFLS to be paid by the
90   members as follows: 100% of applicable costs. Notwithstanding the foregoing statement, under
91   no circumstances will costs begin to accrue to members prior to the actual date upon which the
92   costs begin to accrue to MCFLS.

93
94   D.   Annual Statement of Automation Costs: To facilitate local budgeting, on or before May
95   15 of each year MCFLS shall provide to each member a statement of all applicable costs for the
96   following year.
97
98   E.   Add-On Software Maintenance. Maintenance costs related to additional functions
99   purchased by and available only to and used by one or more specific members. Under no
100   circumstances will maintenance costs begin to accrue to a member prior to the actual date upon
101   which the costs begin to accrue to MCFLS.
102
103
104
105
106   2. Bibliographic Database Development and Maintenance
107
108   In order to most effectively utilize the ILS, MCFLS shall provide directly or contract with a
109   vendor all activities and functions deemed to be essential to the creation and oversight of a clean
110   and consistent system-wide collection of title level records.
111
112   MCFLS shall:
113   • Provide accurate and complete MARC bibliographic records.
114   • Provide full MARC cataloging for all new titles in the following materials formats:
115   o Adult, children, and young adult fiction and non-fiction hardcover books except,
116   optionally, board books;
117   o Large print books;
118   o Fiction and non-fiction paperbacks;
119   o Sound recordings except LPs and ephemeral CDs and cassettes;
120   o Book and cassette kits;
121   o Scores;
122   o Maps except those designated Pamphlet File (PF) material;
123   o Government documents except those designated PF and except, optionally, local
124   government documents such as minutes, annual reports, etc;
125   o Software;
126   o Video recordings except those designated ephemeral;
127   o Serials.
128   • Create new formats as they become available and members add them to their collections,
129   as requested by the Member.
130   • Construct MARC records according to national standards, Format Guidelines and
131   Bibliographic Input Standards, and Library of Congress Rules Interpretations.
132   • Download MARC records into the local Innovative database from the Cataloging Utility
133   by means of a bibliographic interface.
134   • Set MCFLS holdings in the Cataloging Utility.
135   • Provide original cataloging if a record is unavailable from the Cataloging Utility for any
136   member-held title that requires a full MARC record.

137 • Include appropriate and liberal use of access points for MARC records added to the local
138   database.
139 • Provide full MARC records for short bibliographic entries, which have been entered into
140   MCFLS and flagged for full MARC cataloging by the member.
141 • Not flag material types, which are mutually agreed upon to receive brief cataloging, for
142   full MARC cataloging.
143 • Provide ongoing Bibliographic Database Maintenance for records in the MCFLS
144   database including:
145   o Merging of duplicate bibliographic records.
146   o Moving copies inappropriately placed on a bibliographic record to an appropriate
147   bibliographic record.
148   o Acting upon requests for additional access points and bibliographic information; e.g.,
149   uniform titles, added author entries, added title or serials tracings, added subject
150   headings, contents notes, etc.
151   o Acting upon requests for corrections of errors or discrepancies of a bibliographic
152   nature.
153   o Generating periodic reports of bibliographic records with no item holdings and
154   evaluating the records for suppression or deletion.
155   o Performing delete transactions on both the System Innovative database and cataloging
156   utility in order to remove those items marked for deletion.
157   o Establishing and maintaining the database of Library of Congress Authority
158   controlled headings with related cross references for personal/corporate names;
159   uniform titles; subject headings (name, topical, and geographic); and series headings.
160   o Processing and taking appropriate action on system reports of new headings and
161   heading to effectively maintain the authority control module of the System database.
162   o Utilizing the Library of Congress and other authority files as new headings are added
163   to the System database during the cataloging procedure in order to locate an
164   established authority record and download the authority record into the System
165   database.
166   o Acting on requests for needed additional cross references.
167   o Making appropriate changes to bibliographic headings and the authority records as
168   headings change notifications are received from the Library of Congress Cataloging
169   Distribution Service or an authority vendor.
170 • Provide access to an online cataloging utility vendor for the contract period.
171 • Contribute to the fulfilment of the contract through the use of State Aid for library
172   systems.
173
174 The Member Library shall:
175 • Respond in a reasonable amount of time to requests for information for specific
176   bibliographic records.
177 • Maintain all item level records for items owned by the library, including the accurate
178   provision of location codes, call numbers, and other item-level data.
179 • Reimburse MCFLS for Bibliographic Database Development and Maintenance Charges
180   as described below.
181 Under no circumstances will costs begin to accrue to a member prior to the actual date upon
182 which the costs begin to accrue to the System.

183
184   Charges
185   Cataloging Utility (e.g. OCLC) charges:
186   • Invoiced amount in any contract year shall be based on the "titles added" two years
187   previously (i.e. 2020 invoice will be based on 2018 titles added) as a percentage of total
188   titles added by all members, and applied to MCFLS calendar year cataloging utility costs.
189
190   Bibliographic Database Development and Maintenance Charges
191   • Members will pay any charges that exceed the MCFLS contribution toward the
192   contractual cost of this service.
193   • Each member's individual cost will be determined in the same manner as costs for the
194   cataloging utility (percentage of titles added).
195   • Invoiced amount in any contract year shall be based on the "titles added" two years
196   previously (i.e. 2020 invoice will be based on 2018 titles added) as a percentage of total
197   titles added by all members.
198   • In 2020, MCFLS will contribute 9.5% of State Aid toward the contract. Each member
199   library will pay 1% of the amount remaining after the MCFLS contribution. The
200   remaining 85% of the contract amount will be determined by the number of titles added
201   by a member library as a percentage of all titles added in a calendar year.
202   • From 2021-2024 MCFLS will contribute 9% of State Aid toward the contract. Each
203   member library will pay 1% of the amount remaining after the MCFLS contribution. The
204   remaining 85% of the contract amount will be determined by the number of titles added
205   by a member library as a percentage of all titles added in a calendar year.
206
207   Such reimbursements to MCFLS are to be made, in the form of a cash payment, by July 1 of the
208   calendar year in which they are invoiced.
209
210

211
212
213   3. Circulation
214
215   MCFLS encourages member libraries to develop strong collections and make them readily
216   available to all Milwaukee county residents. MCFLS embraces the following goals aimed at
217   facilitating the development and sharing of strong materials collections:
218   • To encourage MCFLS member libraries to develop collections that directly serve local
219   clientele with material that meets their demand for particular subjects, titles, authors, and
220   formats in a timely manner.
221   • To allow member libraries full latitude—within the technical limitations of the
222   CountyCat system—to determine loan periods, fines, fees, etc, as the member library
223   determines best meet local needs.
224   • To have all holdings included in the CountyCat database.
225   • To have member libraries lend materials to other member libraries without restriction.
226   • To provide all residents of the MCFLS area the same opportunity to access the resources
227   of member libraries, e.g., view holdings or place holds.

