

NOTICE

Milwaukee County  
Federated Library System  
Board of Trustees

Monday, June 15<sup>th</sup>, 2020

3:30 P.M.

This meeting will be conducted online  
using Zoom meeting software

Meeting URL: <https://us02web.zoom.us/j/81670632702>

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, May 18<sup>th</sup>, 2020  
Action [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council--Report of the June 4<sup>th</sup>, 2020 Meeting  
Action [Attachment B \(will be sent out via email prior to meeting\)](#)

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—May 2020   | Action | <a href="#">Attachment C</a> |
| 7. 2021 County Budget Request  | Action | <a href="#">Attachment D</a> |
| 8. Annual Report Compliance Plan   | Action | <a href="#">Attachment E</a> |
| 9. 2019-2020 MCFLS Technology Report   | Action | <a href="#">Attachment F</a> |
| 10. Resolution for Judy Kaniasty, celebrating 40 years of service to libraries | Action | <a href="#">Attachment G</a> |

Administrative Informational Items

- |  |                              |
|--|------------------------------|
| 11. Coronavirus Response – System and Member Library Update.<br>a. <a href="#">Wisconsin DPI Guidelines for Reopening Public Libraries</a><br>b. MCFLS Staff Work Guidelines | <a href="#">Attachment H</a> |
| 12. Update regarding MCFLS Board appointments  |                              |
| 13. Director's Report  | <a href="#">Attachment I</a> |

Next meeting date: Monday, July 20<sup>th</sup>. Tentatively scheduled to take place at the Oak Creek Public Library, 8040 S 6th Street, Oak Creek, WI 53154.

Milwaukee County Federated Library System  
Board of Trustees

Regular Monthly Meeting held Monday, May 18, 2020  
Zoom Meeting

ROLL CALL

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

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

Others: Judy Pinger, LDAC Co-Chair and Milwaukee Public Library  
Sheila O'Brien, Greenfield 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 3:32 p.m.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, April 20, 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 May 7, 2020 meeting which are shown as Attachment B of the agenda packet and responded to Board questions. Judy added that the LDAC decided that Hoopla monthly borrows will be reduced back down to 4 from the 8 for the past two months due to a concern for funding that increase.

Trustee Johnson questioned whether all libraries are providing the same level of service at this time and Judy responded that the spirit is the same but local health commissioner operational directives in place may be slightly different; Steve Hesel added that a countywide health agreement is in effect through 5/21 for consistency in not expanding non-essential operations until after Memorial Day, however Cudahy dropped out shortly after signing but the library will not be opening earlier regardless.

Trustee Johnson moved and Vice President Shea seconded a motion to accept the report and place it on file. Unanimously approved.

## BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report – April 2020. President Ziehler referred to the April, 2020 financial report, which is shown as Attachment C of the agenda packet. Director Hesper reported that due to the need to quarantine materials for 72 hours in the delivery and that Milwaukee branches are not open and therefore tubs of materials are not being emptied and put back into the delivery, that 300 more tubs were purchased at a cost of \$6,000.

Judy Kaniasty reported that the audit process was handled remotely this year with materials scanned and emailed May 13-15.

Treasurer Kovac moved and Trustee Suelzer seconded a motion to approve the April 2020 financial report as presented. Unanimously approved.

Approval for modifying RFP for Marketing Consultant Services. Director Hesper reported that Sheila O'Brien from the Greenfield Public Library sent an email to him after seeing this agenda topic and asked that MCFLS reconsider taking any action since pandemic expenses are mounting and member libraries will also be impacted financially and Director Hesper and President Ziehler both agree. Director Hesper reported that the Marketing and Advocacy Committee have discussed modifying the RFP but he proposes waiting until the carryover amount is known, the cost of the additional delivery bins are allocated, the additional Hoopla costs are budgeted before committing to the marketing project. President Ziehler noted that while marketing was the highest priority objectives of the strategic planning process that it is wise to hold off for now. After discussion it was the consensus of the MCFLS Board to hold off on further action and to reconsider in a few months when it is known what we are marketing in particular since library services as we know it may change.

Resolution for Trustee Glaisner. President Ziehler referred to the resolution for Trustee Glaisner which is shown as Attachment D of the agenda packet. Trustee Suelzer moved and Vice President Shea seconded a motion to approve the resolution honoring Trustee Glaisner's commitment and service on the Board. Unanimously approved.

