

NOTICE

Milwaukee County  
Federated Library System  
Board of Trustees

Monday, January 6<sup>th</sup>, 2019

3:30 P.M.

This meeting will be conducted in a  
meeting room of the  
Milwaukee County Federated Library System  
709 N. 8<sup>th</sup> Street  
Milwaukee, WI 53233

AGENDA

1. Call to order
2. Adoption of agenda
3. Approval of minutes: the MCFLS Board of Trustees meeting on Monday, October 21<sup>st</sup>, 2019  

Action      [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council--Report of the November and December Meetings  

[Attachment B](#)

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

Board of Trustees—Administrative reports requiring action

- |   |        |                              |
|---|--------|------------------------------|
| 6. Financial Reports—October and November 2019                  | Action | <a href="#">Attachment C</a> |
| 7. 2020 MCFLS Board Proposed Meeting Dates                      | Action | <a href="#">Attachment D</a> |
| 8. 2020 MCFLS Officers  | Action |                              |
| 9. 2020 Lease Agreement   | Action | <a href="#">Attachment E</a> |
| 10. 2020-2024 MCFLS Technology and Resource Sharing Plan        | Action | <a href="#">Attachment F</a> |
| 11. Marketing and Advocacy Committee guidelines                 | Action | <a href="#">Attachment G</a> |
| 12. Resolution for Director Heser recognizing 15 years at MCFLS | Action | <a href="#">Attachment H</a> |

Administrative Informational Items

- |   |                              |
|---|------------------------------|
| 13. Update on status of IRST agreements. Letter from the Cudahy Family Library Board regarding the 2020-2024 IRST agreement   | <a href="#">Attachment I</a> |
| 14. Letter from State Superintendent Taylor approving the MCFLS 2020 annual system plan and confirming transmittal of the first of two system aid payments for 2020 | <a href="#">Attachment J</a> |
| 15. Director's Report   | <a href="#">Attachment K</a> |

Next meeting date (proposed): January 27<sup>th</sup>, 3:30 p.m., MCFLS Conference Room.

Milwaukee County Federated Library System  
Board of Trustees

Regular Monthly Meeting held Monday, October 21, 2019  
Brown Deer Public Library  
5600 West Bradley Road  
Brown Deer, WI 53223

ROLL CALL:

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

Excused: Paula Pennebaker, Vice President  
Kurt Glaisner, Trustee

Staff: Steve Hesel, 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

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 3:45 p.m.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, September 30, 2019 meeting which are shown as Attachment A of the agenda packet. Treasurer Kovac moved and Trustee Johnson seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. President Ziehler referred to the LDAC report of the October 3, 2019 meeting which was distributed at the meeting and shown as Exhibit 1 attached to these minutes.

[Trustee Shea arrived at 3:50 p.m.]

LDAC Chair Susan Draeger-Anderson reviewed her report and responded to questions from the Board. Trustee Johnson moved and Trustee Shea seconded a motion to accept the report and place it on file. Unanimously approved.

#### BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report – September, 2019. President Ziehler referred to the September, 2019 financial report which was distributed at the meeting and shown as Exhibit 2 attached to these minutes. Director Hesper reviewed the report, noting that more interest is being earned than anticipated; it was noted that the funds are invested with Milwaukee County with all of their investments in the local government investment pool. Treasurer Kovac moved and Trustee Shea seconded a motion to approve the report as presented. Unanimously approved.

2020 MCFLS Budget. President Ziehler referred to the proposed 2020 MCFLS Budget which is shown as Attachment B of the agenda packet. Director Hesper reviewed the document and responded to questions. It was suggested that the financial report indicate related revenue and expenditures by putting the line numbers in parenthesis next to line items for easier cross-referencing. President Ziehler asked if all strategic plan issues are addressed and Director Hesper confirmed that fact. The staff COLA is slated to be 2% increase. Trustee Johnson moved and Treasurer Kovac seconded a motion to approve the proposed 2020 MCFLS budget as presented. Unanimously approved.

Trustee Suelzer questioned what were to happen if a member library does not sign the member agreement after the 2020 budget has been approved and President Ziehler replied that the agreement could be opened and revised as well as the budget modified if necessary.

2020 West Milwaukee Charges. President Ziehler referred to the customary 2020 West Milwaukee charges which are shown as Attachment C of the agenda packet. Director Hesper noted that the invoice for \$96,545 will be sent in January and that the amount is down from last year's amount of \$102,793 due primarily to less circulation of materials to West Milwaukee residents. The time frame used for the calculation is the same as the reciprocal borrowing year used for those payments. Treasurer Kovac moved and Trustee Shea seconded a motion to approve the 2020 West Milwaukee calculated charges as presented. Unanimously approved.

2020 Delivery Contract. President Ziehler referred to the 2020 delivery contract with Action Logistics which is shown as Attachment D of the agenda packet. Director Hesper reported that this is an extension of the current contract with everything the same with no price increase and this is the eleventh year of the same terms. The only change is related to price of gasoline which fluctuates. Trustee Suelzer moved and Trustee Johnson seconded a motion to approve the 2020 delivery contract with Action Logistics as presented. Unanimously approved.

2020 SEWI Continuing Education Contract. President Ziehler referred to the 2020 SEWI Continuing Education Contract which is shown as Attachment E of the agenda packet. Director Hesper noted that MCFLS is part of the group of library systems in southeastern Wisconsin that collaborate on training for staff which is coordinated by the Bridges Library System. MCFLS does participate in the planning of sessions planned and many formats of training is provided. Trustee Shea moved and Trustee Johnson seconded a motion to approve the 2020 SEWI Continuing Education Contract as presented at a cost of \$6,474 which is \$30 more than the 2019 cost. Unanimously approved.

## ADMINISTRATIVE INFORMATIONAL ITEMS

Response to the Greenfield Public Library Board. President Ziehler referred to Attachment F of the agenda packet which Director Hesel drafted for him to sign and which he authorized Director Hesel to send off in a timely manner before this meeting after receiving a letter at last month's MCFLS Board meeting. Director Hesel reported that Sheila O'Brien, Greenfield Public Library Director did thank MCFLS for the response to their letter.

Marketing and Advocacy Committee Draft Guidelines. President Ziehler referred to Attachment G of the agenda packet. Director Hesel reviewed the Marketing and Advocacy Committee draft guidelines which were developed by a working group of Trustee Glaisner, Director Hesel, Rachel Collins (Library Director) and Emily Vieyra (Assistant Library Director) of Shorewood Public Library and Pete Loeffel (Library Director) of the Wauwatosa Public Library. Director Hesel requested permission from the MCFLS Board to move forward with reaching out to representatives to serve in the six designated categories listed under C of the guidelines noting that the members of the guidelines development working group would be allowable to fill a position of the Committee. After approval of the Guidelines, the LDAC will also review the guidelines and a final version of the guidelines will come back to the MCFLS Board at a future meeting for final approval. It was noted that hiring of any marketing consultant or contract worker would be the sole responsibility of MCFLS. The 2020 budget will be \$40,500 for staffing and \$10,000 for various marketing methods. Trustee Johnson questioned whether evaluation measures were discussed and he recommends looking at the whole project when doing so.

2020 Meeting Dates Discussion. President Ziehler noted that he would like to set a standard week of the month to hold MCFLS board meetings in 2020 and suggested the fourth Monday at 3:30; there was nobody that disagreed with that idea and therefore Director Hesel will put together a list of proposed 2020 MCFLS Board meeting dates and bring them forward for action at the next meeting.

Director's Report. President Ziehler referred to the Director's Report which is shown as Attachment H of the agenda packet. Director Hesel reviewed his report and noted that Greendale, North Shore and Shorewood have signed the ILS, Resource Sharing and Technology Agreement to date and he has heard that a few more member library board meetings will be held soon to consider the agreement. Progress is being made on the new mobile app and more information will be shared after discussing that further tomorrow with the Communico vendor.

President Ziehler reported that he had attended the County Budget Hearing and he did not notice any immediate move to provide more than the \$66,650 which has been the amount for the past good number of years.

NEXT MEETING. Scheduled for Monday, December 16, 2019 beginning at 3:30 p.m. in the MCFLS Conference Room.

ADJOURNMENT. With no further business to be addressed, Trustee Shea moved and Trustee Suelzer seconded a motion to adjourn the meeting at 4:40 p.m. Unanimously approved.



October 21, 2019

To: MCFLS Board of Trustees  
From: Susan Draeger-Anderson  
North Shore Library  
Summary of LDAC Meeting 10/03/2019  
Location: Whitefish Bay Public Library

#### LAWDS Project Overview (Libraries Activating Workforce Development Skills)

Heather Nilsen and Ted Anderson, two from the Department of Workforce Development and Julie Cayo from Employ Milwaukee provided an overview of this project. They discussed what their organizations do, how libraries can work with them and upcoming training opportunities. This program is part of a 3 year grant. The first year involved planning and years two and three involve implementation. Directors were excited to be able to offer these resources to patron in need of this help.

#### Young Adult Services Committee Presentation of 2019-2020 Program Schedule

Kelly Wochinske reviewed the proposed agenda. She shared that the new MKE Mixer boxes will be shared at the October meeting.

#### MKE Mixers – Presentation of the 2019-2020 Activities

Jess Norris reviewed this group's agenda and shared that four new boxes have been developed (art, build, kitchen and coding). She reported that some new committee members have been added and that a Facebook pages has been created to post photos and share program ideas. Jen Schmidt reported that a digitization kit will be added by the end of the year, including a VHS to DVD and a slide converter. Jess shared that the most popular box is the button maker. Boxes circulate for 1-3 weeks. Jess Norris noted that the committee can always use more members and encouraged Directors to speak to staff about getting involved.

#### CountyCat Mobile Update

Jen Schmidt reported that the old app's subscription ends on October 24<sup>th</sup>. The new app is now in testing mode with a release date that has not yet been determined. There is an issue with the old app for I-phone users who have updated to IOS-13 - no search box appears. There was discussion on how to best inform mobile app users of the upcoming change. Email was discussed. Some thought there might be privacy concerns with this.

#### Discussion: Change to allow holds on magazines

Steve Hesel provided information on magazine circulation at each library YTD. Jen Schmidt reported that the Circulation Services group does not recommend making magazines holdable due to possible damage in delivery and because they are not RFID tagged. They felt this would cause more work at the

desk to tag on the fly. Nyama Reed reported that both Monarch and Waukesha systems circulate them through the system and use yellow envelopes with barcodes on them. Although this initiative provided a potential for increased circulation, it was decided not to make magazines holdable.

Discussion: System-wide access for teacher cards and fee cards

This item was brought forward by Steve Hesel. A teacher new to the area had expressed surprise that her teacher card, limited her to items at her library of registration only while other libraries in the state allowed system wide access to materials. As fee cards work the same way, the discussion included both items. It seems that libraries handle teacher cards differently. Some libraries offer teacher cards to non-resident teachers, some use fee cards for teacher cards and waive the fee. We discussed a system-wide fee card that would allow access to items across the system to be managed by MCFLS with all fees collected and distributed a year's end based on ownership of materials circulated. We also discussed charging an average taxpayer fee and limiting the number of items per year. There was discussion about capping the number of checkouts for teachers as well. A committee was formed to study this and bring it back to the group.

LSTA Project: Understanding KnowBe4 reports  
Steve Hesel reviewed the reports from this tool.

WPLC and Lucky Day Collections

Judy Pinger reported that OverDrive has a new Lucky Day product. Titles in this collection would be non-holdable and non-renewable, allowing the system to set lending policy. WPLC is curious if there might be interest in this. There is no pricing available yet. Directors discussed and encouraged Judy to share more information when available.

Follow Up: Annual purge of patron records

Wisconsin Public Library Annual Report Instructions for reporting the count of registered borrowers encourages purging all patron records with \$0 in fines, zero checkouts and expired at least 3 years. The options are to do the purge and report the number or don't report the number at all. Directors discussed this. Steve will reach out to other systems and report back before a decision is made.

Damaged Items in delivery – procedure change

This procedure has been updated to require that damaged items be sent to the attention of Judy Kaniasty for review before being paid.

Linked Patron Records

Jen Schmidt reviewed how some libraries are using the linked patron records feature in Sierra to link family records together. Jen noted that MCFLS would rather not have a system wide policy, thus allowing member libraries to choose to use this function or not. She also noted that the new CountyCat app will allow patrons to have multiple cards on their app.