228   •   To increase standardization of policies, procedures, and practices among member
229   libraries reducing the need for patrons and library staff to learn and remember variations.
230
231   In providing for the interlibrary loan of library resources, members will observe loan rule
232   policies of the owning library.
233
234   In providing interlibrary loan of library resources among member libraries, libraries may make
235   some copies of titles non-holdable to be used as "browsing" or "lucky day" collections. Libraries
236   agree to interloan a reasonable portion of copies of total library copies. The only exceptions to
237   the interloan requirement are those material types, as determined by consensus of the Library
238   Directors Advisory Council, considered inappropriate for delivery, such as electronic devices,
239   puzzles, toys, magazines, puppets, etc.
240
241   Member libraries shall:
242   •   Share circulating materials freely with other member libraries.
243   •   Accept system-wide holds for all circulating and holdable materials.
244   •   Process the paging list (holds) as quickly as practical. Paging lists should be processed at
245   least daily on days the library is open.
246   •   Run the "clear the holds" process daily on days the library is open.
247   •   Route items trapped at check-in to the pickup point on the next available delivery.
248
249   Borrower's Card: Library cards should include some indication that the library is a member of
250   the Milwaukee County Federated Library System either through the inclusion of the MCFLS
251   logo or language to that effect.
252
253   Loan Period:
254   Loan periods and fines are determined solely at the discretion of the member library. Where
255   possible, member libraries should strive for commonality in loan periods and fines to provide a
256   uniform experience for the public. MCFLS shall implement loan rules as determined by the
257   member up to the limits of the CountyCat system.   The borrowing library shall observe the loan
258   period of the owning library. (See the Circulation Periods and Fines MCFLS Libguides page for
259   an updated list of loan periods and fines.)
260
261   Member libraries are encouraged to strive for common circulation policies. The majority
262   of libraries currently use the following circulation loan periods:

263	a)	General Collection	3 Weeks
264	b)	New Books/Non-Fiction	3 Weeks
265	c)	New Books/Fiction	7 Days or 3 Weeks
266	d)	Music CDs	7 Days or 3 Weeks
267	e)	Entertainment DVDs	3 or 7 Days
268	f)	Educational DVDs	7 Days
269	g)	Periodicals	7 Days
270	h)	Audio Books (CD or Cassette)	3 Weeks
271	i)	Pamphlets/Vertical File	3 Weeks
272	j)	Kits	3 Weeks
273	k)	CD-ROM & Computer Software	7 Days

274
275 Loan Period Changes: Members wishing to change their loan periods must notify MCFLS of
276 intent and may be required to observe a minimum waiting period of 1 month. Other members are
277 notified of change no less than seven days prior to change.
278
279 Fines and Fees: Members cannot waive fines for material or fees from other member libraries.
280 Under extenuating circumstances, libraries can call the owning libraries to seek the waiving of a
281 fine for a patron. Member libraries act as agents for the rest of the member libraries and library
282 policies should be defended.
283
284 Grace Period: The standard grace period shall be three (3) days.
285
286 New Borrower Limit: A member library may establish its own New Borrower Limit for its own
287 material.
288
289 Renewals:
290 a)   Two renewals shall be allowed for all 3 week material.
291 b)   At the discretion of the owning library, up to two renewals may be allowed for 7 day
292   material.
293 c)   No renewals are allowed for 3 day materials.
294
295
296
297 4. Reciprocal Borrowing
298
299 Membership Requirement
300 A MCFLS library who is a recipient of a reciprocal borrowing payment will have signed the
301 MCFLS Membership Agreement and the ILS, Resource Sharing, and Technology Agreement
302 before any payment is made.
303
304 Reciprocal Borrowing Payments
305 MCFLS will contribute a base amount equal to the following percentages of State Aid for the life
306 of this agreement as the sum of all Reciprocal Borrowing payments. Distribution schedule is
307 based upon the timeline below.
308

State Aid Percentage	State Aid Year	Distribution	Circulation Period
37%, estimated to be $1,056,467	2020	Feb. 2021	10/1/18-9/30/19
37%, estimated to be $1,056,467	2021	Feb. 2022	10/1/19-9/30/20
36%, estimated to be $1,027,914	2022	Feb. 2023	10/1/20-9/30/21
36%, estimated to be $1,027,914	2023	Feb. 2024	10/1/21-9/30/22

35%, estimated to be $999,361	2024	Feb. 2025	10/1/22-9/30/23

309
310 Circulation Time Periods Used as Basis for Reciprocal Borrowing Payments
311 In order to allow advance time for local budget cycles, the annual determination of payment is
312 based on a 12-month time period as shown in the table above. The integrated automation
313 system's report that calculates netted transactions, Innovative Interfaces "Owning Library/Home
314 Library Net Circulation" report is the current source used to calculate net circulation among all
315 member libraries.
316
317 Reciprocal Borrowing Payments—Compensation for Net Lending Libraries Only
318 An annual payment will be distributed to net lending libraries only. The actual amount of the
319 payment for each net lending library will be determined by the percentage (%) of positive
320 transactions each of the net lenders accumulates as a percentage of 100% of net positive
321 transactions distributed among all net lending libraries based on the circulation time periods
322 above.
323
324 Payment Reductions if Library Does Not Sign Agreements
325 If a member library does not sign the MCFLS Membership Agreement and the MCFLS ILS,
326 Resource Sharing, and Technology Agreement as stated above, said library forfeits any rights to
327 the reciprocal borrowing payments beginning with year 1 distribution (distributed in February,
328 2021).
329
330 The sum total of MCFLS reciprocal borrowing payments for all libraries who will have signed
331 these Agreements would be decreased by 37% (payable in 2021 and 2022), 36% (2023 and
332 2024), and 35% (2025) of any actual reduction in state aid that the System experiences due to the
333 library(ies) non-signing of the MCFLS Member Agreement.
334
335 Payment Schedule
336 Reciprocal borrowing payments shall be made by MCFLS no later than February 28 of the year
337 of distribution as indicated in the chart above.
338
339
340
341
342 5. Delivery Services
343
344 MCFLS shall:
345 • Provide physical delivery of library materials via pickup, sorting, and delivery five days
346   per week exclusive of the following 11 holidays : New Year's Eve, New Year's Day,
347   Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day,
348   Thanksgiving, Friday after Thanksgiving, Christmas Eve and Christmas Day. (Holidays
349   are scheduled on the day designated by common business practice). Delivery service will
350   not occur when at least 22 of 28 library locations are unable to accept delivery.
351 • Provide physical delivery free of charge for member libraries.

