

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, April 20th, 2020

3:30 P.M.

This meeting will be conducted online
using Zoom meeting software

Meeting URL: <https://zoom.us/j/511721131>

Download Zoom: <https://zoom.us/download>

Instructions: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

AGENDA

1. Call to order
2. Adoption of agenda
3. Approval of minutes: the MCFLS Board of Trustees meeting on Monday, March 16th, 2020
Action [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council--Report of the April 2nd, 2020 Meeting
Action [Attachment B](#)

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

Board of Trustees—Administrative reports requiring action

6. Financial Report—March 2020

Action

[Attachment C](#)

Administrative Informational Items

7. Coronavirus Response – System and Member Library Update

[Attachment D](#)

8. DPI Letter Regarding Member Non-Compliance with Annual Report Deadline

[Attachment E](#)

9. DPI State System Aid – 2020 Second Payment

[Attachment F](#)

10. 2020 1st Quarter Strategic Plan Update

[Attachment G](#)

11. Director's Report

[Attachment H](#)

Executive Session—System Director Evaluation

12. Motion to Move into Executive Session.

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

14. Motion to Move Out of Executive Session.

Next meeting date: Monday, May 18th, 2020 (Location TBD)

Milwaukee County Federated Library System
Board of Trustee

Regular Monthly Meeting held Monday, March 16, 2020
Milwaukee County Federated Library System
709 North Eighth Street
Milwaukee, WI 53233

ROLL CALL

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

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

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

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 3:35 p.m.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, February 17, 2020 meeting which are shown as Attachment A of the agenda packet. Vice President Shea moved and Trustee Suelzer seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. LDAC Co-Chair Judy Pinger reviewed her report of the March 5, 2020 meeting which are shown as Attachment B of the agenda packet and responded to Board questions. Trustee Johnson moved and Treasurer Kovac seconded a motion to accept the report and place it on file. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report – February 2020. President Ziehler referred to the February 2020 financial report, which is shown as Attachment C of the agenda packet. Director Hesel noted that the legal services

expense line is over budget since he had legal assistance with a privacy policy and he will move fund around at mid-year budget revision time. Trustee Glaisner moved and Trustee Johnson seconded a motion to approve the February 2020 financial report as presented. Unanimously approved.

2019 Resource Library Report. Milwaukee Deputy City Librarian reviewed Attachment D of the agenda packet indicating this was the last report relating to the 2016-2019 Resource Agreement and a new matrix would be presented for the 2020 Member Agreement. Treasurer Kovac moved and Trustee Suelzer seconded a motion to accept the report and place it on file. Unanimously approved.

[Joan Johnson left the meeting at 3:57 p.m.]

Draft of RFP for Data Collection and Marketing Services. Director Hesper referred to the draft RFP for Data Collection and Marketing Services which is shown as Attachment E of the agenda packet sharing that the MAC as well as the community experts associated with the MAC have reviewed and suggested changes that were incorporated into the document being presented for approval and authorization to release for bid. Discussion ensued and Trustee Suelzer suggested a slightly broader scope and President Ziehler suggested that a statement could be added allowing alternatives or variations to the specifics would be considered. Trustee Glaisner noted that adding what information already obtainable to the library system could be used in coordination with data collection efforts. Director Hesper will run these few modifications past the MAC and community experts prior to release. Trustee Johnson moved and Trustee Suelzer seconded a motion to approve the modified RFP and to release it for bid based on the established timeline set forth in the RFP document. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS

Discussion of local control relative to two recent issues. President Ziehler feels that a discussion would be wise at a future meeting considering two concerns were voiced recently by member libraries regarding local control—South Milwaukee relative to borrower card settings in the ILS, Resource Sharing and Technology Agreement regarding checkout limits (Director Hesper noted that there is a new director there and there was a misunderstanding) and West Allis regarding the access card discussion where the local control issue was cited and Director Hesper noted that other communities also felt that same way and the discussion has been terminated as a system-wide decision. President Ziehler stated that he would like to frame the differences between system-wide and local control decisions. Trustee Suelzer questioned how the LDAC is involved in these decisions/discussions and Director Hesper responded that the Library Directors Advisory Council (LDAC) discusses topics and the goal is to come to a consensus on what direction to take on matters that impact all member libraries. Treasurer Kovac summed it as local library boards have authority over local library policy and MCFLS has authority over system-wide settings/practices and the LDAC discusses topics and make recommendations based on informed expertise to be acted upon. Director Hesper noted that the IRST agreement does also have a mediation clause to help resolve disagreements.

Revised MCFLS Board 2020 meeting locations. President Ziehler referred to the updated MCFLS Board meeting location chart which is shown as Attachment F of the agenda packet. Director Hesper noted that the next meeting is set to be held in South Milwaukee and he wondered whether the Board desired to change that or keep it as scheduled. President Ziehler stated he desired to keep it as planned and to abide by the Center for Disease Control recommendations in place at that time.

Director's Report. President Ziehler referred to Attachment G of the agenda packet. Director Hesper distributed a handout outlining a plan of action he has developed to assist libraries to serve patrons during this uncertain time which is shown as Exhibit 1 attached to these minutes. The handout was reviewed and discussed. Steve noted that he has scheduled a telephone conference call with the LDAC planned for tomorrow morning to discuss the handout since libraries are looking for guidance and assistance on these major topics. Since there was no objection to Director Hesper moving forward with the outlined directives, administrative action was taken to the conceptual approval of the plan and to allow the LDAC to discuss the topics noted.

EXECUTIVE SESSION – SYSTEM DIRECTOR EVALUATION

Motion to Move into Executive Session. President Ziehler reported that the remote board members do not have copies of the director evaluation summary and therefore he recommends holding this matter over for discussion at next month's meeting. Trustee Johnson moved and Treasurer Kovac seconded a motion to hold over this matter for a future meeting. Unanimously approved.

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

Motion to Move Out of Executive Session.

NEXT MEETING. Scheduled for Monday, April 30, 2020 at the South Milwaukee Public Library, 1907 10th Ave., South Milwaukee, WI 53172.

ADJOURNMENT. Before the meeting could be adjourned, Susan Draeger-Anderson addressed the MCFLS Board by saying that the MCFLS staff is doing a tremendous job regarding this urgent coronavirus matter by being super responsive in helping libraries prepare and ready for shutting down libraries and they are to be commended.

With no further business to be addressed, Trustee Glaisner moved and Treasurer Kovac seconded a motion to adjourn the meeting at 4:44 p.m. Unanimously approved.