#### Extend Item Level Hold Pick-up Date

Jen Schmidt reported that libraries handle these requests from patrons differently, some allowing a one-day extension on an item if there are no holds pending and others not allowing extension at all. Directors discussed and agreed to have MCFLS draft a policy and bring it back for further discussion

#### Vacation

Steve announced he will be out of the office October 7-18

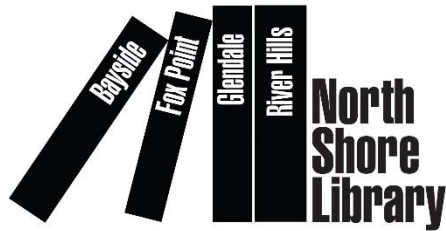
#### Poll: Computer use by patrons with fines over threshold

Sheila O'Brien questioned how many libraries allow patrons to use computers if they have fines over \$5.01 threshold? Various policies were shared such as allowing use of computers and basic databases but not Hoopla or OverDrive, no databases accessed at all, issuing of a one-day guest pass and some offer the opportunity to set up payment plans which then grant computer access.



		<u>Original Budget</u>	<u>Revised Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
1							
2							
3	<b><u>General Revenues</u></b>						
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	\$ 15,805	(63.22)	\$ 9,195	(36.78)
9	Member Postage Revenue	\$ 25,000	\$ 25,000	\$ 16,422	(65.69)	\$ 8,578	(34.31)
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	\$ 11,750	(78.33)	\$ 3,250	(21.67)
15	Member Special Projects Revenu	\$ 80,000	\$ 80,000	\$ 57,027	(71.28)	\$ 22,973	(28.72)
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	\$ 5,773	(64.14)	\$ 3,227	(35.86)
20	TNS Calls/Notices Revenue	\$ 3,000	\$ 3,000	\$ 1,038	(34.60)	\$ 1,962	(65.40)
21	Carryover Revenue	\$ 35,000	\$ 98,584	\$ 98,584	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 35,804	\$ 36,641	\$ 26,738	(72.97)	\$ 9,903	(27.03)
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	<b><u>Total General Revenues</u></b>	\$ 4,049,542	\$ 4,122,616	\$ 4,075,365	(98.85)	\$ 47,251	(1.15)
28							
29	<b><u>Special Revenues</u></b>						
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	<b><u>Total Special Revenues</u></b>	\$ 252,916	\$ 252,916	\$ 185,422	(73.31)	\$ 67,494	(26.69)
33							
34	<b><u>Total Revenues</u></b>	\$ 4,302,458	\$ 4,375,532	\$ 4,260,787	(97.38)	\$ 114,745	(2.62)
35							
36		<u>Original Budget</u>	<u>Revised Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
37							
38	<b><u>General Expenditures</u></b>						
39	Fringe Benefits Expense	\$ 179,610	\$ 179,610	\$ 136,937	76.24	\$ 42,673	23.76
40	Salaries Expense	\$ 374,158	\$ 374,158	\$ 271,900	72.67	\$ 102,258	27.33
41	Telephone Renewal Expense	\$ 1,000	\$ 600	\$ 403	67.17	\$ 197	32.83
42	Member Ecommerce Transaction E	\$ 9,000	\$ 9,000	\$ 6,060	67.33	\$ 2,940	32.67
43	TNS Calls/Notices Expense	\$ 3,000	\$ 1,200	\$ 807	67.25	\$ 393	32.75
44	Mileage/Auto Maint Expense	\$ 700	\$ 700	\$ 357	51.00	\$ 343	49.00
45	Conference/Training Expense	\$ 8,000	\$ 8,000	\$ 3,733	46.66	\$ 4,267	53.34
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	\$ 591	59.10	\$ 409	40.90
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
55	Member Database Expense	\$ 72,336	\$ 63,882	\$ 63,877	99.99	\$ 5	0.01
56	MCFLS Catalog Enhancement Expe	\$ 65,674	\$ 80,574	\$ 67,497	83.77	\$ 13,077	16.23
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	\$ 2,629	52.58	\$ 2,371	47.42
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	\$ 3,054	58.73	\$ 2,146	41.27
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	\$ 13,718	54.87	\$ 11,282	45.13
73	MCFLS Software Expense	\$ 2,500	\$ 2,500	\$ 2,578	103.12	\$ (78)	(3.12)
74	MCFLS Equipment Expense	\$ 12,000	\$ 15,000	\$ 13,722	91.48	\$ 1,278	8.52
75	Member Special Projects Expens	\$ 80,000	\$ 80,000	\$ 64,939	81.17	\$ 15,061	18.83
76	Sorting and Delivery Expense	\$ 291,700	\$ 291,700	\$ 189,294	64.89	\$ 102,406	35.11
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	\$ 495	49.50	\$ 505	50.50
79	MPL Resource Contract Expense	\$ 185,596	\$ 185,596	\$ 139,197	75.00	\$ 46,399	25.00
80	MPL Rent Lease Contract Exp.	\$ 129,815	\$ 129,815	\$ 97,361	75.00	\$ 32,454	25.00
81	ILS Expense	\$ 37,000	\$ 37,000	\$ 27,338	73.89	\$ 9,662	26.11
82	MCFLS Catalog Cont Exp to MPL	\$ 285,532	\$ 285,532	\$ 214,149	75.00	\$ 71,383	25.00
83	Member Catalog Contract Exp.	\$ 149,846	\$ 149,846	\$ 112,385	75.00	\$ 37,461	25.00
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	\$ 13,781	67.22	\$ 6,719	32.78
86	Contingency Expense	\$ 29,029	\$ 34,334	\$ 4,922	14.34	\$ 29,412	85.66
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	\$ 7,536	75.36	\$ 2,464	24.64
90	MCFLS Strategic Planning Exp	\$ 4,800	\$ 6,166	\$ 6,166	100.00	\$ -	0.00
91	Cooperative Purchasing Sub Exp	\$ 3,000	\$ 3,000	\$ 1,791	59.70	\$ 1,209	40.30
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	<b>Total General Expenditures</b>	\$ 2,914,932	\$ 2,995,006	\$ 2,351,700	78.52	\$ 643,306	21.48
95							
96	<b>Special Expenditures</b>						
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	\$ 89,444	96.18	\$ 3,556	3.82
101	<b>Total Special Expenditures</b>	\$ 1,387,526	\$ 1,380,526	\$ 1,309,474	94.85	\$ 71,052	5.15
102							
103	<b>Total Expenditures</b>	\$ 4,302,458	\$ 4,375,532	\$ 3,661,174	83.67	\$ 714,358	16.33
104							
105	<b>Revenue/Expenditures +/-</b>			\$ 599,613			



December 16, 2019

To: MCFLS Board of Trustees  
From: Susan Draeger-Anderson  
North Shore Library  
Summary of LDAC Meeting 11/07/2019  
Location: Franklin Public Library

#### 2020 MCFLS Budget

Steve Hesel reviewed changes to the 2020 MCFLS Budget. He reported that State aid will remain flat for 2020 and County aid is also expected to be flat. A director suggested that if County aid is higher than expected, it should be reimbursed to all member libraries.

#### Marketing and Advocacy Committee

Steve Hesel thanked the Marketing Committee, Pete Loeffel, Rachel Collins, Emily Vieyra and Kurt Glaisner for their work on the this project. He reported that they focused a lot on representation on the committee. Directors felt that adding more professionals to the committee would help, knowing that it might be difficult for them to attend every meeting due to work commitments. Steve will redraft and bring it back incorporating suggestions.

#### MCFLS System Privacy Policy and Policy Template for Member Libraries

We had discussed Privacy Policies in the past. Steve Hesel did some research on this and let the group know that a number of systems have developed a boiler plate privacy policy for all its members to use. Steve put a policy together for MCFLS and created one for member libraries to consider personalizing for themselves. Steve reviewed the policies. Pete Loeffel commented on a few items as he has been working on a version for Wauwatosa. There was discussion on what information can be shared with police requests and it was noted that subpoenas for System held information go to MCFLS. Steve Hesel noted that he will fold in the Patron Confidentiality Policy into the sample and share it with member libraries to consider.

#### Update on Accounting Procedure to Replace Cash Bags

Steve Hesel provided a chart showing YTD 2019 replacement, manual and lost materials fines. He also provided a second chart showing late fee fines, in case member libraries would like to add overdue fines to this process. This was laid over as a future topic.

#### CountyCat Mobile Update

Jen Schmidt reported that work continues on the app and testing will start next week. A tentative release date of December 1<sup>st</sup> is the goal. Training for staff starts this week.

#### Proposed Policy for Extending Item Holds on the Holdshelf

There was discussion of allowing staff to extend holds on materials on the holdshelf for one day at patron phone request. Jen Schmidt created a policy for LDAC review. After much discussion, director's felt it was a time consuming process that might be taken advantage of. This proposal was not approved.

#### Discussion: 2 Week Circulation Periods for New Titles

As a result of a recent survey, Amy Krahn from St. Francis reported that patrons are asking for longer checkout periods for new materials. She asked if other libraries would consider a two week checkout for these materials in order to provide more consistency for patrons. A few LDAC members are willing to bring this topic to their Boards. Some already offer two weeks for new materials.

#### LDAC 2020 Meeting Dates

Steve Hesel circulated a list of 2020 LDAC meeting dates asking for hosts. Sheila O'Brien from Greenfield suggested having some virtual meetings as it can be difficult to get out of the library. Other directors said they prefer fact-to-face meetings.

#### CFRA Market Scope Database

Steve Hesel reported that this resource has very low usage. He recommends not renewing it for 2020. Directors agreed to drop this product.

#### Bucks and Admirals Programs

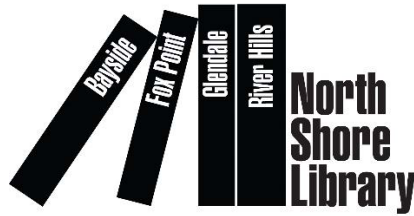
Steve Hesel reported that he reached out to the Milwaukee Bucks and the Milwaukee Admirals concerning a youth reading partnership. Neither have responded. Rachel Collins from Shorewood reported that Youth Services Librarian, Heidi Piehler, is working on a READ poster idea with the Milwaukee Brewers and if her idea is chosen, this could be an opportunity for MCFLS member Libraries. Steve Hesel will follow up with Heidi to learn more about her project.

#### Computer Use by Patrons with Fines over \$5 Threshold

Sheila O'Brien from Greenfield reported that Greenfield will be allowing patrons to use computers regardless of what they owe because it eliminates the need for patrons to explain their financial situation to staff. She asked what other libraries do when registrations expire as the policy is to have patrons settle their accounts at this time. After discussion it was noted that MPL's practice is to have patrons pay or set up payment plan in order to continue computer use.

#### Sharing Vendor Costs

Susan Draeger-Anderson stated she would be willing to work on a project where member library directors can compare pricing on products and services purchased by other libraries if there is interest. There was concern that some contracts prohibit sharing costs with others. Draeger-Anderson stated that only allowed costs could be shared.



December 16, 2019

To: MCFLS Board of Trustees  
From: Susan Draeger-Anderson  
North Shore Library  
Summary of LDAC Meeting 12/05/2019  
Location: Greenfield Public Library

#### Government Alliance on Race and Equity (GARE)

Kristina Gomez from MPL discussed GARE and the core concepts of training she attended earlier this year. Kristina reported that GARE is a National Network to address community racism. Milwaukee County is a core member and has access to an online toolkit. She discussed the importance of nurturing diversity partners and recognizing racism. We discussed fines and racial equity and if going fine free would be a solution. Kristina urged us to go to the website.

#### 2020-2024 MCFLS Technology Plan Review and Discussion

Steve Hesser reviewed the 10 Goals of the MCFLS Technology Plan and the activities supporting these goals. These are the technical needs for the immediate future. Steve stressed the importance of technology life cycle planning. Steve hopes to streamline this report for 2021 and will present it to LDAC in October going forward. Steve discussed the need to put gateway routers on a replacement plan over the next 5 years (replacing 3/year). The routers are currently 10 years old and are working but are at the end of the expected life span.

#### LDAC 2020 Chair

This position will be filled by Rachel Arndt and Judy Pinger from MPL in 2020. Judy will collect agenda items and report to MCFLS and Rachel will chair the meetings.

#### LDAC 2020 Meeting Locations

Steve Hesser provided a list of dates/locations of 2020 LDAC Meetings.