352   •   Act as intermediary between member libraries and the contracted delivery service, as
353   necessary, in situations such as:
354   o   Materials damaged in delivery.
355   o   Personnel issues with contracted delivery staff.
356
357 Member libraries shall:
358   •   Provide consistent location for drop off and pick up of delivery bins.
359   •   Communicate with contracted delivery service or MCFLS Offices when a situation
360   would prevent or change scheduled delivery service.
361
362 <u>Charges</u>
363 MCFLS pays for 100% of delivery charges.
364
365
366
367
368 <u>6. Non-member No Library (West Milwaukee)</u>
369
370 Non-Member Community That Does Not Operate a Public Library (West Milwaukee) –
371 Borrowing. Each circulation transaction attributable to residents of a non-member community
372 that does not operate a public library (West Milwaukee) shall be calculated as a net negative
373 transaction. Reimbursement for these transactions shall be made to the System by the non-
374 member community that does not operate a public library (West Milwaukee) under terms
375 specified in a separate agreement between that community and the System. Said reimbursement
376 at actual cost per transaction - Per Unit Circulation Rate Worksheet, (see below) shall be paid by
377 the System to the relevant lending member libraries based upon the timeline noted in the
378 Payment Schedule section below.
379
380 Per Unit Circulation Rate Worksheet: For the purpose of calculating the actual cost of service
381 rendered to citizens of a non-member community, each member library shall calculate its per-
382 circulation rate. The per unit circulation rate is derived based upon the total expenditures by the
383 member library for personnel and fringe benefits (exclusive of maintenance personnel), library
384 materials (books, AV, and periodicals), supplies, circulation related postage, and telephone
385 notification service (TNS) costs, divided by the total circulation of the member library. In the
386 tabulation of the per unit circulation rate, the personnel and fringe benefits, as well as library
387 materials expenditures associated with the reference services of the Resource Library, which is
388 the Milwaukee Public Library's Central Library, shall be excluded. No other expenditures shall
389 be included. All expenditures shall be based upon the previous calendar year period. Per unit
390 circulation rate shall be calculated annually.
391
392 <u>Payment Schedule</u>
393 Payment to member libraries shall be made by MCFLS no later than February 28.
394
395 <u>Member Services to Adjacent Systems</u>

396 Neither party, System Board nor Member Board, will enter into any contracts with adjacent
397 systems which obligates the other party to provide services, without the prior approval of the
398 other party.
399
400 Member Services to Non-Adjacent Systems
401 At its discretion, the System Board may enter into agreements with non-adjacent systems.
402 However, if said agreement obligates the Member to provide services, the System assumes the
403 financial obligation to compensate the Member for those services, at a rate that is mutually
404 agreed upon prior to the initiation of service provision. Also, if any compensation is owed to the
405 non-adjacent system for services provided to Milwaukee County residents, the System assumes
406 the financial obligation to compensate the non-adjacent systems for those services.
407
408
409
410
411 7. Court-ordered or Subpoenaed Data

412 Because of the cross-jurisdictional nature of library use in Milwaukee County and because of the
413 proprietary role that MCFLS has traditionally played in the retention and custody of borrower
414 records and commitment to database integrity, the System shall be the sole point of contact for
415 any court-ordered or subpoenaed compilation and/or surrender of user information or borrowing
416 data. Such single point of contact shall ensure consistency in the collection, preparation, and
417 packaging of said information and data. In fulfilling this obligation, the System shall provide a
418 mutually agreeable procedure that ensures that the retention and custody of all borrower records
419 and system collection database integrity is maintained, and that statutory confidentiality
420 requirements are observed.
421
422
423
424
425 8. Equipment and Services—Maintenance and Support
426
427 MCFLS supplies products or services that are not directly related to the integrated library system
428 that are available to all members. Most are purchased with funds from MCFLS grants or the
429 MCFLS operating budget. Ongoing support costs are paid entirely by MCFLS. (Examples
430 include Wide Area Network (WAN) services, Internet access, email services, and web services).
431
432 Central Site Equipment and Services:
433 MCFLS shall provide insurance coverage on all computer system equipment housed at the
434 central site. The System will be responsible to maintain and support the following central site
435 equipment and services, at no cost to the member:
436   1. Equipment: All equipment in the System's Computer Room and offices, including:
437   a. Servers: A Server delivers the integrated library system (CountyCat) software
438   application. A variety of Microsoft Windows servers deliver a number of other
439   applications including, email, web hosting, etc.

440   b. Firewall: Protects the resources of MCFLS private network from users from the
441   Internet and other networks.
442   c. Routers: Determines the next network point to which a packet should be
443   forwarded toward its destination, routing data from a member local area network
444   (LAN) to MCFLS wide area network (WAN) or the Internet and vice versa.
445   d. Switches: Provides a place of convergence where data arrives from one or more
446   directions and is forwarded out in one or more other directions, connecting
447   network and computing equipment in the MCFLS LAN.
448
449   2 Microsoft Windows Server Services:
450   a. DHCP: Provided by MCFLS Primary Domain Controller -- assigns dynamic IP
451   addresses for all member workstations connected to the System Wide Area
452   Network (WAN).
453   b. DNS and WINS: Provided by MCFLS Primary Domain Controller – provides
454   Domain name resolution and Windows name resolution to member workstations
455   connected to the System Wide Area Network (WAN).
456   c. User Authentication: Provided by MCFLS Primary Domain Controller –
457   authenticates login to all MCFLS Network services and shared resources from
458   any member workstations connected to the System Wide Area Network (WAN).
459   d. Internet Information Service: Provided by MCFLS Web Server – Hosts
460   MCFLS and, upon request, hosts any member web sites.
461   e. Cloud-based email service: provides email accounts for any interested member
462   library using the MCFLS domain.
463
464 Remote Site Network Equipment
465 MCFLS shall maintain and support, at no cost to the member, MCFLS-controlled network
466 equipment at the participating library site. A list of this equipment will be annually transmitted
467 to the participating library no later than May 1.
468   Exclusion: Network equipment added to a remote site for a special project (such as
469 wireless access) is the member's sole responsibility via a member paid maintenance contract
470 between member library and vendor.
471
472 Wide Area Network
473 Prior to the installation of a new physical network connection, to or from another network or
474 computer not owned or controlled by the member, MCFLS staff will coordinate with the member
475 library staff to ensure that the new external connection does not compromise network integrity or
476 performance. An example of this type of connection would be the use of a member library's
477 municipal network. Members with currently existing physical connections to external networks
478 will provide information to MCFLS staff on the evaluation points below, and will work with
479 MCFLS staff to correct any security or performance problems identified with those connections.
480 MCFLS evaluation of the proposed new or existing connection will be based on the following
481 information, to be supplied by the member
482   • Name of connecting network and purpose of the connection.
483   • Technical contact for the external network.
484   • Description of the connection, including type of connection, end equipment used, and
485   network diagrams of how the connection will be integrated into the existing network.

486   • Anticipated traffic, protocols and volume.

487   • Description of the member resources that will be allowed access by users on the network.