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

**PH: 414-286-8149
FAX: 414-286-3209**

March 16th, 2020

To: MCFLS Board of Trustees

From: Steve Hesel, Director

Re: MCFLS Infectious Disease Outbreak Action Plan and Service to Member Libraries

Current Recommendations

- Cancel delivery services system-wide if 24 locations close.
- Remove the Request button from the catalog website to ease delivery volume.
- Set all due dates for materials system-wide to 05/01 to also ease delivery volume and prevent people from returning materials.
- Expand hoopla access to 8 downloads per month for the next two months.
- MCFLS staff will work remotely until March 30th.

MCFLS system staff will work with member libraries and other stakeholders to ensure continued provision of system services to libraries in the event of an infectious disease outbreak. Since situations such as this are fluid MCFLS will rely on communication with trustees, member libraries, vendors and others to make changes to the plan as necessary.

Support. MCFLS system staff will continue to remain available to member libraries in a support capacity in the event of an outbreak or quarantine. System staff will have the ability to work remotely from home should a quarantine occur or in the event access to Central Library is restricted. Member libraries should continue to reach system staff via email, regular phone extension or the off hours extension at 414-286-3923.

ILS Software Changes. System staff are prepared to, upon request, make changes to the Sierra ILS to assist member libraries. These options are available whether or not the location decides to close. Member libraries should communicate plans as soon as they are known to allow system staff to execute the work necessary:

- Days Closed. System staff can add additional dates to the Days Closed table in Sierra. This would extend time for materials on the holdshelf and lengthen circulation periods after the change is made.

- Extend Due Dates. Due dates can be extended for library materials.
- Extend Expiration Dates for Patron Library Cards. Expiration dates for patron cards can be extended to prevent service disruption.
- Fine Removal. System staff may also remove fines on a library's materials for a specific time period. If done separately library by library the process will be time-consuming since each library item location needs to be selected during the removal process.
- Remove Library Locations from Paging. Removing locations from the paging cycle will prevent materials from appearing on staff paging lists to be sent to other libraries.
- Make Library Materials Unrequestable. Similar to paging, this setting would prevent materials from being requestable and moving through the holds system to other locations.

Delivery.

- Action Logistics. I have reached out to Jim Tiderman at Action Logistics to discuss their plan to manage delivery operations should an outbreak occur. At present, they are following (as is MCFLS) directions provided by the CDC for businesses at <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>. He is advising drivers to inform him immediately if they are sick, to stay home and receive treatment. Action will do what is necessary to continue operations and deliver materials to member libraries, including bringing on additional staff capacity to handle delivery for the system.
- Member library closure. Libraries that will close to the public need to communicate with MCFLS for delivery purposes. System and delivery staff will need to ascertain if delivery can still be made in the event the building is closed to the public. If delivery cannot be made, arrangements for storing that library's materials will need to be made and stored at MCFLS or other areas.

Travel. System staff have been advised for the time-being to cancel or postpone any travel for conferences and state-wide meetings and instead attend meetings virtually if that option is available. Internal meetings among member libraries including LDAC and its subcommittees can be accomplished using the system Zoom online meeting tool if necessary.

MCFLS Offices. [CDC guidelines](#) have also been shared with staff and they have been advised on keeping the office area as clean as possible to prevent infection.

Communication. System staff will continue to communicate with trustees, member libraries, vendors and others if/when changes to this plan will become necessary. System staff will also communicate with member libraries to assist them in advising patrons of service changes and available online resources that can be accessed from outside the library.

MCFLS can use these channels to keep people informed:

- MCFLS-wide email communication
- Messaging on CountyCat and the CountyCat Mobile app
- Communication via the MCFLS social media accounts



MILWAUKEE

PUBLIC LIBRARY

Central Library

Date: April 14th, 2020

To: MCFLS Board of Trustees

From: Judith Pinger – Associate Library Director IT, Tech Services and Collections

Milwaukee Public Library

Summary of LDAC Meeting: April 2nd, 2020

Location: Remote Zoom meeting due to Pandemic Crisis

Resource Library Report - 2019

Joan Johnson, MPL Deputy Director, provided an overview and background of the 2019 Resource Library report. The report delineated programming and service metrics MPL provided to the County for the calendar year of 2019.

COVID 19 Response – Operational Strategies Reports and Discussion

Member libraries discussed strategies implemented during the COVID 19 Statewide library closures. Several locations have implemented virtual public outreach programs:

- Virtual story times for children
- Virtual adult programming
- Mini podcasting
- Online book discussions
- Virtual outreach to families
- Virtual reference chat and e-mail services

Further discussion ensued about staffing issues during the crisis. A variety of scenarios are in place including staff working remotely, staff participating in virtual continuing education on a variety of training topics, staff working at home on physical materials projects and staff being temporarily redeployed to other municipal departments. In addition, a couple of locations are working in the building with reduced staffing to meet social distancing guidelines. In person activities include inventory collection work, phone service and RFID tagging projects.

Mail and Materials Delivery during COVID 19-

Member libraries are employing different strategies to handle physical mail:

- Placed holds on USPS mail through local post office.



MILWAUKEE

PUBLIC LIBRARY

Central Library

- Limited USPS mail rough sorted on site.
- Action Logistics average one to two materials deliveries per week to library locations that request it.
- Some book drops remain open but many are closed.

Planning for Eventual Reopening from COVID 19 Crisis

Ongoing discussion regarding re-opening plan. Ideally, locations would re-open simultaneously but municipal health departments and other factors will be the key determinants. Other discussion points included:

- Patron communication update from MCFLS system-wide in mid-April.
- Weekly virtual meeting with LDAC Committee.
- Motion approved for June 1st due date for all materials currently checked out to patrons. This is to mitigate massive materials returns and to reduce confusion for staff and patrons.
- Discussion of a coordinated MCFLS level fines waiving measure upon reopening.

Technology

- Motion passed to subscribe to Pressreader newspaper for two month period (ending June 13th).
- \$250,000 Library and Services Technology Grant awarded for Overdrive digital content supplementation.
- Discussion on the Overdrive Advantage account and inquiry on how other cities handle demand.