#### Proposal for an additional overdue notice sent out after 7 days

Jen Schmidt reported that currently the first overdue notice is sent at Day 14. Circulation Services would like to see one sent out at 7 days to keep patrons better informed. Directors approved this change

#### Patron Purge of Records follow-up

Steve Hesper reported that he spoke with DPI about the need to inactive patron records in order to be compliant. He was told that the intent is for Systems to report the Count of Active Users. Although purging patron records would help to clean up the database, it will not be needed to stay in compliance for the annual report.

#### Library Involvement in Census 2020

Steve Hesper asked if libraries were involved in the Census. MPL is very active, adding tables to recruit Census workers and will be adding a kiosk. Some libraries are involved via their community. Libraries expect library involvement to increase when this launches in April.

#### PLSR Discussion and feedback from webinars held in late November

Steve Hesper provided slides from the COLAND Meeting. The early emphasis will be on a Learning Management System, and Analyzing the Current Funding Formula. DPI is hiring a Project Manager for Division Activities and PLSR will be one of the Projects this person will lead. There will be an implementation summit in Spring 2020 to discuss setting priorities with a maximum of 30-40 people. It will include representation from MCFLS/MPL/Suburban Library. Steve encouraged those interested in taking part to reach out to him.

#### CountyCat App Update

Jen Schmidt reported that the go live date is set for December 16. She discussed that there were a number of issues the developers are working to resolve.

#### Fine Free Discussion

Pete Loeffel from Wauwatosa reported the Wauwatosa Library will announce no fines on Children's materials regardless of the card on Monday, December 9<sup>th</sup>. They will also waive existing fines for children's materials and waive fees and replacements of children's materials that are older than 7 years. This is a costly move but is in line with the Wauwatosa Strategic Initiative to reduce barriers. Although MPL did a fine forgiveness program a few years ago and has studied if those who participated in the program maintained an un-blocked card, there are no immediate plans to go fine free.

#### Discussion on extent of Community Involvement in Hiring Library Employees

Kathy Manning from South Milwaukee asked what involvement other libraries are seeing from their community HR departments. Pete Loeffel from Wauwatosa shared his community involvement.

1		<u>Original</u>	<u>Revised</u>				
2		<u>Budget</u>	<u>Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
3	<b><u>General Revenues</u></b>						
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 Rev (60)	\$ 25,000	\$ 25,000	\$ 15,805	(63.22)	\$ 9,195	(36.78)
9	Member Postage Revenue (59)	\$ 25,000	\$ 25,000	\$ 16,422	(65.69)	\$ 8,578	(34.31)
10	Member OCLC Revenue	\$ 116,297	\$ 116,297	\$ 116,297	(100.00)	\$ -	0.00
11	Member Telecomm. Revenue (69)	\$ 16,800	\$ 16,800	\$ 16,800	(100.00)	\$ -	0.00
12	Member III Softwre Maint-Basi (67)	\$ 200,838	\$ 200,838	\$ 200,514	(99.84)	\$ 324	(0.16)
13	Member III Softwre Maint-Other (67)	\$ 45,473	\$ 45,473	\$ 45,472	(100.00)	\$ 1	(0.00)
14	Member Tech. Assist.-Time Rev.	\$ 15,000	\$ 15,000	\$ 11,892	(79.28)	\$ 3,108	(20.72)
15	Member Special Projects Revenu (75)	\$ 80,000	\$ 80,000	\$ 57,762	(72.20)	\$ 22,238	(27.80)
16	Member Cataloging Contract Rev (83)	\$ 149,846	\$ 149,846	\$ 149,845	(100.00)	\$ 1	(0.00)
17	Member Database Revenue (55)	\$ 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 (57)	\$ 9,000	\$ 9,000	\$ 5,773	(64.14)	\$ 3,227	(35.86)
20	TNS Calls/Notices Revenue (43)	\$ 3,000	\$ 3,000	\$ 1,038	(34.60)	\$ 1,962	(65.40)
21	Carryover Revenue	\$ 35,000	\$ 98,584	\$ 98,584	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 35,804	\$ 36,641	\$ 30,983	(84.56)	\$ 5,658	(15.44)
23	LSTA Technology Grant Rev (87)	\$ -	\$ 17,107	\$ 17,107	(100.00)	\$ -	0.00
24	Member Digital Content Rev (88)	\$ 216,732	\$ 216,732	\$ 216,737	(100.00)	\$ (5)	0.00
25	Member PC Mngmt License Rev (92)	\$ 2,545	\$ 2,545	\$ 1,931	(75.87)	\$ 614	(24.13)
26	Member MKE Mixers Rev (93)	\$ 1,400	\$ 1,400	\$ 1,400	(100.00)	\$ -	0.00
27	<b><u>Total General Revenues</u></b>	\$ 4,049,542	\$ 4,122,616	\$ 4,080,487	(98.98)	\$ 42,129	(1.02)
28							
29	<b><u>Special Revenues</u></b>						
30	W. Milw Borrowing Rev (97)	\$ 52,916	\$ 52,916	\$ 52,916	(100.00)	\$ -	0.00
31	Ecommerce Revenue (99)	\$ 200,000	\$ 200,000	\$ 172,613	(86.31)	\$ 27,387	(13.69)
32	<b><u>Total Special Revenues</u></b>	\$ 252,916	\$ 252,916	\$ 225,529	(89.17)	\$ 27,387	(10.83)
33							
34	<b><u>Total Revenues</u></b>	\$ 4,302,458	\$ 4,375,532	\$ 4,306,016	(98.41)	\$ 69,516	(1.59)
35							
36		<u>Original</u>	<u>Revised</u>				
37		<u>Budget</u>	<u>Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
38	<b><u>General Expenditures</u></b>						
39	Fringe Benefits Expense	\$ 179,610	\$ 179,610	\$ 152,385	84.84	\$ 27,225	15.16
40	Salaries Expense	\$ 374,158	\$ 374,158	\$ 313,872	83.89	\$ 60,286	16.11
41	Telephone Renewal Expense	\$ 1,000	\$ 600	\$ 454	75.67	\$ 146	24.33
42	Member Ecommerce Transaction E	\$ 9,000	\$ 9,000	\$ 6,060	67.33	\$ 2,940	32.67
43	TNS Calls/Notices Expense (20)	\$ 3,000	\$ 1,200	\$ 907	75.58	\$ 293	24.42
44	Mileage/Auto Maint Expense	\$ 700	\$ 700	\$ 470	67.14	\$ 230	32.86
45	Conference/Training Expense	\$ 8,000	\$ 8,000	\$ 4,933	61.66	\$ 3,067	38.34
46	Memberships Expense	\$ 6,000	\$ 6,000	\$ 3,875	64.58	\$ 2,125	35.42
47	Continuing Education Expense	\$ 8,750	\$ 8,750	\$ 7,034	80.39	\$ 1,716	19.61
48	Office Supplies Expense	\$ 1,000	\$ 1,000	\$ 610	61.00	\$ 390	39.00
49	Copy Machine Maint. Expense	\$ 1,200	\$ 2,500	\$ 1,715	68.60	\$ 785	31.40
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
55	Member Database Expense (17)	\$ 72,336	\$ 63,882	\$ 63,877	99.99	\$ 5	0.01
56	MCFLS Catalog Enhancement Expe	\$ 65,674	\$ 80,574	\$ 67,497	83.77	\$ 13,077	16.23
57	Member Catalog Enhancement Ex (19)	\$ 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 (9)	\$ 25,000	\$ 25,000	\$ 22,225	88.90	\$ 2,775	11.10
60	Member Forms/Supplies Exp (8)	\$ 25,000	\$ 25,000	\$ 10,088	40.35	\$ 14,912	59.65
61	Telephone Expense	\$ 5,000	\$ 5,000	\$ 2,897	57.94	\$ 2,103	42.06
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	\$ 12,000	97.96	\$ 250	2.04
66	Payroll Service Expense	\$ 4,200	\$ 5,200	\$ 3,528	67.85	\$ 1,672	32.15
67	III Softwre Support Expense (12 & 13)	\$ 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 (11)	\$ 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	\$ 21,117	84.47	\$ 3,883	15.53
73	MCFLS Software Expense	\$ 2,500	\$ 2,500	\$ 3,075	123.00	\$ (575)	(23.00)
74	MCFLS Equipment Expense	\$ 12,000	\$ 15,000	\$ 13,722	91.48	\$ 1,278	8.52
75	Member Special Projects Expens (15)	\$ 80,000	\$ 80,000	\$ 64,939	81.17	\$ 15,061	18.83
76	Sorting and Delivery Expense	\$ 291,700	\$ 291,700	\$ 212,949	73.00	\$ 78,751	27.00
77	South Central Delivery Expense	\$ 21,697	\$ 21,697	\$ 21,697	100.00	\$ -	0.00
78	Auto Payment/Maintenance Exp.	\$ 1,000	\$ 1,000	\$ 495	49.50	\$ 505	50.50
79	MPL Resource Contract Expense	\$ 185,596	\$ 185,596	\$ 139,197	75.00	\$ 46,399	25.00
80	MPL Rent Lease Contract Exp.	\$ 129,815	\$ 129,815	\$ 97,361	75.00	\$ 32,454	25.00
81	ILS Expense	\$ 37,000	\$ 37,000	\$ 27,338	73.89	\$ 9,662	26.11
82	MCFLS Catalog Cont Exp to MPL	\$ 285,532	\$ 285,532	\$ 214,149	75.00	\$ 71,383	25.00
83	Member Catalog Contract Exp. (16)	\$ 149,846	\$ 149,846	\$ 112,385	75.00	\$ 37,461	25.00
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	\$ 13,781	67.22	\$ 6,719	32.78
86	Contingency Expense	\$ 29,029	\$ 34,334	\$ 5,648	16.45	\$ 28,686	83.55
87	LSTA Technology Grant Expense (23)	\$ -	\$ 17,107	\$ 17,107	100.00	\$ -	0.00
88	Member Digital Content Exp (24)	\$ 216,732	\$ 216,732	\$ 215,187	99.29	\$ 1,545	0.71
89	Marketing	\$ 10,000	\$ 10,000	\$ 10,260	102.60	\$ (260)	(2.60)
90	MCFLS Strategic Planning Exp	\$ 4,800	\$ 6,166	\$ 6,166	100.00	\$ -	0.00
91	Cooperative Purchasing Sub Exp	\$ 3,000	\$ 3,000	\$ 1,791	59.70	\$ 1,209	40.30
92	Member PC Mngmt License Ex (25)	\$ 1,875	\$ 1,875	\$ 1,876	100.05	\$ (1)	(0.05)
93	Member MKE Mixer Exp (26)	\$ 1,400	\$ 1,400	\$ 1,400	100.00	\$ -	0.00
94	<b>Total General Expenditures</b>	<b>\$ 2,914,932</b>	<b>\$ 2,995,006</b>	<b>\$ 2,462,227</b>	<b>82.21</b>	<b>\$ 532,779</b>	<b>17.79</b>
95							
96	<b>Special Expenditures</b>						
97	W. Milw Borrowing Exp (30)	\$ 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 (31)	\$ 200,000	\$ 200,000	\$ 172,613	86.31	\$ 27,387	13.69
100	Sierra Server Implementation	\$ 100,000	\$ 93,000	\$ 91,452	98.34	\$ 1,548	1.66
101	<b>Total Special Expenditures</b>	<b>\$ 1,387,526</b>	<b>\$ 1,380,526</b>	<b>\$ 1,351,589</b>	<b>97.90</b>	<b>\$ 28,937</b>	<b>2.10</b>
102							
103	<b>Total Expenditures</b>	<b>\$ 4,302,458</b>	<b>\$ 4,375,532</b>	<b>\$ 3,813,816</b>	<b>87.16</b>	<b>\$ 561,716</b>	<b>12.84</b>
104							
105	<b>Revenue/Expenditures +/-</b>			<b>\$ 492,200</b>			