488   Pass through traffic and access to resources provided by MCFLS or another member may

489   not be enabled without express permission from MCFLS and any affected member.

490   • Description of security and access limitation measures (i.e. filtering router or firewall)

491   that will be implemented to ensure that MCFLS network and members will not be

492   adversely affected, and to ensure only permissible access is granted.

493 Because networks can change over time, if a subsequent problem develops because of an

494 external connection to the member's network, staff in that library will work cooperatively with

495 MCFLS and any MCFLS designated technical consultants to diagnose the problem and

496 implement corrective action, up to and including temporary or permanent disconnection of the

497 external network.

498

499 <u>Reporting</u>

500 MCFLS staff will produce an annual report that includes a summarization of activities related to

501 technology along with current equipment hardware lists and recommended settings. The report

502 will be produced by June 30th of each year.

503

504 <u>Planning and Scheduling Upgrades</u>

505 Relative to hardware and software upgrades, the scheduling of which are determined by MCFLS

506 and which have a certain or potential fiscal impact on the member, MCFLS will provide as much

507 advance notice as possible.

508

509 <u>Insurance Coverage</u>

510 Members shall provide insurance coverage in their city/village policy on all MCFLS controlled

511 computer equipment at their respective location(s).

512

513

514

515

516 9. Telecommunications

517 <u>Minimum Connection Bandwidth</u>

518 The member shall execute an individual agreement with a qualified telecommunications vendor

519 for point-to-point data line service and pay the full cost of that line. The minimum connection

520 bandwidth between the member and MCFLS shall be T1. Upon request, MCFLS shall provide

521 consultation and technical assistance.

522

523 <u>Trouble Incident Technical Contact</u>

524 For the purposes of data line trouble calls and in accordance with TEACH Wisconsin policy, the

525 member shall designate MCFLS as the technical contact to its telecommunications vendor. The

526 member agrees to follow the troubleshooting procedure, outlined by MCFLS on the [MCFLS

527 Helpdesk Assistance page](#).   In all cases, MCFLS will, as called upon, work cooperatively with

528 the member and the telecommunications vendor to resolve difficulties and/or conflicts.

529

530 <u>Other Bandwidth Sources</u>

531   The member agrees to directly involve MCFLS in all plans related to its data transmission
532   functionality.
533
534   <u>Charges</u>
535   Telecommunications data line charges invoiced in 2020 through 2024 shall be equal to the site-
536   specific charges invoiced to MCFLS for each member for each of those years.
537
538

539
540
541   <u>10. Conflict resolution</u>
542   The mission of the Milwaukee County Federated Library System is to help its member libraries
543   provide the best possible service to the public. Working in cooperation with MCFLS and each
544   other permits member libraries to provide more efficient library service and makes each
545   participant stronger. Such close cooperation requires finding agreement on a variety of policies
546   and procedures. In any such close working relationship, misunderstandings and tensions may
547   arise from time to time. MCFLS recognizes and respects every member library's authority to
548   make local decisions.
549
550   If a member library takes actions that another member library or MCFLS feels are contrary to
551   previously agreed upon policy, or that negatively impact the ability of other member libraries or
552   the MCFLS staff to provide services, it may become necessary for the System to pursue action to
553   resolve the issue.
554
555   The following procedure will be followed:
556   1.   The parties involved in the dispute will meet to try to come to a resolution.
557   2.   MCFLS management and staff will make every effort to resolve the issue working
558   directly with the library(ies).
559   3.   If the efforts of MCFLS management fail to result in a satisfactory resolution, the matter
560   will be referred to the MCFLS Board of Trustees, and may include a joint
561   recommendation for action. The MCFLS Board will endorse and support the
562   recommended action or propose a different solution.
563   4.   If there continues to be a disagreement, the MCFLS Board of Trustees will propose a
564   mutually agreed upon third party mediator to work with the parties to try to resolve the
565   dispute.
566
567
568

569
570   <u>11. Annual Report to DPI.</u>
571
572   MCFLS system staff will prepare documentation and reporting each year to assist member
573   libraries in completing the annual report for the Wisconsin Department of Public Instruction.
574   MCFLS will make every effort to provide this information to members before the reporting
575   interface is made available to libraries each January. Member libraries will use this information

576 to complete the annual report and gain approval from their boards to ensure the report is
577 submitted by March 1st each year in accordance with Wis. Stats. § 43.58 (6).
578
579
580 Disclaimer: In the event that any provision of this agreement conflicts with any provision of law
581 as it now exists or is hereafter amended such provision of law shall be controlling.
582
583 Term of Agreement. The term of this Agreement shall be four years commencing on January 1,
584 2020, and ending on December 31, 2024.
585   • Prior to the end of the term, the Agreement and all accompanying attachments may be
586   modified at any time by the written agreement of both parties.
587   • Either party to this Agreement may at any time request amendment of the Agreement,
588   based upon a substantial change in circumstances.
589   • This Agreement may be amended based on significant changes to finances, such as a ten
590   percent increase or decrease in MCFLS State Aid or state-mandated changes that affect
591   system service delivery.
592   • In the event of such a request, the other party will in good faith consider the requested
593   amendment.
594
595 These provisions being hereby individually and mutually acceptable to the system and member
596 library, their authorized representatives do hereby approve this agreement, effective this 1st day
597 of January 2020.
598
599 FOR THE MILWAUKEE COUNTY   FOR THE _____ Library
600 FEDERATED LIBRARY SYSTEM
601
602 _____   _____
603 Board President   Board President
604
605 _____   _____
606 Date   Date

2020-2024 Resource Library Agreement

1
2
3   **By and among the Milwaukee County Federated Library System (System), the City of Milwaukee**
4   **(City) and the Milwaukee Public Library (Resource Library, also referred to as MPL)**
5
6   This Agreement effective as of January 1, 2020, by and among the Milwaukee County

7   Federated Library System, organized and existing under Chapter 43 of the Wisconsin Statutes

8   (hereinafter referred to as the SYSTEM), the City of Milwaukee, a municipal corporation

9   (hereinafter referred to as the CITY), and the Milwaukee Public Library, established and

10 maintained by the City of Milwaukee under the provisions of Chapter 43 of the Wisconsin

11 Statutes (hereinafter referred to as MPL).

12

13 WHEREAS, the SYSTEM was established to facilitate the cooperative development of library

14 services in Milwaukee County and a plan to facilitate the orderly and efficient operation of

15 cooperative library services was entered into per a formal Member Agreement between the

16 SYSTEM and the public libraries within Milwaukee County, wherein the SYSTEM shall receive

17 county, state, and federal aid to expend as deemed appropriate in the best interests of its

18 Members; and

19 WHEREAS, the SYSTEM is obligated by the Wisconsin Statutes, regulations and the

20 Membership Agreement to provide the extension of backup reference and information services

21 from a Resource Library; and

22 WHEREAS, the SYSTEM and MPL previously agreed that MPL would be designated as the

23 Resource Library for the SYSTEM and MPL is willing to continue to extend backup reference

24 services to the residents of the SYSTEM's member communities as required by state law and

25 regulations governing Resource Libraries; and

1   WHEREAS, the CITY's Common Council adopted Resolution File No. _____ on

2   _____, 2019, authorizing the MPL Board and the proper City officers to enter into this

3   Agreement and to provide the services in accordance with this Agreement;

4   NOW, THEREFORE, in consideration of the mutual covenants herein:

5   II.   AGREEMENT

6   A.   IT IS AGREED THAT THE SYSTEM SHALL:

7   1.   Designate MPL as the Resource Library for the SYSTEM and aid MPL in

8   its efforts to fulfill its obligations as such Resource Library.