## ADMINISTRATIVE INFORMATIONAL ITEMS

Coronavirus Response – System and Member Library Update. Director Hesper reported that steps to reopen MCFLS member libraries are moving rapidly with member libraries offering curbside service and delivery occurring at all suburban libraries once a week to get returned materials back to owning libraries while plans to do more daily deliveries is being discussed. The Hold button is still off but libraries are gearing up to have staff return soon and the thought is to turn back on the Hold button after a week's time so staff are accustomed to the new mode of library service delivery in their communities before the projected flood of hold requests come in and full delivery resumes. The Countywide health order ends May 21 and libraries expect more direction soon on when they will be opening; MCFLS would prefer a more joint effort in the reopening process compared to the chaotic library-by-library closing process that occurred in March if possible. Direction from DPI and MCFLS is being worked on with service levels and social distancing measures and that will be shared/discussed during the weekly Thursday LDAC meeting.

Steve Hesper noted that Milwaukee locations will be eliminated from the Holds queue since those libraries are not anticipating opening for some time yet but when they do they will be phased in to ensure safety.

Director Hesper stated that he hopes the Board will support his idea of allowing MCFLS staff to opt to work from home through the summer with the understanding that essential tasks that can only be done in the office will be done there. The plan currently is to begin running courtesy notices beginning mid-June when materials begin to come due.

Director Hesper reported that state-wide grant opportunities are surfacing utilizing Cares Act funds and he is working to collaborate with others to secure funds where possible opportunities to serve the residents of Milwaukee County allow. MPL is seeking one opportunity in particular geared for helping their libraries become recovery locations assisting the public in all aspects. It's hoped that this will become a model for the rest of the state to emulate.

Discussion ensued regarding the huge decrease in library service experienced during this time, staggering due dates for the return of materials (which will be brought up to the LDAC) and the need to quarantine materials between patron use.

Hoopla projections. Director Hesper referred to the estimated 2020 hoopla costs during this pandemic period, which are shown as Attachment E of the agenda packet which shows a nearly \$30,000 increase in cost. Steve noted that the LDAC voted to end the temporary increase from 4 to 8 monthly checkouts on May 31, 2020 for budgetary reasons; the vote was not unanimous as some libraries desire to continue the increase a bit longer.

2021 County Budget Request. President Ziehler referred to the 2021 County Budget request, which is shown as Attachment F of the agenda packet noting that requests for \$100,000 have been the normal process for a number of years with only one achieving that goal and the rest netting \$66,650 and wonders what the Board desires to do this year? Vice President Shea noted that the newly appointed County Executive is preoccupied with pandemic and he is not aware of his position on library funding but suggested forwarding the request as prepared; there is a huge shortfall in County revenue expected and he expects cuts in non-mandated services, however he personally supports and will fight for the request. Director Hesper noted that the additional information in Attachment F relates to the racial equity initiative the County is focusing on and is shown for informational purposes as it is now part of the budget process.

Director's Report. Director Hesper reviewed his report, which is shown as Attachment G of the agenda packet pointing out that the Beanstack app is being offered to all libraries in the State and paid for by DPI particularly for use with reading programs such as Summer Reading Program activities this year. Cares Act funding is being used to fund the project for the next three years and will become available mid-June and libraries are excited; some libraries already have this product and their subscriptions will be extended accordingly.

NEXT MEETING. Scheduled for Monday, June 15, 2020 either remotely or onsite at Shorewood Public Library, 3920 N. Murray Ave., Shorewood, WI 53211.

ADJOURNMENT. With no further business to be addressed, Vice President Shea moved and Treasurer Kovac seconded a motion to adjourn the meeting at 4:50 p.m. Unanimously approved.