Other Business

- MCFLS subcommittees are postponed through April.

| 1 | | <u>Annual Budget</u> | <u>Year to Date</u> | <u>%</u> | <u>Balance</u> | <u>%</u> |
|----|--------------------------------------|----------------------|---------------------|----------|----------------|----------|
| 2 | | | | | | |
| 3 | <u>General Revenues</u> | | | | | |
| 4 | State Aid Revenue | \$ 2,855,319 | \$ 2,141,489 | (75.00) | \$ 713,830 | (25.00) |
| 5 | Milwaukee County Allocation | \$ 66,650 | \$ 33,325 | (50.00) | \$ 33,325 | (50.00) |
| 6 | West Milwaukee Contract -Other | \$ 47,466 | \$ 47,466 | (100.00) | \$ - | 0.00 |
| 7 | Interest on Invested Funds | \$ 7,500 | \$ - | 0.00 | \$ 7,500 | (100.00) |
| 8 | Member Forms/Supplies Rev (60) | \$ 20,000 | \$ 3,750 | (18.75) | \$ 16,250 | (81.25) |
| 9 | Member Postage Revenue (59) | \$ 25,000 | \$ 4,550 | (18.20) | \$ 20,450 | (81.80) |
| 10 | Member OCLC Revenue | \$ 121,591 | \$ 112,185 | (92.26) | \$ 9,406 | (7.74) |
| 11 | Member Telecomm. Revenue (69) | \$ 16,800 | \$ 14,400 | (85.71) | \$ 2,400 | (14.29) |
| 12 | Member III Softwre Maint-Basi | \$ 179,267 | \$ 165,634 | (92.40) | \$ 13,633 | (7.60) |
| 13 | Member III Softwre Maint-Other | \$ 46,709 | \$ 44,337 | (94.92) | \$ 2,372 | (5.08) |
| 14 | Member Tech. Assist.-Time Rev. | \$ 15,000 | \$ 6,537 | (43.58) | \$ 8,463 | (56.42) |
| 15 | Member Special Projects Revenu | \$ 80,000 | \$ 23,363 | (29.20) | \$ 56,637 | (70.80) |
| 16 | Member Cataloging Contract Rev | \$ 163,716 | \$ 149,677 | (91.42) | \$ 14,039 | (8.58) |
| 17 | Member Database Revenue (55) | \$ 62,174 | \$ 56,242 | (90.46) | \$ 5,932 | (9.54) |
| 18 | Member Catalog Enhancement Rev | \$ 29,648 | \$ 27,844 | (93.92) | \$ 1,804 | (6.08) |
| 19 | Member Ecommerce Transaction | \$ 10,000 | \$ 1,886 | (18.86) | \$ 8,114 | (81.14) |
| 20 | TNS Calls/Notices Revenue (43) | \$ 1,260 | \$ 304 | (24.13) | \$ 956 | (75.87) |
| 21 | Carryover Revenue | \$ 35,000 | \$ - | 0.00 | \$ 35,000 | (100.00) |
| 22 | Staff Benefits/Co-Pay Revenue | \$ 37,967 | \$ 8,785 | (23.14) | \$ 29,182 | (76.86) |
| 23 | LSTA Technology Grant Revenue | \$ 11,200 | \$ - | 0.00 | \$ 11,200 | (100.00) |
| 24 | Member Digital Content Rev (88) | \$ 256,414 | \$ 240,383 | (93.75) | \$ 16,031 | (6.25) |
| 25 | Member PC Mngmt License Rev | \$ 2,545 | \$ 644 | (25.30) | \$ 1,901 | (74.70) |
| 26 | Member MKE Mixers Rev (93) | \$ 1,400 | \$ - | 0.00 | \$ 1,400 | (100.00) |
| 27 | <u>Total General Revenues</u> | \$ 4,092,626 | \$ 3,082,801 | (75.33) | \$ 1,009,825 | (24.67) |
| 28 | | | | | | |
| 29 | <u>Special Revenues</u> | | | | | |
| 30 | W. Milw Borrowing Rev (97) | \$ 49,079 | \$ 49,079 | (100.00) | \$ - | 0.00 |
| 31 | Ecommerce Revenue (99) | \$ 200,000 | \$ 40,773 | (20.39) | \$ 159,227 | (79.61) |
| 32 | <u>Total Special Revenues</u> | \$ 249,079 | \$ 89,852 | (36.07) | \$ 159,227 | (63.93) |
| 33 | | | | | | |
| 34 | <u>Total Revenues</u> | \$ 4,341,705 | \$ 3,172,653 | (73.07) | \$ 1,169,052 | (26.93) |
| 35 | | | | | | |
| 36 | | <u>Annual Budget</u> | <u>Year to Date</u> | <u>%</u> | <u>Balance</u> | <u>%</u> |
| 37 | | | | | | |
| 38 | <u>General Expenditures</u> | | | | | |
| 39 | Fringe Benefits Expense | \$ 183,573 | \$ 50,989 | 27.78 | \$ 132,584 | 72.22 |
| 40 | Salaries Expense | \$ 381,639 | \$ 87,772 | 23.00 | \$ 293,867 | 77.00 |
| 41 | Telephone Renewal Expense | \$ 612 | \$ 101 | 16.50 | \$ 511 | 83.50 |
| 42 | Member Ecommerce Transaction E | \$ 10,000 | \$ 115 | 1.15 | \$ 9,885 | 98.85 |
| 43 | TNS Calls/Notices Expense (20) | \$ 1,260 | \$ 202 | 16.03 | \$ 1,058 | 83.97 |
| 44 | Mileage/Auto Maint Expense | \$ 700 | \$ 81 | 11.57 | \$ 619 | 88.43 |
| 45 | Conference/Training Expense | \$ 6,500 | \$ 804 | 12.37 | \$ 5,696 | 87.63 |
| 46 | Memberships Expense | \$ 5,000 | \$ 3,560 | 71.20 | \$ 1,440 | 28.80 |
| 47 | Continuing Education Expense | \$ 9,000 | \$ - | 0.00 | \$ 9,000 | 100.00 |
| 48 | Office Supplies Expense | \$ 1,000 | \$ 324 | 32.40 | \$ 676 | 67.60 |
| 49 | Copy Machine Maint. Expense | \$ 2,500 | \$ 379 | 15.16 | \$ 2,121 | 84.84 |
| 50 | MCFLS Printing Expense | \$ 500 | \$ - | 0.00 | \$ 500 | 100.00 |
| 51 | MCFLS Printing for Mem Expense | \$ 5,000 | \$ - | 0.00 | \$ 5,000 | 100.00 |
| 52 | MCFLS WI Pub Lib Consortium Ex | \$ 5,605 | \$ - | 0.00 | \$ 5,605 | 100.00 |