9   2.   Provide payment to CITY in consideration for the services rendered under this

10   Agreement. Said payment amount shall be 6.25% of State System Aid received by MCFLS for

11   2020 through 2024. Said payment is payable in the same calendar year for each year of the term

12   of this agreement. Said cash payment to be paid annually in equal quarterly payments no later

13   than March 31, June 30, September 30, and December 15. Negotiations between the SYSTEM

14   and MPL concerning an agreement, subsequent to this one, shall occur during calendar year

15   2024, and shall be completed by December 31 of that year.

16   B.   IT IS AGREED THAT MPL SHALL:

17   1.   Be designated the Resource Library for the SYSTEM in consideration for the

18   payments from the SYSTEM.

19   2.   Provide full backup reference and backup information services to the SYSTEM's

20   member Libraries and their patrons, on the same terms and conditions as such services are

21   extended to such patrons of the Resource Library.

22

2

1   3. _____ Provide services to other SYSTEM Member Libraries, including:

2   • Access to specialized collections and training of staff in the use of these

3   resources, such as legal, government documents, rarities, small business

4   resources, patents, archival collections, etc.

5   • Consultation and training on public programming, including public computer

6   class curriculum and methods.

7   • Consultation and training in technical services, such as training on Sierra

8   Acquisitions, Serials, and Circulation modules.

9   • Consultation on technology-related programs, such as webpage development,

10   use of social media, digitization, RFID, including automated materials

11   handling units, the Express or automated library, automated meeting room and

12   calendar software, and wireless network connections.

13   • Consultation on other library services, such as library design and mixed-use

14   library development, grant writing, roving reference, and library card

15   campaigns, and tours of the resource library and orientations for staff,

16   directors, and library boards of trustees.

17   • Consultation on library operations, such as human resources, ~~security,~~

18   marketing, community engagement ~~and~~ staff training.

19   • Consultation on safety and security issues, such as active shooter training and

20   conflict resolution.

21   4.   Provide direct service to patrons throughout the SYSTEM, including:

22   • Use of ready reference,

23   • Email and chat reference service,

3

1   •   School and other groups field trips to Central library, and

2   •   Access to special collections.

3   5.   Provide assistance to the SYSTEM to support partnerships with local workforce

4 development organizations.

5   6.   Provide leadership and consultation to the SYSTEM and its members on matters

6 of local, state and national importance. Examples would be MPL's leadership role in selecting

7 the MyPC platform, the Public Library System Redesign project, and work with the Urban

8 Libraries Council.

9   7.   Annually, MPL will report to the ~~system~~ SYSTEM and member libraries on

10 services provided as part of this agreement.

11   8~~6~~.   Maintain the necessary requirements of a Resource Library in accordance with

12 Sec. 43.16(2), Wis. Stats., and shall comply with all other applicable laws relevant to providing

13 the services specified in this Agreement.

14 C.   ALL PARTIES AGREE:

15   1.   That each and every item and condition herein stated in the recitals of this

16 Agreement are agreed to by the parties and hereto incorporated.

17   2.   To jointly work toward improved library cooperation in Milwaukee County to

18 ensure the satisfaction of state regulations and requirements governing the efficient operation of

19 the SYSTEM and the effective implementation and administration of this Agreement.

20   3.   Negotiations shall be completed by December 31, 2019 between the SYSTEM

21 and the MPL, but any amendment must be approved by the CITY. If for any reason agreement

22 cannot be reached on mutually acceptable terms, Agreement shall automatically terminate in

23 accordance with Sec. 43.16 (1)(a), Wis. Stats., on the succeeding December 31. The SYSTEM

4

1   shall at that time reimburse MPL for all services rendered during said period on the same basis as

2   herein stated.

3   4.   That this Agreement may be amended at any time but only by the written

4   agreement of the parties.

5   5.   That in the event any single year of SYSTEM aid from the State of Wisconsin

6   increases or decreases by more than 10%, both parties agree to renegotiate the terms of this

7   agreement.

8   6.   That one or more waivers by any party of any covenant or condition of this

9   Agreement shall not be construed as a waiver of a subsequent breach of the same or of any other

10   covenant or condition. The consent or approval given by any party with respect to any act by the

11   other party requiring such consent or approval shall not be deemed to waive or render

12   unnecessary further consent or approval of such subsequent similar act by such party.

13   7.   That any notice provided herein or given pursuant to this Agreement shall be

14   deemed in compliance herewith if in writing and sent by United State mail, postage prepaid, or

15   by personal delivery to the parties as follows:

16   MCFLS Director
17   Milwaukee County Federated Library System
18   709 N. 8th St.
19   Milwaukee, WI 53233
20
21   MPL Library Director
22   Milwaukee Public Library
23   814 W. Wisconsin Ave.
24   Milwaukee, WI 53233-2385
25
26   City Clerk, City of Milwaukee
27   Room 205, City Hall
28   200 East Wells St.
29   Milwaukee, WI 53202
30
31
32

5

1   III.   TERMINATION

2   The term of this agreement shall be January 1, 2020, to December 31, 2024. Thereafter,

3   the term may be renewed by mutual agreement of the parties.