1		<u>Original</u> <u>Budget</u>	<u>Revised</u> <u>Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
2							
3	<b><u>General Revenues</u></b>						
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	\$ 19,297	(964.85)	\$ (17,297)	864.85
8	Member Forms/Supplies Rev (60)	\$ 25,000	\$ 25,000	\$ 20,670	(82.68)	\$ 4,330	(17.32)
9	Member Postage Revenue (59)	\$ 25,000	\$ 25,000	\$ 21,679	(86.72)	\$ 3,321	(13.28)
10	Member OCLC Revenue	\$ 116,297	\$ 116,297	\$ 116,297	(100.00)	\$ -	0.00
11	Member Telecomm. Revenue (69)	\$ 16,800	\$ 16,800	\$ 16,800	(100.00)	\$ -	0.00
12	Member III Softwre Maint-Basi	\$ 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	\$ 16,010	(106.73)	\$ (1,010)	6.73
15	Member Special Projects Revenu	\$ 80,000	\$ 80,000	\$ 59,816	(74.77)	\$ 20,184	(25.23)
16	Member Cataloging Contract Rev	\$ 149,846	\$ 149,846	\$ 149,845	(100.00)	\$ 1	(0.00)
17	Member Database Revenue (55)	\$ 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	\$ 9,104	(101.16)	\$ (104)	1.16
20	TNS Calls/Notices Revenue (43)	\$ 3,000	\$ 3,000	\$ 1,310	(43.67)	\$ 1,690	(56.33)
21	Carryover Revenue	\$ 35,000	\$ 98,584	\$ 98,584	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 35,804	\$ 36,641	\$ 33,812	(92.28)	\$ 2,829	(7.72)
23	LSTA Technology Grant Revenue	\$ -	\$ 17,107	\$ 17,107	(100.00)	\$ -	0.00
24	Member Digital Content Rev (88)	\$ 216,732	\$ 216,732	\$ 216,737	(100.00)	\$ (5)	0.00
25	Member PC Mngmt License Rev	\$ 2,545	\$ 2,545	\$ 2,575	(101.18)	\$ (30)	1.18
26	Member MKE Mixers Rev (93)	\$ 1,400	\$ 1,400	\$ 1,400	(100.00)	\$ -	0.00
27	<b><u>Total General Revenues</u></b>	\$ 4,049,542	\$ 4,122,616	\$ 4,108,394	(99.66)	\$ 14,222	(0.34)
28							
29	<b><u>Special Revenues</u></b>						
30	W. Milw Borrowing Rev (97)	\$ 52,916	\$ 52,916	\$ 52,916	(100.00)	\$ -	0.00
31	Ecommerce Revenue (99)	\$ 200,000	\$ 200,000	\$ 172,613	(86.31)	\$ 27,387	(13.69)
32	<b><u>Total Special Revenues</u></b>	\$ 252,916	\$ 252,916	\$ 225,529	(89.17)	\$ 27,387	(10.83)
33							
34	<b><u>Total Revenues</u></b>	\$ 4,302,458	\$ 4,375,532	\$ 4,333,923	(99.05)	\$ 41,609	(0.95)
35							
36		<u>Original</u> <u>Budget</u>	<u>Revised</u> <u>Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
37							
38	<b><u>General Expenditures</u></b>						
39	Fringe Benefits Expense	\$ 179,610	\$ 179,610	\$ 168,654	93.90	\$ 10,956	6.10
40	Salaries Expense	\$ 374,158	\$ 374,158	\$ 343,853	91.90	\$ 30,305	8.10
41	Telephone Renewal Expense	\$ 1,000	\$ 600	\$ 504	84.00	\$ 96	16.00
42	Member Ecommerce Transaction E	\$ 9,000	\$ 9,000	\$ 7,307	81.19	\$ 1,693	18.81
43	TNS Calls/Notices Expense (20)	\$ 3,000	\$ 1,200	\$ 1,008	84.00	\$ 192	16.00
44	Mileage/Auto Maint Expense	\$ 700	\$ 700	\$ 470	67.14	\$ 230	32.86
45	Conference/Training Expense	\$ 8,000	\$ 8,000	\$ 5,206	65.08	\$ 2,794	34.93
46	Memberships Expense	\$ 6,000	\$ 6,000	\$ 3,875	64.58	\$ 2,125	35.42
47	Continuing Education Expense	\$ 8,750	\$ 8,750	\$ 7,034	80.39	\$ 1,716	19.61
48	Office Supplies Expense	\$ 1,000	\$ 1,000	\$ 636	63.60	\$ 364	36.40
49	Copy Machine Maint. Expense	\$ 1,200	\$ 2,500	\$ 1,715	68.60	\$ 785	31.40
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
55	Member Database Expense (17)	\$ 72,336	\$ 63,882	\$ 63,877	99.99	\$ 5	0.01
56	MCFLS Catalog Enhancement Expe	\$ 65,674	\$ 80,574	\$ 68,300	84.77	\$ 12,274	15.23
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 (9)	\$ 25,000	\$ 25,000	\$ 22,225	88.90	\$ 2,775	11.10
60	Member Forms/Supplies Exp (8)	\$ 25,000	\$ 25,000	\$ 11,885	47.54	\$ 13,115	52.46
61	Telephone Expense	\$ 5,000	\$ 5,000	\$ 3,490	69.80	\$ 1,510	30.20
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	\$ 12,000	97.96	\$ 250	2.04
66	Payroll Service Expense	\$ 4,200	\$ 5,200	\$ 3,925	75.48	\$ 1,275	24.52
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 (11)	\$ 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	\$ 21,388	85.55	\$ 3,612	14.45
73	MCFLS Software Expense	\$ 2,500	\$ 2,500	\$ 3,075	123.00	\$ (575)	(23.00)
74	MCFLS Equipment Expense	\$ 12,000	\$ 15,000	\$ 13,722	91.48	\$ 1,278	8.52
75	Member Special Projects Expens	\$ 80,000	\$ 80,000	\$ 70,777	88.47	\$ 9,223	11.53
76	Sorting and Delivery Expense	\$ 291,700	\$ 291,700	\$ 238,292	81.69	\$ 53,408	18.31
77	South Central Delivery Expense	\$ 21,697	\$ 21,697	\$ 21,697	100.00	\$ -	0.00
78	Auto Payment/Maintenance Exp.	\$ 1,000	\$ 1,000	\$ 495	49.50	\$ 505	50.50
79	MPL Resource Contract Expense	\$ 185,596	\$ 185,596	\$ 139,197	75.00	\$ 46,399	25.00
80	MPL Rent Lease Contract Exp.	\$ 129,815	\$ 129,815	\$ 97,361	75.00	\$ 32,454	25.00
81	ILS Expense	\$ 37,000	\$ 37,000	\$ 27,338	73.89	\$ 9,662	26.11
82	MCFLS Catalog Cont Exp to MPL	\$ 285,532	\$ 285,532	\$ 214,149	75.00	\$ 71,383	25.00
83	Member Catalog Contract Exp.	\$ 149,846	\$ 149,846	\$ 112,385	75.00	\$ 37,461	25.00
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	\$ 16,366	79.83	\$ 4,134	20.17
86	Contingency Expense	\$ 29,029	\$ 34,334	\$ 5,707	16.62	\$ 28,627	83.38
87	LSTA Technology Grant Expense	\$ -	\$ 17,107	\$ 17,107	100.00	\$ -	0.00
88	Member Digital Content Exp (24)	\$ 216,732	\$ 216,732	\$ 215,187	99.29	\$ 1,545	0.71
89	Marketing	\$ 10,000	\$ 10,000	\$ 10,725	107.25	\$ (725)	(7.25)
90	MCFLS Strategic Planning Exp	\$ 4,800	\$ 6,166	\$ 6,166	100.00	\$ -	0.00
91	Cooperative Purchasing Sub Exp	\$ 3,000	\$ 3,000	\$ 1,791	59.70	\$ 1,209	40.30
92	Member PC Mngmt License Ex	\$ 1,875	\$ 1,875	\$ 1,876	100.05	\$ (1)	(0.05)
93	Member MKE Mixer Exp (26)	\$ 1,400	\$ 1,400	\$ 1,400	100.00	\$ -	0.00
94	<b>Total General Expenditures</b>	\$ 2,914,932	\$ 2,995,006	\$ 2,548,325	85.09	\$ 446,681	14.91
95							
96	<b>Special Expenditures</b>						
97	W. Milw Borrowing Exp (30)	\$ 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 (31)	\$ 200,000	\$ 200,000	\$ 172,643	86.32	\$ 27,357	13.68
100	Sierra Server Implementation	\$ 100,000	\$ 93,000	\$ 91,452	98.34	\$ 1,548	1.66
101	<b>Total Special Expenditures</b>	\$ 1,387,526	\$ 1,380,526	\$ 1,351,619	97.91	\$ 28,907	2.09
102							
103	<b>Total Expenditures</b>	\$ 4,302,458	\$ 4,375,532	\$ 3,899,944	89.13	\$ 475,588	10.87
104							
105	<b>Revenue/Expenditures +/-</b>			\$ 433,979			

## 2020 Proposed MCFLS Board Meeting Dates

The MCFLS Board of Trustees has traditionally met on the third Monday of the month. The meeting dates below follow that schedule except when it conflicts with a national holiday. The November and December meetings have been combined on the last Monday in November.

Date	Time	Location
Monday, January 27 <sup>th</sup>	3:30 pm	MCFLS Conference Room
Monday, February 17 <sup>th</sup>	3:30 pm	MCFLS Conference Room
Monday, March 16 <sup>th</sup>	3:30 pm	MCFLS Conference Room
Monday, April 20 <sup>th</sup>	3:30 pm	
Monday, May 18 <sup>th</sup>	3:30 pm	
Monday, June 15 <sup>th</sup>	3:30 pm	
Monday, July 20 <sup>th</sup>	3:30 pm	
Monday, August 17 <sup>th</sup>	3:30 pm	
Monday, September 21 <sup>st</sup>	3:30 pm	
Monday, October 19 <sup>th</sup>	3:30 pm	
Monday, November 30 <sup>th</sup>	3:30 pm	MCFLS Conference Room



Paula A. Kiely  
*Director*

October 15, 2019

Steve Heser  
Director  
Milwaukee County Federated Library System  
709 North Eighth Street  
Milwaukee, Wisconsin 53233-2414

RE: Extension of Lease Agreement

Dear Mr. Heser,

Our relationship with the Milwaukee County Federated Library System is longstanding and highly valued. We have enjoyed having the System offices in the Central Library and believe the arrangement serves you and the membership well. We were pleased to improve your space last year by installing a small kitchenette with water and cabinets, providing your staff and your visitors with this additional amenity.

The current Lease Agreement expires at the end of 2019. We are happy to offer you an extension of the current agreement at the current rate for two additional years. The annual cost in both years will be \$129,815 and includes your current office and sorting room space, access to the library's dock, and use of 3 indoor parking spaces. The lease also covers custodial services, use of staff breakrooms and public meeting spaces.

Due to a number of energy savings initiatives within the Central Library, we have eliminated the 1% escalator in year two for anticipated increases in utilities. The period of the lease extension will be January 1, 2020 – December 31, 2021. If you would like to discuss the lease further please call me at 286-3020.

Sincerely,

A handwritten signature in black ink, appearing to read "Paula Kiely", written over a large, stylized flourish that extends to the left and right.

Paula Kiely  
Director

C: Jennifer Meyer-Stearns

# MCFLS Technology and Resource Sharing Plan, 2020-2024

January 2019  
Page 21 of 33

## Introduction and Purpose

MCFLS is a consortium of public libraries representing all 19 Milwaukee County municipalities (15 autonomous library boards) and serves a population of approximately 950,000 from 28 physical locations. On behalf of all its members, MCFLS administers a shared automation system (CountyCat), featuring innovative Interfaces Inc. library application software.

MCFLS Board  
The MCFLS data communications network is a wide-area network (WAN) of 15 locations (14 suburban libraries and the MCFLS offices). The central site (MCFLS Main Office) hosts an IIS server, delivering Innovative Interfaces, Inc. library application software to each of 14 suburban library local-area networks (LANs) via 1 Gbps (as of 09/26/2019) WAN Service. The Innovative Interfaces, Inc. library application software is also delivered to the Milwaukee Public Library WAN via an ethernet connection running from the MCFLS office to the MPL computer room. From there the feed is forwarded to all Central Library departments and the 12 MPL Neighborhood facilities. Suburban locations receive Internet services from a MCFLS-contracted ISP via 1 Gbps (as of 09/26/19) Internet service. Email services are provided through the Outlook 360 cloud; website hosting services are provided by MCFLS Microsoft Windows Servers.

The newly revised system mission states that MCFLS provides collaborative leadership, advocacy, and support for high-quality resources and services to empower the capabilities and capacities of member libraries to deliver responsive and innovative library services to all residents of Milwaukee County. This plan was developed by MCFLS system staff to support those principles of collaboration and high-quality technical support for our members. The plan was written with feedback and critique provided by the Library Directors Advisory Council (LDAC), the MCFLS Board, and system staff.