| | | | | | | |
|-----|-----------------------------------|--------------|--------------|--------|--------------|----------|
| 53 | MCFLS Buying Pool | \$ 135,000 | \$ 15,000 | 11.11 | \$ 120,000 | 88.89 |
| 54 | MCFLS Database Expense | \$ 21,700 | \$ 21,700 | 100.00 | \$ - | 0.00 |
| 55 | Member Database Expense (17) | \$ 62,174 | \$ 62,160 | 99.98 | \$ 14 | 0.02 |
| 56 | MCFLS Catalog Enhancement Expe | \$ 84,799 | \$ 27,532 | 32.47 | \$ 57,267 | 67.53 |
| 57 | Member Catalog Enhancement Exp | \$ 29,648 | \$ 9,648 | 32.54 | \$ 20,000 | 67.46 |
| 58 | MCFLS Postage Expense | \$ 600 | \$ 50 | 8.33 | \$ 550 | 91.67 |
| 59 | Member Postage Expense (9) | \$ 25,000 | \$ 6,950 | 27.80 | \$ 18,050 | 72.20 |
| 60 | Member Forms/Supplies Exp (8) | \$ 20,000 | \$ 10,299 | 51.50 | \$ 9,701 | 48.51 |
| 61 | Telephone Expense | \$ 5,000 | \$ 705 | 14.10 | \$ 4,295 | 85.90 |
| 62 | Meetings Expense | \$ 500 | \$ 87 | 17.40 | \$ 413 | 82.60 |
| 63 | Insurance Expense | \$ 11,700 | \$ 8,198 | 70.07 | \$ 3,502 | 29.93 |
| 64 | Legal Expense | \$ 500 | \$ 2,793 | 558.60 | \$ (2,293) | (458.60) |
| 65 | Audit Expense | \$ 12,250 | \$ 2,675 | 21.84 | \$ 9,575 | 78.16 |
| 66 | Payroll Service Expense | \$ 5,200 | \$ 1,002 | 19.27 | \$ 4,198 | 80.73 |
| 67 | III Software Support Expense | \$ 225,976 | \$ 118,201 | 52.31 | \$ 107,775 | 47.69 |
| 68 | III TNS Subscr Exp | \$ 12,224 | \$ 6,112 | 50.00 | \$ 6,112 | 50.00 |
| 69 | Member Telecomm. Expense (11) | \$ 16,800 | \$ - | 0.00 | \$ 16,800 | 100.00 |
| 70 | MCFLS Telecomm. Maint. Expense | \$ 5,000 | \$ - | 0.00 | \$ 5,000 | 100.00 |
| 71 | OCLC Expense | \$ 135,047 | \$ 12,020 | 8.90 | \$ 123,027 | 91.10 |
| 72 | MCFLS Computer Room Equipment | \$ 5,000 | \$ - | 0.00 | \$ 5,000 | 100.00 |
| 73 | MCFLS Software Expense | \$ 3,000 | \$ 226 | 7.53 | \$ 2,774 | 92.47 |
| 74 | MCFLS Equipment Expense | \$ 6,000 | \$ 129 | 2.15 | \$ 5,871 | 97.85 |
| 75 | Member Special Projects Expens | \$ 80,000 | \$ 26,819 | 33.52 | \$ 53,181 | 66.48 |
| 76 | Sorting and Delivery Expense | \$ 291,700 | \$ 45,256 | 15.51 | \$ 246,444 | 84.49 |
| 77 | South Central Delivery Expense | \$ 22,066 | \$ 11,082 | 50.22 | \$ 10,984 | 49.78 |
| 78 | Auto Payment/Maintenance Exp. | \$ 1,000 | \$ - | 0.00 | \$ 1,000 | 100.00 |
| 79 | MPL Resource Contract Expense | \$ 178,457 | \$ 44,614 | 25.00 | \$ 133,843 | 75.00 |
| 80 | MPL Rent Lease Contract Exp. | \$ 129,815 | \$ 32,454 | 25.00 | \$ 97,361 | 75.00 |
| 81 | ILS Expense | \$ 36,450 | \$ 9,113 | 25.00 | \$ 27,337 | 75.00 |
| 82 | MCFLS Catalog Cont Exp to MPL | \$ 271,255 | \$ 67,814 | 25.00 | \$ 203,441 | 75.00 |
| 83 | Member Catalog Contract Exp. | \$ 163,716 | \$ 40,929 | 25.00 | \$ 122,787 | 75.00 |
| 84 | MCFLS Collection Dev Tool Exp | \$ 23,800 | \$ - | 0.00 | \$ 23,800 | 100.00 |
| 85 | Internet Expense | \$ 20,500 | \$ 1,417 | 6.91 | \$ 19,083 | 93.09 |
| 86 | Contingency Expense | \$ 29,451 | \$ 2,767 | 9.40 | \$ 26,684 | 90.60 |
| 87 | LSTA Technology Grant Expense | \$ 11,200 | \$ - | 0.00 | \$ 11,200 | 100.00 |
| 88 | Member Digital Content Exp (24) | \$ 256,414 | \$ 15,000 | 5.85 | \$ 241,414 | 94.15 |
| 89 | Marketing | \$ 10,000 | \$ 131 | 1.31 | \$ 9,869 | 98.69 |
| 90 | Marketing Consultant/Contract | \$ 40,500 | \$ - | 0.00 | \$ 40,500 | 100.00 |
| 91 | Cooperative Purchasing Sub Exp | \$ 2,000 | \$ - | 0.00 | \$ 2,000 | 100.00 |
| 92 | Member PC Mngmt License Ex | \$ 1,875 | \$ - | 0.00 | \$ 1,875 | 100.00 |
| 93 | Member MKE Mixer Exp (26) | \$ 1,400 | \$ 25 | 1.79 | \$ 1,375 | 98.21 |
| 94 | Total General Expenditures | \$ 3,007,606 | \$ 747,235 | 24.84 | \$ 2,260,371 | 75.16 |
| 95 | | | | | | |
| 96 | Special Expenditures | | | | | |
| 97 | W. Milw Borrowing Exp (30) | \$ 49,079 | \$ 49,079 | 100.00 | \$ - | 0.00 |
| 98 | RB - MCFLS Payment Expense | \$ 1,085,020 | \$ 1,085,020 | 100.00 | \$ - | 0.00 |
| 99 | Ecommerce Expense (31) | \$ 200,000 | \$ 40,743 | 20.37 | \$ 159,257 | 79.63 |
| 100 | Total Special Expenditures | \$ 1,334,099 | \$ 1,174,842 | 88.06 | \$ 159,257 | 11.94 |
| 101 | | | | | | |
| 102 | Total Expenditures | \$ 4,341,705 | \$ 1,922,077 | 44.27 | \$ 2,419,628 | 55.73 |
| 103 | | | | | | |
| 104 | Revenue/Expenditures +/- | | \$ 1,250,576 | | | |



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

**PH: 414-286-8149
FAX: 414-286-3209**

April 20th, 2020

To: MCFLS Board of Trustees

From: Steve Hesel, Director

Re: Coronavirus response – System and Member Library Update

The current pandemic has forced the system and member libraries to rethink and reprioritize services to our communities. Constant communication and a renewed reliance on electronic resources and technology highlight some of the changes we've seen to date. Moving forward, MCFLS will continue to rely on communication with trustees, member libraries, vendors and others to make changes to services as necessary.