4

6

2020-2024 Resource Library Agreement

1   IN WITNESS WHEREOF, the parties hereto have executed this Agreement, as of the day and year
2   written below:
3
4   IN THE PRESENCE OF: MILWAUKEE PUBLIC LIBRARY
5
6   _____   By _____
7   Dr. Michele Bria, President
8   Date _____
9
10   _____   By _____
11   Paula A. Kiely, Secretary
12   Date _____
13
14   IN THE PRESENCE OF: CITY OF MILWAUKEE
15
16   _____   By _____
17   Tom Barrett, Mayor
18   Date _____
19
20   _____   By _____
21   Jim Owczarski, City Clerk
22   Date _____
23   COUNTERSIGNED
24
25   _____   By _____
26   Martin Matson, Comptroller
27   Date_____
28
29   IN THE PRESENCE OF: Milwaukee County Federated Library System
30
31   _____   By _____
32   Paul M. Ziehler, President
33   Date _____
34
35   _____   By _____
36   Steven E. Heser, Secretary
37   Date _____
38
39   Approved as to form and execution this ___ day of _____, 2019
40
41   _____   Deputy City Attorney
42

7

1   <u>2020-2024 Bibliographic Database Development and Maintenance</u>
2   <u>Agreement</u>
3
4
5   This Agreement made this _____ day of _____, 2019 by and between the
6 Milwaukee County Federated Library System ("MCFLS") and the Milwaukee Public
7 Library ("MPL") as follows:
8
9   WHEREAS, MCFLS desires to employ a sole centralized source for services
10 related to the development of its CountyCat bibliographic database and maintenance
11 thereof, while at the same time maintaining the prerogative of MCFLS member
12 libraries to assign call numbers and location designation for their respective materials,
13 and to offer input for enhancement of bibliographic records on the MCFLS
14 COUNTYCAT database, and
15
16   WHEREAS, MPL has indicated its capabilities and willingness to provide
17 services as the sole centralized source to assist MCFLS in developing and
18 maintaining Machine Readable Cataloging ("MARC") for the bibliographic and
19 authority databases of the MCFLS CountyCat during the term of this Agreement,
20
21
22   IT IS HEREBY AGREED AS FOLLOWS:
23
24 1.   Bibliographic Database Development
25   MPL staff will provide MARC records for the MCFLS CountyCat bibliographic
26 database which represent titles held by the member libraries of MCFLS.
27
28   a.   MARC records will be provided for new titles in all material formats as
29 outlined in Appendix A, Section 1: "Material types which receive full MARC cataloging."
30
31   b.   MARC records will be constructed according to national standards, any
32 applicable cataloging utility database (currently OCLC) format guidelines and
33 bibliographic input standards, and Library of Congress Rules Interpretations.
34 Suggested call numbers will follow the most current Dewey Decimal Classification
35 Schedules, except for federal documents, which may carry only Superintendent of
36 Documents (SuDoc) classification. Suggested call numbers will include cuttering.
37
38   c.   MARC records will be downloaded into the local CountyCat database
39 from a cataloging utility database by means of a MCFLS-provided bibliographic
40 interface. System holdings will be set on both the cataloging utility database and the
41 CountyCat database.
42
43   d.   If a record is unavailable on the cataloging utility database for any title
44 which requires a full MARC record, MPL staff will provide original cataloging for the

2020-2024 Bibliographic Database Development and Maintenance Agreement

1   title on the Cataloging Utility Database and CountyCat.
2
3   e.   MARC records added to the local CountyCat by MPL will be cataloged
4   fully according to national standards and will include appropriate and liberal use of
5   access points.
6
7   f.   Ephemeral mass market paperbacks for which no cataloging utility
8   database record is available will not generally receive original cataloging in this
9   database. MPL staff will instead provide complete and accurate descriptive
10   cataloging and needed access entries in CountyCat only.
11
12   g.   Designated types of materials as outlined in Appendix A, Section 2:
13   "Material types which receive brief cataloging" will not be flagged for full MARC
14   cataloging. These materials will need no further action by MPL, except authority
15   work or typographical correction.
16
17   h.   MPL will provide full MARC records for short bibliographic entries
18   which have been entered into the system and flagged for full MARC cataloging by
19   member libraries. The agreed upon goal will be action taken within two (2) weeks
20   from the date the brief record was flagged for full MARC cataloging.
21
22   i.   MCFLS staff will undertake a semi-annual analysis of cataloging
23   activity in order to measure cataloging quality/productivity by MPL. A semi-annual
24   Database Maintenance Committee meeting will include, as a regular agenda item,
25   the findings of the analysis (See Appendix B – Semi-Annual Cataloging Analysis)
26
27   j.   If there are cataloging quality/productivity concerns based on the
28   semi-annual analysis, these will be shared openly, and MCFLS and MPL
29   representatives will enter into discussions to attempt to resolve the situation in a
30   mutually satisfactory manner.
31
32
33   2.   Bibliographic Database Maintenance
34   MPL staff will provide ongoing maintenance to the bibliographic records in
35   the MCFLS CountyCat database including:
36
37   a.   merging of duplicate bibliographic records onto one bibliographic
38   record and transfer of attached item, order and check-in records as needed;
39
40   b.   moving copies inappropriately placed on a bibliographic record to an
41   appropriate bibliographic record;
42

2020-2024 Bibliographic Database Development and Maintenance
Agreement

1   c.   acting upon requests (within two weeks) from designated member
2 library staff and designated MCFLS staff for additional access points and
3 bibliographic information including:
4
5   1. uniform titles,
6   2. added personal or corporate authors (editors, illustrators,
7   performers, etc.),
8   3. added title tracings for spine or cover titles,
9   4. added title tracings (serials) for former or succeeding titles,
10   5. added series tracings,
11   6. added subject headings, and
12   7. contents notes;
13
14   d.   acting upon requests (within two weeks) from designated member
15 library staff and designated MCFLS staff concerning correction of errors or
16 discrepancies of a bibliographic nature;
17
18   e.   generating periodic reports of bibliographic records with no item
19   holdings and evaluating the records for suppression or deletion;
20
21   f.   performing delete transactions on both the MCFLS CountyCat
22 database and the cataloging utility database in order to remove those items marked
23 for deletion;
24
25   g.   upon MCFLS requests/MPL agreements, implementing special
26 projects to enrich and/or expand the bibliographic database, e.g. adding pamphlet
27 file bibliographic database records, adding Large Print designation to existing
28 records;
29
30   h.   Upon MCFLS requests/MPL agreements, implementing specialized
31 local or LC subject tracings or specialized indexing to improve retrieval for materials
32 in selected categories or formats; and
33
34   i.   upon MCFLS requests/MPL agreements, providing full MARC
35 cataloging for materials in new categories or formats, in addition to those listed in
36 Appendix A, Section 1.
37
38
39 3.   Authority Control Services
40   MPL staff will establish and maintain the database of Library of Congress
41 controlled headings with related cross references for personal / corporate names ;
42 uniform titles ; subject headings (name, topical, and geographic); and series