The 2020-2024 MCFLS Strategic Plan includes technology as a major strategic direction for the system. Three major service goals were identified by MCFLS staff, member libraries and trustees: developing training opportunities, tools and resources; decreasing barriers to access and improving the user experience of online resources; and providing infrastructure and innovative support to member libraries to allow them to serve their communities both now and in the future. These goals have guided the development of this plan.

## Background

located in Milwaukee, MCFLS resides in the most populous area of the state and has ready access to state-of-the-art networking and technology services. The challenges posed to more rural areas of the state with regard to broadband access are not seen here as often, although addressing bandwidth needs is always a concern as newer services require more and more bandwidth.

As a one county system all member libraries are geographically very close which provides its own benefits and challenges with regard to technology. While MCFLS does not have a dire need for remote services to distant libraries, the close proximity of communities creates the public expectation that technology services will be consistent across all member libraries. The system advocates for consistent user experiences, but libraries also must consider the needs of their own communities. Striking this balance between member library autonomy and uniformity in user experiences informs this plan and many others at MCFLS. Additionally, in recent years we have seen more communities run hybrid networks at libraries where the system and municipality networks run side-by-side. Keeping the MCFLS network secure while meeting the needs of these communities has become increasingly challenging. Maintaining and streamlining network services while optimizing the needs of our member libraries is a concept that also underlies much of this technology plan.

As mentioned in the Introduction, the 2020-2024 MCFLS Strategic Plan had a large influence on the development of this plan. Enhancing our technology offerings to member libraries and patrons was identified as a major priority throughout the planning process.

In 2019, the system invested heavily in updating its on premise hardware and disaster recovery capacity. All three servers used to support the ILS were replaced, giving MCFLS updated hardware using the Red Hat Enterprise Linux (RHEL) version 7 operating system. In addition, the system purchased a Unitrends backup appliance that provides daily offsite and cloud backups for all three servers and other mission critical hardware. This means central site hardware replacement is not a near-term priority for the system and it also provides system staff the time necessary to perform a review of other ILS options, a directive of the MCFLS Board also found in our strategic plan.

## Needs and Assets Assessment

Introduction

The Milwaukee County Federated Library System serves member libraries with technology and resource sharing needs across the spectrum. The Milwaukee Public Library (MPL), for example, has a well-managed IT department along with its own WAN service. MPL connects to the MCFLS network via a simple Ethernet connection through the firewall and generally manages technology with occasional assistance from system staff. However, ten other suburban libraries rely heavily on MCFLS and system staff to purchase, implement and maintain technology hardware and services. In these instances the system can provide tailored and cost-effective solutions that meet the needs of members. MCFLS has the expertise and resources to serve both ends of the spectrum.

### MCFLS WAN and Central Site Hardware

The current WAN service exists as part of the BadgerNet project and serves all 14 suburban member libraries with Internet, ILS and other system services. In 2019, the system upgraded its WAN and Internet Traffic lines from 500 Mbps to 1 Gbps service each, allowing the system to meet the current and future bandwidth needs of members. In 2019 MCFLS also purchased a Unitrends backup appliance to provide disaster recovery for mission critical hardware. The system hopes to continue support and collaboration with SCLS and other systems on a statewide backup solution, but the new appliance meets our current needs for backups and the system may not elect to take part in early iterations of the project. System staff have identified the need to replace primary gateway routers at all suburban locations and will start this process in 2020 and budget to replace 3 routers each year. A new web server is currently in development and will house a newly redesigned web presence for the system. As with other areas of our plan, the goals in this section are broad enough and largely unchanged, but the activities will evolve over the course of time.

### ILS

The current Innovative Sierra ILS has been in place since 2014 and our relationship with Innovative goes back over 25 years. In 2019, the system researched and invested heavily in new hardware to support the ILS. This investment allows system staff to now focus primarily on the user experience and evaluating the ILS, a strategic plan objective. The system has already done work to research and procure a new vendor for the CountyCat Mobile app. Implementation for the app is well underway and will be completed in late 2019, but improving the user experience for patrons will be a major theme for the next five years. System agreements for 2020-2024 have already been adjusted to fund these priorities.

### Resource Sharing

Resource sharing, both internal to the system and externally across the state and beyond, continues to be a high priority. An excellent delivery service established with a long-time logistics vendor provides 24-48 hour turnaround for all member libraries five days a week. This service is consistently rated high by member libraries during site visits. The Interlibrary Loan Service Grant through Milwaukee Public Library delivers cost effective service to allow patrons access to materials throughout the state. Although not stated directly within the strategic plan, changes to the current E-INFOPASS program which allows access to multi-type collections in Milwaukee County will most likely need to be addressed. The service is no longer heavily used by academic institutions although Milwaukee Public Library continues to field requests and provide resources through the service.

### Electronic Resources

Throughout its history MCFLS has brokered access to electronic resources for member libraries to provide some measure of uniform access across the system and provide economies of scale to make them more affordable. Expansion of system-wide access to electronic resources was a major factor in the MCFLS 2015

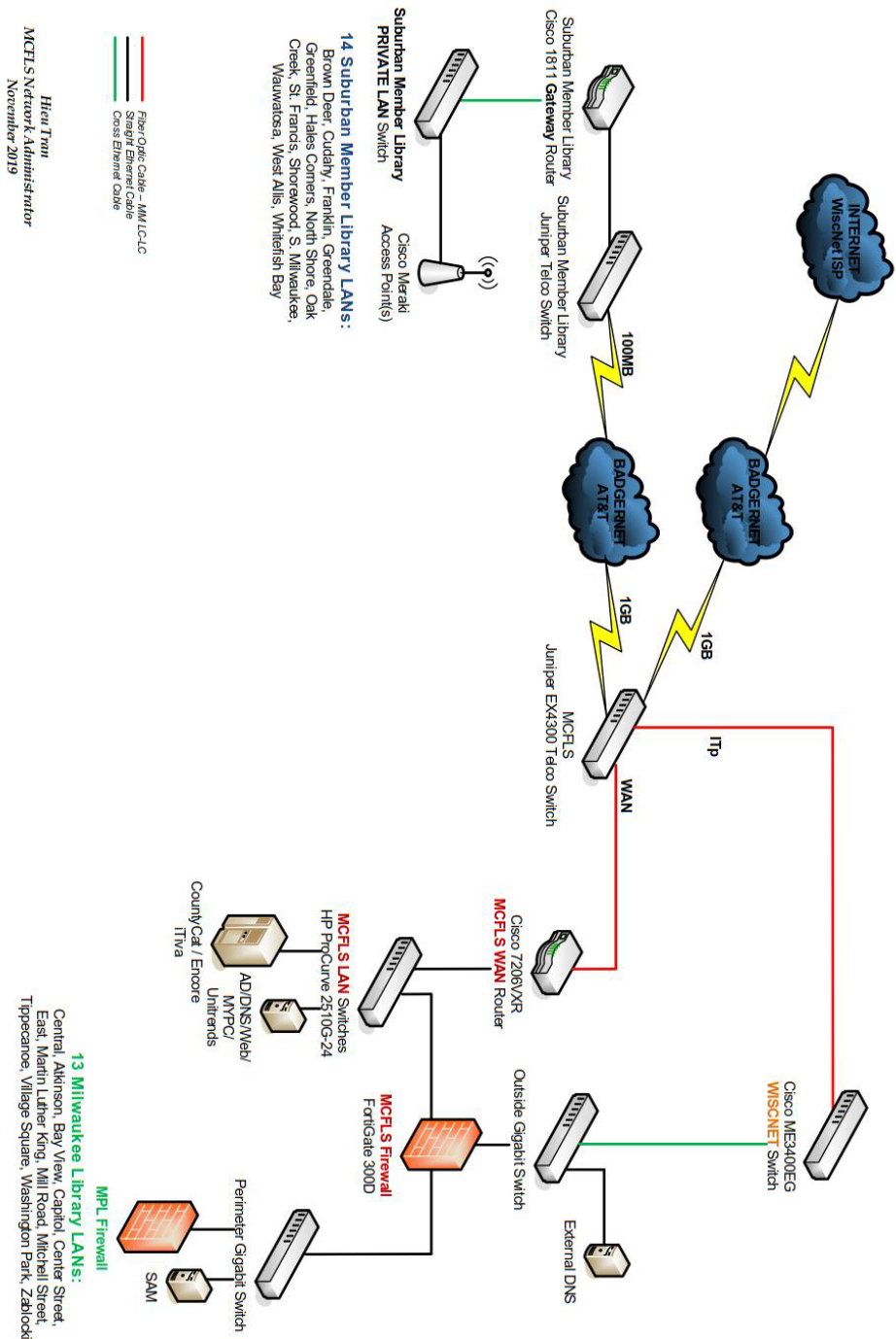
8 Strategic planning process and continues to be reflected in the 2019 plan. Because of the close geographic proximity of all members, there is a need for more resources allocated to electronic resources not only to provide uniform service but to aid in marketing and advocacy efforts on behalf of the system and member libraries. The current service used to meet this need, hoopla, is popular because of its ability to provide immediate content to users, but is also expensive because of its cost-per-circ model. Assets in the form of additional funding have been allocated to electronic resources through adjustments to 2020-2024 agreements. In 2020, an additional \$25,000 will be allocated (for a total of \$135,000) and current plans call for an additional \$5,000 allocation each year through 2024.

MCFLS Board  
 Training

Continuing education and training to increase system and member library staff technology competencies has been a consistent need at MCFLS and included in the current 2020-2024 strategic plan. While continuing education offerings through the SEWI CE group and local training in ILS and electronic resources have been a part of MCFLS offerings, members have identified new models for training that they'd like the system to pursue. One such model is providing shorter, more focused training pieces related to the ILS or electronic resources rather than full-blown exhaustive overviews. Another is to provide regular "Q&A" office hours for members to ask questions of system staff on specific topics. Both activities are part of the 2020-2024 strategic plan. Aligning and supporting the development of system staff skills and knowledge is also a stated service goal.



## MCFLS NETWORK INFRASTRUCTURE



Will also include an online link to inventory of MCFI-S-owned equipment at member libraries].

Data

Data for the technology plan was collected as part of the 2020-2024 strategic planning process. Two surveys shared with MCFLS trustees, staff and member libraries were conducted in late 2018 to identify high priorities for an all-day development meeting that took place in February 2019. That meeting ultimately identified the goals and activities in the current strategic plan. Both surveys are included here as attachments, although it should be mentioned that not all of the data collected revolved around technology needs but focused instead on overall system needs.

EWAN—MCFLS provides member libraries with a robust and dependable Wide Area Network. As of 2019 all suburban member libraries have had upgrades to Fiber connections, providing a 100 Mbps interface from the library to the MCFLS headquarters. The WAN serves suburban Milwaukee libraries at 1 Gbps. For the majority of member libraries, this connection provides internet service and the ILS. The Milwaukee Public Library has access to the ILS through an Ethernet connection in the main building.

ILL—Through the ILS and in-system delivery system, MCFLS provides daily delivery of holds, returned items, and new materials to all member libraries. These services directly support the more than 6.1 million circulation transactions in 2018. MCFLS also contracts with the Milwaukee Public Library to provide out-of-system interlibrary loan. Delivery is managed through a four-day-a-week contract with the South Central Library System.

**Delivery**—Primary in-system delivery is managed through a contract with Action Logistics, which sorts, transports, and delivers to all member libraries Monday through Friday. Out of system delivery is managed through a contract with the South Central Library System, and tubs are delivered four days a week.

**Goal 1** To insure that the wide area network (WAN) infrastructure of MCFLS and the network structure of its member libraries meet future growth demands in light of changing technological advancements.

**Goal 2** To expand and improve the integrated library system (ILS) functionality to meet the needs of users and staff.

**Goal 3** To facilitate and expand resource sharing among all libraries inside and outside of Milwaukee County.

**Goal 4** To enhance the MCFLS website as well as host member library websites.

**Goal 5** To facilitate MCFLS and member library participation in the Wisconsin Public Library Consortium's (WPLC) digital download media buying pool.

**Goal 6** To help purchase and/or broker purchases of online databases.

**Goal 7** To assist member library staff in becoming more technologically knowledgeable and proficient.

**Goal 8** To maintain and enhance MCFLS technology staff professional competencies.

**Goal 9** To organize and maintain all appropriate automation product licensing, technical documentation and assist members in technology life cycle planning.