System staff. MCFLS system staff have performed very well under these new circumstances. They continue to work at home and will do so until either further executive orders from the governor are relayed or upon direction by the MCFLS Board. Each staff member's extension is forwarded to a mobile phone and staff are available during normal business hours to take calls from member libraries and patrons needing assistance. We are holding weekly staff meetings to follow up on projects, work tasks and just to check in to see how we're all doing. We even held a virtual lunch just to talk about non-work related subjects.

Member Libraries. All member libraries have been incredibly cooperative and united in serving their communities the best way possible. The amount of communication and sharing going on, from ideas about curbside delivery to tracking staff projects, has been remarkable. During the first two weeks of the closure, we met twice a week and now have a regularly scheduled Zoom meeting on Thursday mornings. Since changes are happening rapidly the communication taking place is incredibly important.

Hieu Tran, our network administrator, has worked diligently to provide remote access to many member libraries and allow them access to the Sierra ILS, shared files and even remote workstations. Delivery of returned materials to member libraries is still taking place weekly and Jim Tideman and his staff continue to be very responsive to member library needs. We anticipate delivery will be a critical step in re-opening libraries.

Electronic Resources. Jen Schmidt has worked hard to make sure all electronic resources are available to patrons, including those that sign up through our online registration form.

- Hoopla. There was consensus at the last LDAC meeting to extend 8 max checkouts until the end of May. The total cost for this extended service has not yet been determined and I will be working with our rep on more definitive cost projections. The “bonus borrows” program of 1000 titles will help lower costs.
- Additional access to resources like Ancestry: Library Edition and Pressreader Newspapers are in place or in the works. Our new subscription to RBDigital Magazines will offer access to 3,200 titles after May 1st. The DPI has already applied \$250,000 of LSTA funding toward the OverDrive/Libby project.

ILS Software Changes. Jen and administrative assistant Kate Strattner made the following changes to the ILS to help members deal with patron concerns and questions:

- Days Closed. The Sierra ILS has been set to show that all libraries are closed until May 31st, 2020. This setting will lengthen due dates and the time that materials are kept on the holdshelf.
- Extended Due Dates. Due dates for all materials have been set to June 1st.
- Extended Expiration Dates for Patron Library Cards. Any patron card that was set to expire from September 2019 moving forward has now been set to expire May 31st, 2020 or later to ensure access to electronic resources.
- Fine Removal. System staff have been providing data to member libraries in support of a plan to forgive any fines for patrons assessed between March 1st and as yet undetermined date to be agreed upon by all members. I will be providing talking points to directors in support of this idea and will share these with the MCFLS Board as well.

Communication. Interaction at the state level, among member libraries at MCFLS and internally with system staff has increased dramatically. I attend weekly meetings with other system directors that are coordinated by DPI staff. These meetings are very helpful and help us gauge what other systems are doing to meet member needs. I’ve alluded to weekly meetings taking place among directors and system staff. MCFLS has also sent out communication to all active patrons with an email address in Sierra to inform them of system-wide changes and all the electronic resources that they have at their disposal. Another follow up email will be sent out soon with an update and new resources available.

Carolyn Stanford Taylor, State Superintendent

March 12, 2020

Paul Ziehler
Board President
Milwaukee County Federated Library System
8103 West Raymond Lane
West Allis, WI 53219

Dear Mr. Ziehler:

As of February 29, 2020, The Wisconsin Department of Public Instruction had not received the library's 2019 board-approved, signed public library annual report. Board-approved, signed public library annual reports were due to the Division for Libraries and Technology by February 29, 2020. This is an obligation of the board of trustees of all public libraries established under chapter 43 of the Wisconsin state statutes. As described in the Public Library Services Funding Framework at <http://dpi.wi.gov/pld/public-library-services-funding-framework>, the Division sends this compliance notification to the library director, library board, and system director for each library that has not filed its annual report with the Division within 60 days of the end of the 2019 fiscal year.

The Milwaukee County Federated Library System shall submit a plan to the Division specifically addressing how the Cudahy Family Library, Franklin Public Library, and West Allis Public Library will correct the non-compliance with Wis. Stats. § 43.58 (6) because of the delayed submission of the 2019 Wisconsin Public Library Annual Report. The system board's plan shall address each library's specific actions to assist the libraries in submitting future public library annual reports by the statutory deadline including addressing specific issues identified by the libraries that prevented the member libraries from complying with state statute. The Division identified the West Allis Public Library as a member that submitted the 2018 public library annual report after the statutory deadline as well. I encourage the MCFLS to work jointly with the West Allis Public Library to develop that library's compliance plan for the 2020 public library annual report. The board shall submit these plans electronically to LibraryReport@dpi.wi.gov on or before the deadline for the Public Library System Plan and Certification of Intent to Comply for Calendar Year 2021. The deadline for the West Allis Public Library plan shall be submitted by Monday, April 6, 2020, in order to certify your system's second state fiscal year 2020 aid payment.

Paul Ziehler, Milwaukee County Federated Library System

While out of compliance, public libraries and library systems may not be eligible to receive federal Library Services and Technology Act (LSTA) funds. The Milwaukee County Federated Library System is now ineligible to receive federal Library Services and Technology Act (LSTA) funds that are administered by the Division until the system supplies compliance plans and the Division receives all the system's member libraries' signed, board-approved annual reports as described above.

Because Division staff have limited time to review annual reports and address issues before certifying state aid amounts to the Department of Administration, the second payment of 2020 state aid to systems may also be delayed or reduced while member libraries and/or systems are out of compliance.