2020-2024 Bibliographic Database Development and Maintenance
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1   headings.
2
3   a.   MPL staff will regularly process the CountyCat system reports of new
4   headings and heading conflicts and take appropriate action to effectively maintain
5   the authority control module of the MCFLS CountyCat database.
6
7   b.   As new headings are added to the MCFLS CountyCat database during
8   the cataloging procedure, MPL staff will search the Library of Congress authority
9   files on Cataloging Utility Database in order to locate an established authority
10   record and then download the authority record into the MCFLS CountyCat database.
11
12   c.   MPL will act upon requests (within two weeks) from designated
13   member library staff and designated MCFLS staff for needed additional cross
14   references including:
15
16   1) uniform title references,
17   2) personal or corporate name references,
18   3) series references, and
19   4) subject references (name, topical, and geographic).
20
21   d.   As headings change notifications are received from the Library of
22   Congress Cataloging Distribution Service or an authority vendor, or as heading
23   changes are found by current cataloging, MPL will make appropriate changes to
24   bibliographic headings and the authority records, either by global replace or
25   individual record review, if appropriate.
26
27
28   4.   Management of Loaded Records
29   MPL will produce and evaluate reports of loaded bibliographic and authority
30   data acquired from book, AV, serials, authority, and/or data conversion vendors.
31   Staff will take appropriate action to ensure the MCFLS CountyCat database is free of
32   unwanted duplicate records and that MARC records conform to CountyCat and
33   national data standards. If necessary, holdings information from loaded data will be
34   added to the cataloging utility database and WISCAT databases.
35
36   a.   MPL staff will assist MCFLS staff in developing initial parameters and
37   specifications for bibliographic and/or authority data to be acquired from vendors.
38   MPL staff will assist in developing modifications to initial parameters and
39   specifications as member library data needs change.
40
41   b.   MPL staff will examine sample data initially supplied by possible
42   vendors to ensure the content conforms to CountyCat specifications and national

2020-2024 Bibliographic Database Development and Maintenance Agreement

1   standards.
2
3   c.   MPL staff will periodically examine sampled data from vendors
4   selected to supply bibliographic records on a periodic or ongoing basis to ensure
5   such data consistently conforms to CountyCat specifications and national standards.
6
7   d.   MPL staff will generate and/or examine reports to resolve possible
8   duplicate records. Where duplication is found to exist, staff will examine
9   bibliographic records, choose the better one, transfer any fields to be retained from
10   the unwanted record, merge any holdings to the record to be retained, and delete
11   the unwanted record.
12
13   e.   MPL staff will assist MCFLS staff in extracting information from
14   CountyCat to a usable file format for transference to the cataloging utility database
15   for the purpose of loading holdings information for records added from other
16   sources, according to the Cataloging Utility Database member agreement.
17
18   5.   Term
19   The term of this Agreement shall be from January 1, 2020 until December 31,
20   2024. In the event this Agreement is not renewed, the parties agree to work
21   cooperatively toward an appropriate transition of the services provided hereunder.
22
23
24   6.   Payment
25   MCFLS shall pay to MPL, in consideration of the services provided hereunder,
26   the amount indicated in Appendix C of this Agreement. The amount represents
27   100% of the MCFLS payment obligation. The contract costs for each year of this
28   contract are to be calculated by MPL and submitted to MCFLS no later than May 1 of
29   the preceding year, according to the formula shown in Appendix C. Each year,
30   payments to MPL shall be made by MCFLS in equal quarterly payments no later than
31   March 31, June 30, September 30, and December 15, 2020 through 2024.
32
33
34   7.   Reopening Contract
35   If, during the term of this contract, there is a change that results in significant
36   alteration in the scope or quantity of work, this contract may be reopened at the
37   request of either party, e.g., a change in the number of agencies affiliated with
38   MCFLS.
39
40   If, during the term of this contract, the fringe benefits factor changes, this
41   contract may be reopened at the request of either party.
42

2020-2024 Bibliographic Database Development and Maintenance
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1   If, during the term of this contract the amount of State Aid to MCFLS is
2 reduced by ten percent (10% or more), this contract may be reopened.
3
4
5   8.   Cooperation
6   Both parties agree to work cooperatively to identify steps which can be taken
7 to reduce costs associated with bibliographic database development and
8 maintenance services, while at the same time ensuring the staffing required meets
9 the needs of the service proposed. MPL staff will work cooperatively with MCFLS
10 staff and monitor performance measures, staffing configurations and cost estimates
11 as may be required for the performance of this Agreement.
12

2020-2024 Bibliographic Database Development and Maintenance
Agreement

1   IN WITNESS WHEREOF, the parties hereto have executed this Agreement, as of the
2   day and year written below:
3
4   IN THE PRESENCE OF: MILWAUKEE PUBLIC LIBRARY
5
6   _____   By _____
7   Dr. Michele Bria, President
8   Date _____
9
10   _____   By _____
11   Paula A. Kiely, Secretary
12   Date _____
13
14   IN THE PRESENCE OF: CITY OF MILWAUKEE
15
16   _____   By _____
17   Tom Barrett, Mayor
18   Date _____
19
20   _____   By _____
21   Jim Owczarski, City Clerk
22   Date _____
23   COUNTERSIGNED
24
25   _____   By _____
26   Martin Matson, Comptroller
27   Date_____
28
29   IN THE PRESENCE OF: Milwaukee County Federated Library System
30
31   _____   By _____
32   Paul M. Ziehler, President
33   Date _____
34
35   _____   By _____
36   Steven Heser, Secretary
37   Date _____
38
39   Approved as to form and execution this ___ day of _____, 2019
40
41   _____   Deputy City Attorney
42

2020-2024 Bibliographic Database Development and Maintenance
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1   Appendix A: Recommended Levels of Cataloging for Various Material Types
2
3   1.   Material types which receive full MARC cataloging
4   The following are the material types which receive full MARC cataloging in
5   the MCFLS CountyCat database. These will be fully searchable in the Online Public
6   Access Catalog (OPAC) by all available indexed access points.
7
8   a.   All adult, children, and young adult fiction and non-fiction hardcover
9   books except, optionally, board books.
10   b.   All large print books.
11   c.   Fiction and non-fiction paperbacks, except ephemera, as determined
12   by local libraries.
13   d.   Sound recordings except LPs and ephemeral MP3s, CDS and cassettes
14   (see definition of ephemeral CDs and cassettes in Section 2).
15   e.   All book and cassette kits.
16   f.   All scores.
17   g.   Maps except those designated Pamphlet File material.
18   h.   Government documents except those designated Pamphlet File and
19   except, optionally, local government documents such as minutes, annual reports,
20   etc.
21   i.   All software and CD-ROM/DVD-ROM
22   j.   Videorecordings/DVDs except those designated ephemeral (see
23   definition of ephemeral videocassettes in Section 2)
24   k.   All serials.
25   l.   Web delivered reference databases received by local, system or state-
26   provided subscription by one or more member libraries and provided for staff or
27   public use.
28   m.   Audiobooks in various formats.
29
30
31   2.   Material types which receive brief cataloging
32   Brief records are locally created and are not flagged for full MARC overlay.
33   They are still subject to authority control. Brief records will provide a more limited
34   access to items in the OPAC.
35
36   a.   Ephemeral paperbacks as determined by local libraries.
37   b.   Ephemeral MP3s, CDs and cassettes - samplers, and "single song"
38   cassettes.
39   c.   Ephemeral video: home video quality of local groups and events.
40   d.   LPs.
41   e.   Material put together for local library use in a unique way.
42   f.   Children's toys and puzzles.