**Goal 10** To insure adequate funding for the Technology Plan.

Objectives and Activities – Goal 1. To insure that the wide area network (WAN) infrastructure of MCFLS and the network structure of its member libraries meet future growth demands in light of changing technological advancements.

Goal 1: To insure that the wide area network (WAN) infrastructure of MCFLS and the network structure of its member libraries meet future growth demands in light of changing technological advancements.							Use to track goal progress	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments	
Objective 1.1 Improve the current central site server environment								
Activities to Achieve Objective 1.1 Maintain and/or upgrade central site Windows servers (hardware and software) to the latest essential technology, i.e. identifying and implementing any required hardware, service packs, hot fixes, and new software releases.	Hieu Tran	2020-2024			Continuous evaluation of central site hardware status. Budget appropriately for any necessary changes.			
Activities to Achieve Objective 1.1 Maintain essential software to prevent virus, worm, and hacking attacks.	Hieu Tran	2020-2024			Up to date Symantec software and firewall firmware.			
Activities to Achieve Objective 1.1 Maintain essential hardware and software to provide an efficient methodology in controlling (remotely) central site Windows servers and network equipment.	Hieu Tran	2020-2024			Maintain current Remote Desktop Protocol standard and ensure security through firewall.			
Objective 1.2 Improve the MCFLS network connection and provide administrative oversight of the MCFLS network.								

55 Activities to Achieve Objective of 1.2 Monitor network bandwidth usage, explore and implement essential solutions to improve network performance on the MCFLS wide area network (WAN) and the Internet.	Hieu Tran	2020-2024				Use PRTG software to provide monitoring and improve notification process.		
30 Activities to Achieve Objective 1.2 Serve as the point-of-contact for TEACH data lines and coordinate problem resolution with BadgerNet (Wisconsin's state-wide network services).	Hieu Tran	2020-2024				Ongoing.		
30 Activities to Achieve Objective 1.2 Monitor new data communications technology and, in consultation with the LDAC, implement desired changes.	Hieu Tran	2020-2024				Ongoing.		
59 Activities to Achieve Objective 1.2 Provide administrative support to the web-based email system used by member library staff.	Hieu Tran	2020-2024				Ongoing. Look to provide improvements to Outlook 365 when possible.		
59 Objective 1.3 Update central site disaster avoidance and preparedness plan, insuring the continuation of essential services in case of an emergency.								
30 Activities to Achieve Objective 1.3 Update plan documentation when there is a change in the following areas: personnel, equipment, software application, notification tree, security, etc.	Hieu Tran	2020-2024				Ongoing. Monitor and improve recent changes to allow member libraries to		

Activities to Achieve Objective 1.3 Maintain and/or upgrade data backup software application for all MCFLS servers and workstations.	Hieu Tran	2020-2024			add/change staff access.		
Activities to Achieve Objective 1.3 Maintain and/or upgrade hardware equipment for data protection and recovery: onsite and offsite backup storage servers, uninterrupted power systems (UPS), etc.	Hieu Tran	2020-2024			Add remaining system servers to Unitrends backup solution. Upgrade Unitrends firmware as appropriate.		
Objective 1.4 Work with member libraries to improve the remote site network structure in order to maximize network functionality.					Ongoing. Ensure all hardware equipment is maintained and upgraded as appropriate.		
Activities to Achieve Objective 1.4 As specified in the MCFLS Member agreement, maintain current MCFLS data communications hardware and software (e.g. routers, switches) located at local member library sites.	Hieu Tran	2020-2024			Maintain existing equipment and provide upgrades when necessary.		
Activities to Achieve Objective 1.4 Replace member library gateway routers to ensure network stability and future expansion capability.	Hieu Tran	2020-2024			Each year budget for replacement of 3 member library gateway routers.		

59	Activities to Achieve Objective of 1.4 Implement MCFLS Board fiscal policy concerning locally unfunded data communications upgrade initiatives.	Hieu Tran	2020-2024			Continue to use Badgernet and explore opportunities to improve service to members.		
32	Activities to Achieve Objective 1.4 Provide consultation and technical assistance to any member library who initiates a request to move outside of the MCFLS WAN or to move back inside of the MCFLS WAN.	Hieu Tran	2020-2024			Document Whitefish Bay process to use as template for other members.		
59	Objective 1.5 As specified in the MCFLS Member Agreement, assist members with necessary technical assistance in order to maintain remote site hardware and software owned by local member libraries.							
32	Activities to Achieve Objective 1.5 (At the request of a member library), assist in coordinating purchases of PC and peripheral devices using the statewide collaborative purchasing agreement.	Hieu Tran	2020-2024			Show cost savings to members in technology annual report.		
59	Activities to Achieve Objective 1.5 (At the request of a member library), provide remote Help Desk services via telephone and email to help troubleshoot basic equipment problems for member libraries.	Hieu Tran, Jen Schmidt, Kate Strattnner	2020-2024			Ongoing. Continue to investigate improved communication methods with member libraries.		
32	Activities to Achieve Objective of 1.5 (At the request of a member library) and on a cost recovery basis, provide direct	Hieu Tran	2020-2024			Include cost savings and services rendered in an		



55 onsite hardware and software maintenance and support services for those member libraries that elect MCFLS as their vendor.					annual report to show value of this service to member libraries.		
Activities to Achieve Objective 1.5 Provide to member libraries annual report that includes activities related to technology and current equipment hardware lists and recommended settings.	Hieu Tran	2020-2024			Annual report issued to MCFLS Board and member libraries each June.		
Objective 1.6 On a cost-recovery basis provide a range of expert "special project" automation and consultation services to member libraries.							
Activities to Achieve Objective 1.6 (At the request of a member library) for new building construction, expansion, or large-scale upgrades, provide consultation services relating to Local-Area-Network design and configuration, equipment selection, connectivity to local municipal network resources, and/or movement outside the MCFLS network.	Hieu Tran	2020-2024			Include cost savings and services rendered in annual report to show value of this service to member libraries.		
Activities to Achieve Objective 1.6 (At the request of a member library), serve as the library's representative and coordinator in the planning and implementation of services involving third party	Hieu Tran Jen Schmidt	2020-2024			Ongoing.		

automation vendors and providers.								
Activities to Achieve Objective 1.6 (At the request of a member library), broker and/or implement large-scale local automation equipment purchases.	Hieu Tran	2020-2024			Ongoing			
Activities to Achieve Objective 1.6 (At the request of a member library), implement equipment warranty provisions and provide necessary follow-up during the warranty period.	Hieu Tran	2020-2024			Ensure warranty information is up-to-date and communicate regularly with members regarding pending expiration.			
Activities to Achieve Objective 1.6 Establish standards for equipment and assist members with technology life cycle planning.	Hieu Tran	2020-2024			Identify and share best practices for establishing a library technology plan.			
Activities to Achieve Objective 1.6 Provide leadership in trend spotting and technology project development by exploring and vetting new technologies and working with other systems to maintain up-to-date services for members.	Hieu Tran Steve Hesser	2020-2024			Take advantage of any statewide technology projects and purchases. Monthly environmental scans.			

Goal 2: To expand and improve the integrated library system (ILS) functionality to meet the needs of users and staff.							
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Use to track goal progress	Comments
Objective 2.1 Provide support assistance to member libraries regarding all aspects of ILS functionality.							
Activities to Achieve Objective 2.1 As point of first-contact, provide Help Desk services via telephone, email and/or an online form.	Kate Strattner Jennifer Schmidt	2020-2024			Annual feedback solicited from LDAC from their staff.		
Activities to Achieve Objective 2.1 Beyond first-contact, provide staff expertise to analyze software issues and open support tickets with Innovative Interfaces as appropriate. Follow-up as necessary to ensure prompt problem resolution.	Jennifer Schmidt Kate Strattner	2020-2024			Consult with other libraries on their successful use of the Innovative support site.		
Activities to Achieve Objective 2.1 With input from LDAC, maintain software tables, options selections and codes for the ILS. Identify and implement appropriate adaptations and modifications of the application software to fulfill member library requests.	Jennifer Schmidt	2020-2024			Consult with other library consortiums using Innovative software as appropriate.		
Activities to Achieve Objective 2.1 Identify and implement strategies and shortcuts to improve member library	Jennifer Schmidt	2020-2024			Identify other staff trainers in order to share		

Knowledge and efficiency with regards to the ILS.					and compare practices with.		
<p>Activities to Achieve Objective 2.1 Train member library staff on important ILS functionality by offering regular in-person and remote training opportunities as well as an option to schedule an appointment for one-on-one assistance.</p>	Jen Schmidt	2020-2024			Annual feedback solicited from LDAC from their staff.		
<p>Activities to Achieve Objective 2.1 Evaluate existing training content for any third-party products that work with the ILS and investigate the need for any new or improved content.</p>	Jen Schmidt	2020-2024			Ongoing		
<p>Activities to Achieve Objective 2.1 Move away from generalized training content that covers a full work department tied to the ILS (such as Circulation), and shift to creating short, task-based content of several areas within each ILS work area.</p>	Jen Schmidt	2020-2024			Annual feedback solicited from member library staff and LDAC.		
<p>Objective 2.2 Provide administrative leadership and support for software upgrades and enhancements to the integrated library system (ILS), identify possible new products for purchase and/or implement purchased products.</p>							

<p>Activities to Achieve Objective of 2.2 Relative to all standard (non-fee-based) ILS upgrades and enhancements (i.e. "new releases"), brief LDAC and other key member library staff in advance of implementing associated functionality changes, facilitate LDAC input and relevant decision-making, implement the software load of the new release during library closed hours, and provide all necessary post-implementation problem troubleshooting and follow-up training.</p>	Jen Schmidt	2020-2024			Inquire with other libraries via the Innovative listserv and other online forums featuring libraries using Innovative products.		
<p>Activities to Achieve Objective 2.2 Identify products offered by Innovative Interfaces Inc. and/or a third party vendor that might add value to the ILS. Research applicability to member library needs and provide recommendations for purchase to the LDAC and MCFLS Board.</p>	Jen Schmidt	2020-2024			Inquire with other libraries via the Innovative listserv and other online forums featuring libraries using Innovative products.		
<p>Activities to Achieve Objective 2.2 Implement enhancements from Innovative Interfaces, Inc. for the staff and/or public side of the ILS.</p>	Jen Schmidt	2020-2024			Inquire with other libraries via the Innovative listserv and other online forums featuring libraries using Innovative products.		

Activities to Achieve Objective of 2.2 Implement a new mobile catalog app for all member libraries and work to introduce improvements as our ILS is upgraded. The mobile catalog app will include a more user-friendly design and improved functionality.	Jen Schmidt	2020-2021			Survey the feedback of staff and the public in 2020.		
Activities to Achieve Objective 2.2 Update the CountyCat catalog web page to support responsive design principles and offer enriched content that showcases member library collections. Assess the effectiveness of Innovative Interfaces catalog software and evaluate other third party products	Jen Schmidt	2020-2022			Survey the feedback of staff and the public in 2020.		
Activities to Achieve Objective 2.2 Streamline staff and public access to help information between CountyCat and the MCFLS web page through web design improvements.	Jen Schmidt	2020-2024			Survey the feedback of staff and the public in 2020.		
Activities to Achieve Objective 2.2 Perform a needs assessment of member libraries usage of the current ILS. Under the direction of LDAC, perform an ILS evaluation against detailed functionality criteria and make a long term decision on the best future ILS for MCFLS.	Jen Schmidt	2020-2024			Solicit and gather feedback on this process and the overall project from LDAC and the MCFLS Board		

5 Activities to Achieve Objective of 2.2 Review and identify circulation policies to help identify areas where system-wide standardization may be possible to increase the ease of use of county libraries and their patrons.	Jen Schmidt Steve Heser	2020-2024			Survey the feedback of staff and the public in 2021.		
Objective 2.3: Expand knowledge of integrated library system (ILS) and its capabilities. Contribute to the Innovative Interfaces enhancement process and participate in statewide initiatives to improve patron access to materials.							
Activities to Achieve Objective 2.3 Participate in national, regional, and/or local Innovative User Group conferences, forums or meetings. Engage in communication with other Wisconsin library system staff making use of Innovative Interfaces products.	Jen Schmidt	2020-2024			Ongoing		
Activities to Achieve Objective 2.3 Seek out successful projects from other libraries that make use of Innovative's API and/or Sierra SQL with third party products in order to implement them to benefit one or more libraries in the system.	Jen Schmidt	2020-2024			Annual feedback solicited from LDAC.		
Activities to Achieve Objective 2.3 Be proactively involved in statewide discussions concerning the direction of the ILS. Vocalize the needs of our	Jen Schmidt Steve Heser	2020-2024			Solicit feedback from the System Director, LDAC and the MCFLS Board		

system and/or contribute to any activities relating to an ILS taking place by the Department of Public Instruction or as a result of other statewide initiatives.								
Activities to Achieve Objective 2.3 Review any ILS settings with member libraries to identify any areas that could potentially be standardized system-wide to increase and/or ease the use of online information resources by the patrons of a member library.	Jen Schmidt	2020-2024						



Goal 3.: To facilitate and expand resource sharing among all libraries inside and outside of Milwaukee County.							Use to track goal progress	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments	
Objective 3.1 Offer access to the collections of all MCFLS member libraries to all Milwaukee County residents.								
Activities to Achieve Objective 3.1 Maintain an online catalog of holdings of all MCFLS member public libraries within an integrated and seamless online catalog.	Jen Schmidt	2020-2024			Increased use of desktop and mobile catalog. User feedback survey.			
Activities to Achieve Objective 3.1 Provide a 5-day per week delivery system to member public libraries to facilitate the efficient movement of items to end users.	Steve Heser	2020-2024			Ongoing evaluation. Use feedback from member libraries to determine performance.			
Objective 3.2 For Milwaukee County residents, offer access to materials not owned by MCFLS member libraries.								
Activities to Achieve Objective 3.2 Fund the costs associated with the Milwaukee Public Library's Interlibrary Loan Services, facilitating coordinated access to unique materials owned by libraries (public and non-public) outside of MCFLS, within the State of Wisconsin and beyond, if necessary.	Steve Heser	2020-2024			Ongoing. Budget appropriately to fund this service annually.			