If you have any questions regarding your member libraries' obligation to file the public library annual report in accordance with state statute, please contact Michael Dennison, public library consultant, at (608) 266-5196 or LibraryReport@dpi.wi.gov.

Sincerely,



Kurt Kiefer
Assistant State Superintendent
Division for Libraries and Technology

KJK/mjd

c: Steve Hesel, Director, Milwaukee County Federated Library System



Carolyn Stanford Taylor, State Superintendent

April 6, 2020

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

Dear Mr. Ziehler:

I am pleased to notify you that Milwaukee County Federated Library System's second payment for operations in 2019 in the amount of \$713,830 has been electronically transmitted. This payment will allow you to continue to carry out this year's system plan as approved earlier by the Division for Libraries and Technology (DLT). I am hopeful that this aid payment will assist your library system's response to the ongoing COVID-19 pandemic in support of your efforts and the efforts of your member libraries. Public library system funding is provided from the Universal Service Fund. A listing of this year's payments is enclosed, as well as a list of your system's mid-year duties and responsibilities.

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

Sincerely,

Kurt Klefer
Assistant State Superintendent
Division for Libraries and Technology

KJK/mjd

c: Steve Hesel, System Director, Milwaukee County Federated Library System
Michael Dennison, Public Library Data, Funding, and Compliance Consultant

| Direction | Activity | Description/Update | Staff | Due Date | Status |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------|---------------------|
| 1A. Training | Identify and provide web-based training opportunities | Use survey to identify opportunities. Also investigate options through SEWI and other systems. | Jennifer Schmidt | 2020-02-11 | Partially completed |
| 1A. Training | Create short videos and instructional content that is practical, task specific, and related to system-wide ILS, digital resources, and technology member libraries and patrons use | Kate will take leadership on this. Use training survey results and feedback from member libraries through subcommittees to determine content. | Jennifer Schmidt, Kate Strattner | 2020-05-01 | |
| 1A. Training | Develop train the trainer opportunities to increase technology expertise at member libraries | Use training survey to develop opportunities and work with Laurie Freund at Bridges to develop opportunities. | Jennifer Schmidt | 2020-04-17 | |
| 1A. Training | Offer regular technology "office hours" or "Q&A's" for real time access to one on one and group learning assistance | Implemented and Jen is holding these every two months. Survey will determine content of future Q&As | Kate Strattner | 2020-02-11 | Completed |
| 1A. Training | Provide up to date tracking of changes, with regular reviews of the different resources to existing technology, platforms and resources such as Hoopla, Baker & Taylor, Badgerlink, CollectionHQ and Overdrive. | Updates for shared resources. MCFLS staff would forward any change notices to Kate. Kate will update the libguides site and communicate any changes to members. | Jennifer Schmidt, Kate Strattner | 2020-02-14 | Completed |
| 1A. Training | Develop and provide plug and play instructions for patrons' use of technology. ILS, County Cat app, and online resources that libraries can use (ex. MCFLS Spotlight) | Identify what pieces need to be developed first and then create those with Jen's help. Spotlight these instructions and pieces developed by members. | Jennifer Schmidt, Kate Strattner | 2020-07-14 | |
| 1B. User Experience | Research, prepare and implement new CountyCat Mobile application | Completed December 16, 2019 | Jennifer Schmidt | 2019-12-16 | Completed |
| 1B. User Experience | Identify accessibility issues for users and develop strategies and solutions to improve | Include as part of user survey that will be implemented by consultant. | Jennifer Schmidt, Steve Hesser | 2020-07-15 | |
| 1B. User Experience | Continue to identify new opportunities and needs for system online resource subscriptions | Ongoing activity. Use opportunities and survey member libraries for ideas related to new resources. | Hieu Tran, Jennifer Schmidt, Judy Kaniasy, Steve Hesser | | |
| 1B. User Experience | Shift financial resources so that all libraries have access to the same resources. | Ongoing. Completed for 2020. | Steve Hesser | 2019-10-21 | Completed for 2020 |
| 1B. User Experience | Develop an ILS evaluation plan that studies how well Sierra is or is not serving member library and/or patron expectations and gather information about other ILS options | Start in late 2020. Review state environment, technology environment and system requirements for an ILS software vendor. | Jennifer Schmidt, Steve Hesser | 2020-10-23 | |
| 1B. User Experience | Keep discovery layer relevant | Ongoing. Review discovery layer options and state discovery options that will be available later in 2023. | Jennifer Schmidt | 2023-07-11 | |
| 1B. User Experience | Identify and compile system-wide data, including gathering feedback from users, that could inform standardization discussion and decision making | Compile data and feedback from members. Look at low-hanging fruit and identify areas of possible cooperation. | Jennifer Schmidt, Steve Hesser | 2020-07-07 | |

| Direction | Activity | Description/Update | Staff | Due Date | Status |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------|-------------|
| 1C. Infrastructure | Identify and share best practices to establishing a library technology plan | Steve is currently putting together resources for creating a library technology plan. Hieu has provided a list of recommendations and we will work on best practices for replacing and purchasing equipment related to libraries. We've already reached out to other systems to see what kind of library technology plans they recommend. Target deadline of June 2020 still in place. | Hieu Tran, Steve Hesar | 2020-05-27 | In Progress |
| 1C. Infrastructure | Develop and share equipment replacement schedules | In development. Will be included in system technology report due June 2020. | Hieu Tran, Steve Hesar | 2020-05-27 | In Progress |
| 1C. Infrastructure | Develop and share recommended hardware lists | Provided by Hieu and will be included in system technology report. | Hieu Tran | 2020-06-30 | Completed |
| 1C. Infrastructure | Develop and share recommended browser, PC, and printer settings | Provided by Hieu and will be included in system technology report. | Hieu Tran | 2020-05-27 | Completed |
| 1C. Infrastructure | Explore more cooperative purchasing of equipment for member libraries | Ongoing activity. SRLAAW will be considering a technology infrastructure plan on April 16th that would provide hardware and software support for systems. | Judy Kaniasty, Steve Hesar | | |
| 1C. Infrastructure | Investigate shared servers for printers and PC management services | Ongoing activity. System staff will attend ALA exhibit hall and investigate new opportunities for technology. | Hieu Tran | | |
| 1C. Infrastructure | Identify and manage large-scale project opportunities for scale shared technology project, including investigating opportunities at ALA and through statewide and LDAC discussions | Ongoing activity. Examples include the backup project, state digitization kits, Dell cooperative purchasing and other opportunities. April 2020, will present cybersecurity training options to system directors. | Steve Hesar | | |
| 1C. Infrastructure | Provide timely and regular environmental scans to identify potential and emerging technology trends | Ongoing activity. Provide as part of the annual report. | Hieu Tran, Jennifer Schmidt, Judy Kaniasty, Steve Hesar | | |
| 1C. Infrastructure | Vet and test potential new technologies for libraries | Ongoing. Currently investigating new self-registration options for the system as of April 2020. | Hieu Tran | | |
| 1C. Infrastructure | Connect more with other library systems to share technology ideas | Ongoing activity. Tech-a-talka, Tech Days, SEWL, WLA would be potential sources of information. Steve Hesar will be part of a group of WPLC board members coordinating new technology projects for systems. | Hieu Tran, Jennifer Schmidt, Judy Kaniasty, Steve Hesar | | |
| 1C. Infrastructure | Distribute annual technology report to member libraries by June 30th each year. | | Hieu Tran, Steve Hesar | 2020-05-27 | In Progress |