2020-2024 Bibliographic Database Development and Maintenance
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1   g. Optionally, board books.
2   h. Optionally, local government documents such as minutes, annual
3   reports, etc.
4

2020-2024 Bibliographic Database Development and Maintenance
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1 Appendix B: Semi-Annual Cataloging Analysis
2
3 MCFLS will undertake a statistical analysis on various cataloging measures at
4 six-month intervals (normally April and September). This analysis will measure the
5 overall performance of MPL Cataloging and Database Maintenance, using the status
6 of various "Cataloging Flags" as a measurement of both quantity, quality, and
7 timeliness of MPL's performance. The following "Cataloging Flags" are analyzed as
8 records in various 'incomplete' stages of cataloging. Expectations for satisfactory
9 performance are agreed upon between MCFLS and MPL for each of the Cataloging
10 Flags, and if there is a perceived problem with performance, remedies are mutually
11 agreed upon to correct any problem. Cooperation on the part of suburban libraries
12 is required for MPL to successfully meet the performance expectations set below, in
13 particular when items have been called in for original cataloging (CatFlag o). Failure
14 of suburbs to send in material in a timely manner or provide information, when
15 needed, is considered when measuring MPL's performance and will not be counted
16 against MPL. To enumerate, the following Cataloging Flags ("CAT FLAG") are
17 analyzed:
18
19 1.   "t" NEW TITLE - used by suburbs to indicate a new title to the system.
20 MPL creates a list of "t" bibs, and in most cases, overlays the bib with an Cataloging
21 Utility Database record and the CAT FLAG changes to "-" (MARC level cataloging)..
22 Before any title is flagged "t" by a suburb/branch, a search is first done by
23 appropriate indexes, e.g. ISBN/ISSN, Title, Journal Title, etc. in order to avoid
24 duplicate entry. Performance expectation: Records should remain as a "t" no more
25 than 2 months.
26
27 2.   "k" INFO SUPPLIED - used by the suburbs/branches in response to
28 CAT FLAG "j" (Need Info Note) A MARC note is inserted by the suburb/branch as a
29 response to the "j" query and the CAT FLAG changed to "k". Performance
30 expectation: Records should remain as "k" no more than 2 months.
31
32 3.   "h" HOLD AND CHECK - used by MPL when there is a strong
33 suspicion that copy cataloging will appear on Cataloging Utility Database in the near
34 future. After a predetermined length of time, Cataloging Utility Database is checked
35 again, and if the record is found it is downloaded into INNOPAC. If the record in
36 question does not appear on Cataloging Utility Database within a reasonable length
37 of time, the CAT FLAG is usually changed to "o" for original cataloging.
38 Performance expectation: Records should remain as "h" no more than 3 months.
39
40 4.   "o" NEEDS ORIGINAL - used by MPL when a decision has been made
41 that a piece needs original cataloging. A hold is placed on this material by central
42 catalogers if owned by suburban libraries in order that it can be cataloged

2020-2024 Bibliographic Database Development and Maintenance Agreement

1 accurately. Decision is ultimately made by MPL cataloging whether material is
2 cataloged as MARC record or as "z" DON'T REPLACE. Performance expectation: -
3 Records should remain as "o" no more than 5 months.
4
5   5.   "j" NEED INFO NOTE - used by MPL as a means of communication to
6 the suburbs/branches that some more specific information is needed in order that
7 an appropriate MARC record can be downloaded into the system. The information
8 needed is inserted as a MARC note (field tag y). The suburbs/branches use Create
9 List of Records to retrieve records for their building and answer the question by
10 inserting their own MARC note (field tag y) and change the CAT FLAG to "k" - INFO
11 SUPPLIED.
12
13   6.   "z" DON'T REPLACE - used in cases where MARC cataloging is not
14 required. These records will still display in the patron mode. Some examples of bib
15 records that could be flagged "z" are children's toys and puzzles, puppets, home
16 video quality of local groups and events, LPs, and material put together for local
17 library use in a unique way.
18

2020-2024 Bibliographic Database Development and Maintenance Agreement

1   Appendix C: Payment Formula 2020
2   The following formula will be used to calculate contract costs for each year of
3 the contract term.
4
5   MCFLS shall fund 90% of the following MPL staff positions directly involved
6 in the provision of services referenced in this Agreement:
7
8   (.33)   Tech IV
9   (2.5)   Librarian III
10   (4)   Copy Cataloging Technician II
11
12 It shall be agreed that these stipulations represent full funding for all services
13 rendered.
14
15   Contract Costs=90% of fiscal year salary and fringe benefits.
16
17

Contract cost worksheet	Fiscal year: 2020
.33 Tech IV salary	$17,628
2.5 Librarian III salary	$135,767
4 Copy Cataloging Technician II salary	$170,208
Total salary	$323,603
Salary adjustment, if any	1.03
Adjusted total salary (salary x adjustment)	$333,311
Fringe benefit multiplier	1.45
Total salary and fringe benefits (adjusted salary x fringe benefit multiplier)	$483,301
MCFLS Contracted percentage	90%
Total contract cost (total salary and fringe x MCFLS contracted percentage)	$434,971

18

MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

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

September 30th, 2019

August/September 2019 Director's Report

Summary of activities

1. Spoke with directors and staff at Franklin, Hales Corners, North Shore and Wauwatosa libraries during site visits to see how MCFLS can better communicate and address specific needs at their libraries.
2. Completed work on the 2020 MCFLS System Plan and reviewed the report with directors at the September LDAC meeting.
3. After speaking with and working with directors, including attendance at the Hales Corners Library board meeting, completed the DPI annual report compliance plan due October 15th.
4. Continued work on 2020-2024 contracts including feedback from LDAC on percentages and incorporating additional suggestions from directors. Engaged in constructive discussions with MPL on the resource library and other contracts. Presented the proposed changes at library board meetings at Shorewood, Whitefish Bay and Hales Corners.
5. Visited with staff at the Job Center located on the south side to see the resources available to the public and discuss the LAWDS grant training that will be taking place later this fall to better prepare libraries to assist job seekers.
6. Met with Trustee Glaisner and staff at Shorewood and Wauwatosa to create a framework for the Marketing and Advocacy committee.
7. Spoke with Pat Laughlin and Mark Maurice of the Greater Milwaukee Foundation to get a better sense of how the system can help libraries that receive large bequests or donations.
8. Attended a DPI-organized discussion regarding the upcoming system technology plan and other collaborations going on state-wide.
9. Scheduled overall bandwidth upgrade for system and members to take place on September 26th. We will double our bandwidth for both the internet and internal WAN.

Upcoming Activities

1. Continue process of forming the Marketing and Advocacy subcommittee.
2. Complete the 2020-2024 technology plan due by year's end.
3. Complete work on fleshing out the timeline for the 2020-2024 strategic plan, focusing on near term goals in 2020.

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