<p>Activities to Achieve Objective 3.2 Fund an appropriate share of costs associated with the statewide delivery network in order to facilitate delivery of requested materials for Milwaukee County public library patrons from libraries inside Milwaukee County (non-public) and other libraries throughout the State of Wisconsin (public and non-public).</p>	Steve Heser	2020-2024				Ongoing. Budget appropriately to fund this service annually.		
<p>Activities to Achieve Objective 3.2 Encourage and provide necessary information to MCFLS member libraries regarding the e-INFOPASS program. e-INFOPASS allows patrons access to the holdings of other participating e-INFOPASS libraries throughout the Milwaukee metropolitan area.</p>	Jen Schmidt	2020-2024				Evaluate success of INFOPASS program by consulting with academic institutions and MPL.		
<p>Objective 3.3 For patrons/institutions not residing in Milwaukee County and based on DPL Resources for Libraries and Lifelong Learning (RL&amp;L) Guidelines, facilitate appropriate interloan access to the unique holdings of MCFLS member libraries.</p>						Continue contract with MPL for ILL resource sharing.		

Activities to Achieve Objective of 3.3 Per MCFLS member agreement, participate in the lending of materials to patrons/institutions not residing in Milwaukee County via Interlibrary Loan.	Steve Heser	2020-2024			Monitor statistics from MPL regarding use of the service.		
Activities to Achieve Objective 3.3 Fund an appropriate share of costs associated with the statewide delivery network in order to facilitate access to MCFLS member holdings by users outside of Milwaukee County.	Steve Heser	2020-2024			Ongoing. Evaluate success of program in consultation with MPL ILL team and make changes when necessary.		
Activities to Achieve Objective 3.3 Participate, in meetings, conferences, and initiatives related to interloan issues.	Steve Heser Jen Schmidt	2020-2024			Full participation in opportunities related to interloan issues.		

Objectives and Activities – Goal 4. To enhance the MCFLS website as well as host member library websites.

Goal 4: To enhance the MCFLS website as well as host member library websites.							
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments
Objective 4.1 Redesign and maintain a web presence for MCFLS.							
Activities to Achieve Objective 4.1 Replace the current web server hardware with new equipment utilizing current standards.	Hieu Tran	2020-2024			Completed, but required software yet to be installed.		
Activities to Achieve Objective 4.1 Implement an upgrade to the MCFLS website using WordPress templates and plugins.	Jen Schmidt	2020-2024			Completion of project by end of 2020.		
Activities to Achieve Objective 4.1 Semi-annually review the content of the MCFLS website implementing necessary improvements to the site in order to enhance the delivery of up-to-date information to MCFLS, member libraries, and the wider public.	Jen Schmidt Kate Strattner	2020-2024			Evaluation performed on an ongoing basis and integrated into work processes.		
Activities to Achieve Objective 4.1 Regularly maintain and update the MCFLS Libguides site, a source for Administrative and CountyCat procedural information.	Kate Strattner Jen Schmidt	2020-2024			Evaluation performed on an ongoing basis and integrated into work processes.		

Objective 4.2 Host and assist member library websites								
Activities to Achieve Objective 4.2 (At the request of a member library), host member library websites.	Hieu Tran Jen Schmidt	2020-2024				Ongoing.		
Activities to Achieve Objective 4.2 Provide reasonable assistance to those member libraries whose websites are hosted on a MCFLS server, e.g. uploading files, troubleshooting problems.	Hieu Tran Jen Schmidt	2020-2024				Ongoing.		
Activities to Achieve Objective 4.2 Facilitate integration of member library websites hosted by MCFLS with the Expression Web client.	Hieu Tran Jen Schmidt	2020-2024				Ongoing.		

Objectives and Activities – Goal 5. To facilitate MCFLS and member library participation in the Wisconsin Public Library Consortium's (WPLC) digital download media buying pool.

Goal 5: To facilitate MCFLS and member library participation in the Wisconsin Public Library Consortium's (WPLC) digital download media buying pool.							Use to track goal progress	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments	
Objective 5.1 Keep current with all emerging technologies related to technology and digital downloads.								
Activities to Achieve Objective 5.1 Participate in statewide information sharing related to digital downloads, including attending Wisconsin Public Library Consortium (WPLC) Board meetings. Share new developments with the MCFLS Board and LDAC.	Steve Heser	2020-2024			Participation in all WPLC board meetings and regular communication with LDAC and MCFLS Board.			
Activities to Achieve Objective 5.1 Utilize blogs, trade publications, and other resources to stay current with technology related to digital downloads.	Steve Heser Jen Schmidt	2020-2024			Maintain professional development and subscriptions to trade magazines			
Activities to Achieve Objective 5.1 Facilitate system participation in the Digital Library Steering Committee and other WPLC subcommittees to ensure MCFLS member libraries have a voice in any future direction taken by the WPLC.	Steve Heser	2020-2024			Maintain MCFLS presence on all committees and participate in any funding discussions.			

Objective 5.2 Train MCFLS member library staff in serving patrons who use digital download services.								
Activities to Achieve Objective 5.2 Offer training to MCFLS member library staff on how to use digital download services. Provide training using methods and materials in accordance with the MCFLS strategic plan.	Jen Schmidt Kate Strattner	2020-2024				Creation of content and delivery to staff utilizing short, focused materials.		
Activities to Achieve Objective 5.2 Provide online resources dedicated to helping patrons troubleshoot and/or learn more about digital download services.	Jen Schmidt Kate Strattner	2020-2024				Creation simple, easily utilized content, posted online and made available to patrons.		
Objective 5.3 Insure adequate funding for the digital download media buying pool.								
Activities to Achieve Objective 5.3 Coordinate with MCFLS member libraries to insure adequate funding is maintained.	Steve Heser	2020-2024				Work with LDAC to maintain or increase funding as appropriate.		

# Objectives and Activities – Goal 6. To help purchase and/or broker purchases of online databases.

Goal 6: To help purchase and/or broker purchases of online databases.

Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments
Objective 6.1 Purchase and/or broker purchases of online content delivery products for MCFLS libraries.							
Activities to Achieve Objective 6.1 Purchase and/or broker purchases of appropriate online content delivery products for member libraries	Steve Heser Jen Schmidt	2020-2024			Maintain current subscriptions; evaluate performance and identify new opportunities.		
Activities to Achieve Objective 6.1 Seek input and recommendations from the LDAC regarding product purchases.	Steve Heser Jen Schmidt	2020-2024			Perform annual reviews of hoopla and other system sponsored subscriptions.		
Activities to Achieve Objective 6.1 Integrate products within the library catalog as appropriate.	Jen Schmidt	2020-2024			Ongoing.		
Objective 6.2 Ensure adequate funding for purchase of online content delivery products.							
Activities to Achieve Objective 6.2 Adjust agreements and system budget to allow for additional funding.	Steve Heser	2020-2024			Maintain existing budget lines; increase funding each year.		



Objectives and Activities – Goal 7. To assist member library staff in becoming more technologically knowledgeable and proficient.

Goal 7: To assist member library staff in becoming more technologically knowledgeable and proficient.							Use to track goal progress	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments	
Objective 7.1 Provide technology-related consultation and education to member library staff at all levels.								
Activities to Achieve Objective 7.1 With input from LDAC, MCFLS staff will annually provide a set of staff training opportunities.	Jen Schmidt	2020-2024			Production of annual calendar of staff training opportunities.			
Activities to Achieve Objective 7.1 MCFLS will regularly communicate with SEWI CE staff in order to relay topic ideas for future technology training and to identify potential speakers for MCFLS-specific committee meetings.	Jen Schmidt	2020-2024			Participation and regular communication with SEWI CE staff.			
Activities to Achieve Objective 7.1 MCFLS will stay current with access methods and issues relating to various information resources, and create training content for use by member libraries	Jen Schmidt	2020-2024			Use of library field and technology resources to stay abreast of current models and trends.			
Activities to Achieve Objective 7.1 MCFLS will stay abreast of technology trends relevant to member libraries on the local, state and national levels.	Jen Schmidt Steve Hesel	2020-2024			Use of library field and technology resources to stay abreast of current models and trends.			

Objectives and Activities – Goal 8. To maintain and enhance MCFLS technology staff professional competencies.

Goal 8: To maintain and enhance MCFLS technology staff professional competencies.							Use to track goal progress	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments	
Objective 8.1 Identify appropriate training and membership opportunities for MCFLS technology staff.								
Activities to Achieve Objective 8.1 Allocate funds for MCFLS staff conference/training needs as a separate line item within the annual MCFLS budget.	Steve Heser	2020-2024		\$6,500/yr	Maintain training budget line at current support.			
Activities to Achieve Objective 8.1 Encourage and fund MCFLS staff memberships in professional organizations as a vehicle for peer exchange and networking.	Steve Heser	2020-2024		\$5,000/yr	Maintain memberships in professional organizations. Support conference attendance.			
Objective 8.2 Analyze system staffing levels to support the Technology Plan								
Activities to Achieve Objective 8.2 Review and alter job descriptions where necessary.	Steve Heser	2020-2024			Review job descriptions by 2024.			

Goal 9: To organize and maintain all appropriate automation product licensing, technical documentation and assist members in technology life cycle planning.							Use to track goal progress	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments	
Objective 9.1 Maintain all central site licenses and maintenance agreements and provide member libraries with all appropriate documentation for MCFLS controlled network equipment.								
Activities to Achieve Objective 9.1 Ensure that all appropriate central and remote site automation product licenses and maintenance agreements are current and up-to-date and maintain copies in a secure fireproof location.	Hieu Tran	2020-2024			Maintenance of product licenses and agreements.			
Activities to Achieve Objective 9.1 As specified in MCFLS ILS, Resource Sharing and Technology agreement, provide members annually an updated inventory list of MCFLS controlled network equipment, located at the participating library locations.	Hieu Tran	2020-2024			Annually share an updated inventory list.			
Objective 9.2 Establish standards related to technology equipment and life cycle planning.								

Activities to Achieve Objective of 9.2 Develop and share equipment replacement schedules and lists of recommended hardware, browser, PC and printer settings.	Hieu Tran	2020-2024				Create and maintain lists on an annual basis.		
Activities to Achieve Objective 9.2 Create an annual report that includes system activities related to technology.	Hieu Tran	2020-2024				Create an annual report to share with member libraries.		
Objective 9.3 Provide leadership in trend spotting and technology project development.								
Activities to Achieve Objective 9.3 Identify and manage large scale project opportunities for scale shared technology projects.	Hieu Tran	2020-2024				Take advantage of state-wide opportunities as appropriate.		
Activities to Achieve Objective 9.3 Vet and test potential new technologies and performing regular environmental scans for member libraries.	Hieu Tran	2020-2024				Ongoing evaluation.		