| Direction | Activity | Description/Update | Staff | Due Date | Status |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------|-------------|
| 2A. System Marketing | Create a marketing and advocacy committee made up of library and outside experts | Working group proposed membership, scope. New committee will meet 1Q 2020. | Jennifer Schmidt, Steve Heser | 2020-02-01 | Completed |
| 2A. System Marketing | Hire marketing consultant to provide high level planning. | RFP for marketing consultant released March 19th with proposals due April 17th. Review of proposals planned April 23rd. | Steve Heser | 2020-07-01 | In Progress |
| 2A. System Marketing | Create a statement of work for a contract employee responsible for ground level activities. | | Steve Heser | 2020-07-01 | |
| 2A. System Marketing | Marketing plan: Identifying current and new data collection priorities to support marketing development and implementation including utilizing tools (surveying system residents, focus groups, market segmentation, GIS mapping, methods to capture user stories, etc.) as appropriate to gather and analyze system-wide data | Consultant will form data collection plan. Possible first step in determining marketing plan objectives, | Steve Heser | 2020-09-01 | |
| 2A. System Marketing | Marketing plan: A targeted plan for marketing system-wide services and resources to different audiences through various communication channels with a focus on reaching underserved populations and those that do not or infrequently visit and use our member libraries. | | Steve Heser | 2020-11-01 | |
| 2A. System Marketing | Marketing plan: Providing and centrally maintaining standardized, easy to access, and easy to use (plug and play marketing toolkits) marketing messaging, information, and materials for system provided resources and services | Contract worker would be responsible for this area with help from MCFLS staff. Judy would help manage contract worker role. | Jennifer Schmidt, Steve Heser | 2021-03-01 | |
| 2A. System Marketing | Develop a plan to regularly communicate to member libraries what the system is actively doing to meet library market and meet member and county resident needs for system services and resources. | Developed by MAC committee | Steve Heser | 2021-02-01 | |
| 2A. System Marketing | Collaborate with other library system and statewide marketing and related data gathering efforts | Ongoing activity. Already completed 2019 collaboration. | Steve Heser | TBD | |
| 2B. Advocacy | Advocacy plan: Identifying current and new data collection priorities to support advocacy efforts including utilizing tools (surveying system residents, focus groups, methods to capture user stories, etc.) as appropriate to gather and analyze system-wide data | Dependent upon committee work. | Steve Heser | TBD | |
| 2B. Advocacy | Advocacy plan: Creating an ongoing advocacy engagement and communication plan to build relationships and support for the system and its member libraries for a variety of audiences (legislators, local Friends groups, community as whole, etc.) with a focus on the impacts of libraries in the county, region, and state | | Steve Heser | TBD | |

| Direction | Activity | Description/Update | Staff | Due Date | Status |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----------|--------|
| 2B. Advocacy | Advocacy plan: Providing and centrally maintaining standardized, easy to access, and easy to use (plug and play advocacy toolkits) advocacy messaging, information, and materials for the system and member libraries | | Steve Hesper | TBD | |
| 2B. Advocacy | Advocacy plan: Providing advocacy training for system and library staff and boards | Responsibility of marketing and advocacy committee. Training done by outside consultant or statewide resource. | Steve Hesper | TBD | |
| 2B. Advocacy | Develop a plan to regularly communicate to member libraries what the system is actively doing to advocate for the system and member libraries | Goes hand in hand with reporting done for marketing. Provided by contract worker in consultation with the committee. | Steve Hesper | TBD | |
| 2B. Advocacy | Collaborate with other library system and statewide advocacy and related data gathering efforts | Ongoing activity. Library legislative day, etc. Participation in LD&L by system staff or member libraries | | TBD | |
| 2C. Library Marketing | Gather and compile data, information, and stories to use for local library marketing to identify priorities, audiences, messages, and metrics | Assistance from MCFLS staff. Contract worker is responsible for creating the content and working with consultant to collect this information. | Jennifer Schmidt, Steve Hesper | TBD | |
| 2C. Library Marketing | Marketing plan support: Create a marketing plan toolkit | Primary responsibility of contract worker. Part of their statement of work. Content determined by committee and consultant | Steve Hesper | TBD | |
| 2C. Library Marketing | Marketing plan support: Help libraries connect with experts in the community for help (library schools, marketing experts at local companies, etc.) | | Steve Hesper | TBD | |
| 3A. Data Collection | Data Collection: Establish data collection priorities including review of current data that is gathered and new data that could be gathered such as salaries and benefits, money for suburban library renovation, in-house circulation by municipality (hourly and by day), reference question, room use, who is using the library remotely versus physically etc. | Data collection will be an initial priority of the marketing consultant. Surveying of member libraries to determine data collection needs. | Jennifer Schmidt, Steve Hesper | TBD | |
| 3A. Data Collection | Data collection: Establish standard collection tools and equipment (wireless access points, etc.) | Jen would work with consultant to determine collection tools and equipment and coordinate with Hieu. | Hieu Tran, Jennifer Schmidt, Kate Stratner, Steve Hesper | TBD | |
| 3A. Data Collection | Data collection: Work with member libraries to determine standards for a variety of useful data points such as salary data, annual data reporting, etc. | Work with consultant to determine what those standards are. Needs more fleshing out. | Steve Hesper | TBD | |
| 3A. Data Collection | Data collection: Find management products to help maintain data collection standards such as Gimlet for reference statistics or Edge Report for computer use analysis | Dependent upon data standards. | Jennifer Schmidt, Steve Hesper | TBD | |

| Direction | Activity | Description/Update | Staff | Due Date | Status |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------|--------|
| 3A. Data Collection | Data collection: Educate member libraries on standards | Work with data collection and consultant. Responsibility of director to communicate standards for data. | Steve Hesper | TBD | |
| 3A. Data Collection | Seek, develop, and engage in collaborative opportunities related to gathering and using data regionally and statewide, including gathering data from other metropolitan areas in the county | Ongoing activity. | Steve Hesper | TBD | |
| 3A. Data Collection | Dashboard: Additional data points such as by year ranges and community size | | Jennifer Schmidt, Steve Hesper | 2021-04-13 | |
| 3A. Data Collection | Dashboard: Include additional data tracked through annual report work such as budget levels, hours, staffing numbers, collection spending, etc., and new data that is prioritized to be collected. | | Jennifer Schmidt, Steve Hesper | 2021-04-13 | |
| 3A. Data Collection | Improve use of data: Develop system level packaged data, analysis, and summaries to provide plug and play information that can more easily be utilized for decision making. | | Jennifer Schmidt, Steve Hesper | | |
| 3A. Data Collection | Improve use of data: Explore new tools and software for gathering, compiling, visualizing, and analyzing data | | Jennifer Schmidt, Steve Hesper | | |
| 3A. Data Collection | Identify training needs of members and develop and deliver training related to understanding data and using data tools and software | | Jennifer Schmidt, Steve Hesper | 2021-07-21 | |
| 3B. Connections | Review and redevelop system committee structure and communities of practice to support system and member needs, including identifying and developing areas for system coordination and support for member library YS and inclusive programming needs. | Review bylaws and collect information on these subcommittees to review and submit to LDAC for input. | Steve Hesper | 2022-06-24 | |
| 3B. Connections | Develop and coordinate, as needed, county-wide programming and services, (ex. memory cafes) | Ongoing activity. Use input from LDAC and outside sources to investigate adding additional services. | Jennifer Schmidt, Steve Hesper | | |
| 3B. Connections | Promote and support grant opportunities including support for grant writing, acting as a fiscal agent, and connecting with others that are seeking grants or grant partners | Provide opportunities for members and provide updates on possible grants. Communication piece. | Steve Hesper | | |
| 3B. Connections | Develop an online space to serve as a clearinghouse with lists and resources that members could update and add to that would include information such as: | a. Ideas and contacts for staff in-services b. Member library job opportunities c. Sharing program ideas, best practices, and contacts d. Performer lists | Jennifer Schmidt | 2020-08-01 | |

| Direction | Activity | Description/Update | Staff | Due Date | Status |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|------------|-----------|
| 4A. System Interests | Engage in statewide efforts, including any implementation activities related to the PLSR Steering Committee recommendations, that will impact funding, legislation, and services to systems | Ongoing. System and member library staff will participate in Implementation Summit. Steve Heser is working as part of a WPLC led-group to further new technology projects in line with PLSR goals. | Hieu Tran, Jennifer Schmidt, Steve Heser | | |
| 4A. System Interests | Engage with regional partners to explore ideas and models developed by PLSR workgroups that can improve service to member libraries | Ongoing activity. | Hieu Tran, Jennifer Schmidt, Steve Heser | | |
| 4A. System Interests | Be informed and an active partner with other library systems | Ongoing activity. Active participation in opportunities such as LAWDS and grant collaboration through LSTA are two recent examples. | Hieu Tran, Jennifer Schmidt, Kate Strathner, Steve Heser | | |
| 4B. Funding | Based 2020-21 state aid funding, realign budget allocations as needed to support system services and strategic plan initiatives and activities | Completed for 2020-2024. Adjusted contract amounts to support strategic planning objectives. | Steve Heser | 2020-01-01 | Completed |
| 4B. Funding | Reciprocal Borrowing: Establish guidelines for process and discussion | MCFLS staff will initiate with data collection help from consultant. Start 2021. | Steve Heser | | |
| 4B. Funding | Reciprocal Borrowing: Perform data collection and analysis | MCFLS staff will initiate with data collection help from consultant. | Steve Heser | | |
| 4C. Operational Support | Make necessary annual budget adjustments to fund strategic plan activities and needs | Ongoing activity | Hieu Tran, Jennifer Schmidt, Steve Heser | | |
| 4C. Operational Support | Analyze staffing levels and review job descriptions | Will start in late 2022. | Hieu Tran, Jennifer Schmidt, Steve Heser | 2022-11-09 | |
| 4C. Operational Support | Clarify and disseminate information about the roles of MCFLS staff | Hand in hand with staff job description review. | | | |
| 4C. Operational Support | Staff learning support: project planning and management | Supporting staff learning and continuing education to support strategic plan initiatives. | Steve Heser | | |

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

PH: 414-286-8149

FAX: 414-286-3209

April 20th, 2020

March/April 2020 Director's Report

Summary of activities

1. Spoke with and consulted with staff on their needs for working remotely from home. Processes for supporting member libraries are in place and working smoothly. System staff meet weekly via Microsoft Teams every Tuesday morning to connect on projects.
2. Currently meeting weekly on Tuesday mornings with system directors to share information and receive updates from Division DPI staff on state-level issues.
3. Meeting weekly with member library directors each Thursday to discuss their current situation and system-level decisions. All decisions to date have been made with consensus.
4. Submitted the RFP for marketing services to two clearinghouse sites: DemandStar and Public Purchase. Review of the RFP proposals is planned to take place on April 23rd and a decision on a vendor the week after.
5. Worked with both Jen and Hieu to prepare the new web server for implementation. We hope to put the new server in place when we are able to return to the office.
6. Set up a demonstration for a product called Infosec HQ that could replace our cybersecurity platform KnowBe4. There is a lot of interest at the state level among other library systems and this could also save us money.
7. Completed research and wrote sections of the technology report due in June per the strategic plan.
8. Spoke with Joan Johnson per MPL regarding a possible integration with library card registration and state agencies to streamline access to library resources.
9. Reached out to Pressreader to get access to two free months of full-color newspaper content.
10. Met with SCLS staff to talk about a technology infrastructure proposal being presented to SRLAAW. The proposal would not require system funds at this point.
11. Participated in demonstrations of self-registration products that could save staff time and provide address verification.

Upcoming Activities

1. Evaluate RFP proposals for data collection/marketing consultation.
2. Continue process of seeking assistance for real estate appraisal of current space and comps.
3. Complete work on technology report due late June.