Objectives and Activities – Goal 10. To insure adequate funding for the Technology Plan.

Goal 10: To insure adequate funding for the Technology Plan.							Use to track goal progress	
Objectives and Activities	Person(s) Responsible for Ensuring Activities are Completed	Timeline for Completing the Objective and Activities	Resources Needed to Achieve Objective	Cost	Evaluation Method	Progress Toward Achieving Objective	Comments	
Objective 10.1 Budget for this plan within annual operating budget as well as capital outlays for future needs.								
Activities to Achieve Objective 10.1 Fund all ongoing components of this plan with appropriate budgetary line items.	Steve Heser	2020-2024			Maintain support for Technology plan goals.			
Activities to Achieve Objective 10.1 As appropriate, build up reserve funds over multiple years for anticipated capital replacement and/or upgrade expenditures.	Steve Heser	2020-2024			Identify and pursue reserve fund opportunities where appropriate.			

## Marketing and Advocacy Committee Guidelines

### A. Mission Statement.

Provide public awareness, voice and visibility for the Milwaukee County Federated Library system, its member libraries, and shared services and resources to broadly communicate the value and opportunities public libraries provide to our communities.

### B. Purpose and Scope.

The Marketing and Advocacy Committee (MAC) shall oversee all marketing and advocacy activities on behalf of the Milwaukee County Federated Library System (MCFLS). These activities include, but are not limited to, data collection, planning, asset development, evaluation and training. In addition, the MAC will assist in providing direction to any consultants or contract workers hired by MCFLS for the express purpose of fulfilling these activities. The work of the MAC will be informed by the MCFLS strategic plan, member libraries' needs, and topics and trends related to public library service more generally.

The MAC will not be responsible for hiring or managing the day-to-day activities of these consultants or contract workers. The MCFLS Director will assume primary responsibility for handling these obligations.

### C. Representation.

The MAC shall be comprised of the following members:

- a. Up to two representatives from the Library Directors Advisory Council (LDAC). These members will serve as liaison between the MAC and LDAC committees.
- b. One representative from the resource library (Milwaukee Public Library) to provide expertise and synergy with MPL marketing and advocacy activities.
- c. MCFLS staff will be represented by the MCFLS Director, or their designee.
- d. Up to two representatives from the Youth Services, Adult and Reference Services or Circulation services committees to provide feedback on MAC activities from the staff perspective.
- e. Up to four representatives with local marketing and sales expertise to be available on an as-needed basis to advise the committee and provide connections to resources within the Milwaukee area.

### D. Relationship of the MAC to the MCFLS Board.

The MAC will report directly to the MCFLS Director and advise the MCFLS Board on marketing and advocacy activities. An annual report of the previous year's activities will be presented to the MCFLS Board each year.

E. Meetings.

Meetings will be held initially on an ad hoc, flexible schedule or until a more regular schedule is agreed upon by members in coordination with the MCFLS Board. A system staff member shall record minutes.

F. Officers, Duties and Appointments.

Officers

An appointed Chair shall preside over all meetings of the MAC. They will develop and prepare agendas in consultation with the MCFLS Director. The Chair will also make reports and recommendations to the MCFLS Board upon request. The Chair will make one annual report to the MCFLS Board each year.

Appointment of Chair

Each MAC Chair will serve a term of at least one calendar year in that role. The Chair can serve multiple terms if approved by a simple majority of the committee. At the end of each year, the current Chair will solicit volunteers to act as incoming Chair for the next calendar year. The appointment of an incoming chair will be approved by a simple majority. If necessary, the current Chair will serve until a suitable replacement can be found.

G. Resources

Staff resources

The MAC will advise MCFLS staff in selecting a consultant to assist in data collection and marketing/advocacy plan development. The consultant will be hired by MCFLS. The MAC will assist the system in providing direction to this consultant.

Additionally, the system has put aside funding to hire a contract worker to assist in system marketing and advocacy activities. The MAC will assist the system in providing direction to this contract worker.

Budget resources

The system has a current annual budget line devoted to marketing and advocacy activities. The current amount allocated is \$10,000 per year. This budget line is separate from the budget line addressing staff resources.

H. Evaluation.

Members will evaluate the viability of the MAC committee after three years, on or shortly after December 31<sup>st</sup>, 2022. A report will be submitted to the MCFLS Board with a recommendation to either continue activities or sunset the MAC committee on a specific date.

## RESOLUTION OF APPRECIATION

Steve Hesel has been a dedicated and productive employee of the Milwaukee County Federated Library System (MCFLS) for fifteen (15) years; and

WHEREAS, Steve Hesel provided leadership to MCFLS as Library Systems Administrator for thirteen (13) years and the last two (2) years as System Director; and

WHEREAS, Steve Hesel has overseen significant improvements to the user experience for library users since 2004, including integration of many products such as online fine payment, online registration, the CountyCat mobile app and Encore discovery layer; and

WHEREAS, Steve Hesel led a successful migration from the Innovative Millennium platform to the Innovative Sierra platform in 2014; and

WHEREAS, Steve Hesel has represented MCFLS and dealt with library issues on various State of Wisconsin Committees, such as SRLAAW, WPLC and PLSR working groups, cultivating positive working relationships at the state level; and

WHEREAS, Steve Hesel laid the groundwork and participated in the creation of the 2020-2024 MCFLS Strategic Plan; and

WHEREAS, Steve Hesel has been a key negotiator as MCFLS Director, in the development of the current ILS, Resource Sharing & Technology Agreement, Resource Agreement and other agreements for the operation of MCFLS and on behalf of member libraries; and

WHEREAS, Steve Hesel brought a unique and insightful perspective to MCFLS, having had prior experience as a librarian with the Milwaukee Area Technical College (MATC); and

WHEREAS, Steve Hesel has sought increased collaboration among MCFLS member libraries and has given the highest priority to the needs of the library user; now therefore,

BE IT RESOLVED, that Members of the Milwaukee County Federated Library System Board of Trustees do herewith congratulate Steve Hesel on the occasion of his 15th anniversary, commend his many contributions to high quality library service; and thank him for his efforts to improve cooperation among member libraries and the Milwaukee County Federated Library System; and

FURTHERMORE, BE IT RESOLVED, that a copy of this resolution be presented to Steve Hesel and that a copy be printed as an attachment to the agenda of the regular meeting of the MCFLS Board of trustees held December 16<sup>th</sup>, 2019.





## **CUDAHY FAMILY LIBRARY**

3500 LIBRARY DRIVE  
P.O. BOX 100450  
CUDAHY, WI 53110-0450

REBECCA ROEPKE  
LIBRARY DIRECTOR

PH: (414) 769-2246  
FAX: (414) 769-2252  
rebecca.roepke@mcfls.org

November 9, 2019

Paul Ziehler, President  
Milwaukee County Federated Library System (MCFLS)  
709 North Eighth St.  
Milwaukee, WI 53233-2414

Dear Mr. Ziehler and the MCFLS Board of Trustees:

The Cudahy Family Library Board signed the 2020 – 2024 MCLFS ILS, Resource Sharing, and Technology Agreement (IRST Agreement) at its meeting this morning. We also noted that 2020 marks the 35<sup>th</sup> anniversary of Cudahy's membership in the system. Enclosed please find the two signed copies as requested in your correspondence dated October 1, 2019.

The Cudahy Family Library Board was pleased to see for our anniversary year that the concept of local autonomy was still included in the 2020 - 2024 IRST Agreement. The fear of losing local authority and control was one of the primary reasons the Cudahy Public Library did not join MCFLS in 1972. We appreciate the ability to make decisions that meet the needs of our community with local tax dollars, while sharing resources with other communities with the assistance of a federated library system.

The Cudahy Family Library Board was not pleased to see the further erosion of reciprocal borrowing payments in the 2020 – 2024 IRST Agreement. During the review of the document, our Board could not help but wonder if it is the intention of the MCFLS Board to gradually decrease and finally eliminate the concept of reciprocal borrowing from the IRST Agreements. We sincerely hope this is not the intent. While statutory requirements and payment arrangements vary, nearly all public libraries in Wisconsin are reimbursed for circulation to nonresidents.

Our Library Boards have supported the principle that a municipality should be reimbursed for its circulation of materials to non-residents since our first payment to the County of Milwaukee in 1935. This principle was supported by consultant Gail Ostler and the Intergovernmental Cooperation Council of Milwaukee County (ICC) in their early studies on reciprocal borrowing in 1995 and the ICC again in 2003 - 2006. While we are aware that the next review of reciprocal borrowing will be challenging, we are hoping that the fundamental principles of municipal responsibility can be incorporated back into the equation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Thudung Do Tieu", followed by a long horizontal line.

Thudung Do Tieu, President  
Cudahy Family Library Board



Carolyn Stanford Taylor, State Superintendent

November 26, 2019

Paul Ziehler  
Milwaukee County Federated Library System Board President  
709 North Eighth Street  
Milwaukee, WI 53233-2414

Dear Mr. Ziehler:

I am pleased to inform you of the approval of your 2020 annual system plan. The request for your first public library system state aid payment for 2020 has been initiated by staff of the Division for Libraries and Technology (DLT). For this biennium, all funding is provided from the state Universal Service Fund. For this first state aid payment you will receive an electronic transfer totaling \$2,141,489.00. The second state aid payment for 2020 will be initiated upon completion of a review and acceptance of your system's 2019 annual report and evaluation.

This payment and the approval of the enclosed plan are based on the expectation that your system will implement the plan in compliance with the statutory requirements for public library systems and that your counties and member public libraries will be in compliance with system membership requirements, or that a plan accepted by the DLT will be in place to bring about member compliance. Signed agreements and contracts for 2020 operations must be filed before January 15, 2020. Audits for 2019 should be provided to the DLT within 30 days of audit completion and no later than September 30, 2020.

The Milwaukee County Federated Library System's plan to address member libraries' statutory compliance with the public library annual report deadline is approved by the DLT. The action steps to address compliance at the Hales Corners, Milwaukee, and West Allis Public Libraries are practical, achievable, and aligned with statutory deadlines. The DLT appreciates the system's understanding of the obstacles that face each of these libraries and the expertise to work with the libraries to craft a set of actions to ensure compliance with the annual report deadline.

The Department of Public Instruction looks forward to working with you, your board, and your system staff in the coming year to support essential public library and library system services across the state.

Sincerely,

Carolyn Stanford Taylor  
State Superintendent

CST:mjd

Enclosure

c: Steve Hesel, Director, Milwaukee County Federated Library System  
Kurt Kiefer, Assistant State Superintendent, Division for Libraries and Technology  
John DeBacher, Director, Public Library Development



**709 North Eighth Street  
Milwaukee, WI 53233**

**PH: 414-286-8149**

**FAX: 414-286-3209**

December 16<sup>th</sup>, 2019

November/December 2019 Director's Report

### Summary of activities

1. Attended WPLC Roundtable meeting all day on October 25th to discuss long range plans for digital media and OverDrive.
2. Completed DPI Technology and Resource Sharing Plan with MCFLS staff assistance for December 5th LDAC meeting and submission to MCFLS Board on December 16th.
3. Participated in "Effective Messaging" Webinar on October 29th.
4. Attended Fines Focus Groups meeting with MPL staff on November 1st. Focus groups for the Fines Study met the first week of November and the group met again on November 12th to discuss the results. A further focus group will be organized soon.
5. Organized dates and locations for the LAWDS Training for module 1 that took place at four locations on November 6th, 7th, 20th and 21st. 30 staff members attended and a follow up meeting on December 13<sup>th</sup> was held to discuss next steps.
6. Created a privacy policy for member libraries and shared the document with the LDAC on November 7th. The policy is being reviewed by our legal advisor for accuracy.
7. Led discussion and participated in fee/organizational card workgroup; report out to LDAC in January regarding access/fee cards.
8. Attended annual system directors meeting in Mauston, WI on November 14th.
9. Participated in PLSR implementation webinar on November 19th.
10. Made changes to the Marketing and Advocacy committee guidelines using feedback received at the LDAC meeting.
11. Attended multiple meetings with Jen and Communico staff in advance of the CountyCat Mobile app rollout on December 16<sup>th</sup>. Nearly 10,500 downloads have been recorded as of 12/23.

### Upcoming Activities

1. Complete 2019 annual report preparation process for member libraries by mid-January.
2. Continue process of putting the Marketing and Advocacy subcommittee together.
3. Complete work on fleshing out the timeline for the 2020-2024 strategic plan, focusing on near term goals in 2020.