MCFLS  
Financial Report  
For the Five Months Ending May 31, 2020

1		<u>Annual 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	\$ 2,855,319	\$ 2,855,319	(100.00)	\$ -	0.00
5	Milwaukee County Allocation	\$ 66,650	\$ 66,650	(100.00)	\$ -	0.00
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	\$ 7,017	(35.09)	\$ 12,983	(64.92)
9	Member Postage Revenue (59)	\$ 25,000	\$ 5,167	(20.67)	\$ 19,833	(79.33)
10	Member OCLC Revenue	\$ 121,591	\$ 121,591	(100.00)	\$ -	0.00
11	Member Telecomm. Revenue (69)	\$ 16,800	\$ 16,800	(100.00)	\$ -	0.00
12	Member III Softwre Maint-Basi	\$ 179,267	\$ 179,267	(100.00)	\$ -	0.00
13	Member III Softwre Maint-Other	\$ 46,709	\$ 47,137	(100.92)	\$ (428)	0.92
14	Member Tech. Assist.-Time Rev.	\$ 15,000	\$ 10,281	(68.54)	\$ 4,719	(31.46)
15	Member Special Projects Revenu	\$ 80,000	\$ 30,280	(37.85)	\$ 49,720	(62.15)
16	Member Cataloging Contract Rev	\$ 163,716	\$ 163,716	(100.00)	\$ -	0.00
17	Member Database Revenue (55)	\$ 62,174	\$ 62,160	(99.98)	\$ 14	(0.02)
18	Member Catalog Enhancement Rev	\$ 29,648	\$ 29,648	(100.00)	\$ -	0.00
19	Member Ecommerce Transaction	\$ 10,000	\$ 2,673	(26.73)	\$ 7,327	(73.27)
20	TNS Calls/Notices Revenue (43)	\$ 1,260	\$ 432	(34.29)	\$ 828	(65.71)
21	Carryover Revenue	\$ 35,000	\$ -	0.00	\$ 35,000	(100.00)
22	Staff Benefits/Co-Pay Revenue	\$ 37,967	\$ 16,086	(42.37)	\$ 21,881	(57.63)
23	LSTA Technology Grant Revenue	\$ 11,200	\$ -	0.00	\$ 11,200	(100.00)
24	Member Digital Content Rev (88)	\$ 256,414	\$ 256,413	(100.00)	\$ 1	(0.00)
25	Member PC Mngmt License Rev	\$ 2,545	\$ 1,213	(47.66)	\$ 1,332	(52.34)
26	Member MKE Mixers Rev (93)	\$ 1,400	\$ 450	(32.14)	\$ 950	(67.86)
27	<b><u>Total General Revenues</u></b>	\$ 4,092,626	\$ 3,919,766	(95.78)	\$ 172,860	(4.22)
28						
29	<b><u>Special Revenues</u></b>					
30	W. Milw Borrowing Rev (97)	\$ 49,079	\$ 49,079	(100.00)	\$ -	0.00
31	Ecommerce Revenue (99)	\$ 200,000	\$ 80,721	(40.36)	\$ 119,279	(59.64)
32	<b><u>Total Special Revenues</u></b>	\$ 249,079	\$ 129,800	(52.11)	\$ 119,279	(47.89)
33						
34	<b><u>Total Revenues</u></b>	\$ 4,341,705	\$ 4,049,566	(93.27)	\$ 292,139	(6.73)
35						
36		<u>Annual 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	\$ 183,573	\$ 83,466	45.47	\$ 100,107	54.53
40	Salaries Expense	\$ 381,639	\$ 161,162	42.23	\$ 220,477	57.77
41	Telephone Renewal Expense	\$ 612	\$ 204	33.33	\$ 408	66.67
42	Member Ecommerce Transaction E	\$ 10,000	\$ 1,750	17.50	\$ 8,250	82.50
43	TNS Calls/Notices Expense (20)	\$ 1,260	\$ 408	32.38	\$ 852	67.62
44	Mileage/Auto Maint Expense	\$ 700	\$ 81	11.57	\$ 619	88.43
45	Conference/Training Expense	\$ 6,500	\$ 1,054	16.22	\$ 5,446	83.78
46	Memberships Expense	\$ 5,000	\$ 3,885	77.70	\$ 1,115	22.30
47	Continuing Education Expense	\$ 9,000	\$ 6,474	71.93	\$ 2,526	28.07
48	Office Supplies Expense	\$ 1,000	\$ 577	57.70	\$ 423	42.30
49	Copy Machine Maint. Expense	\$ 2,500	\$ 562	22.48	\$ 1,938	77.52
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	\$ 5,605	100.00	\$ -	0.00

MCFLS  
Financial Report  
For the Five Months Ending May 31, 2020

53	MCFLS Buying Pool	\$ 135,000	\$ 134,908	99.93	\$ 92	0.07
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	\$ 52,132	61.48	\$ 32,667	38.52
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	\$ 12,246	61.23	\$ 7,754	38.77
61	Telephone Expense	\$ 5,000	\$ 1,243	24.86	\$ 3,757	75.14
62	Meetings Expense	\$ 500	\$ 140	28.00	\$ 360	72.00
63	Insurance Expense	\$ 11,700	\$ 11,429	97.68	\$ 271	2.32
64	Legal Expense	\$ 500	\$ 3,450	690.00	\$ (2,950)	(590.00)
65	Audit Expense	\$ 12,250	\$ 2,675	21.84	\$ 9,575	78.16
66	Payroll Service Expense	\$ 5,200	\$ 1,825	35.10	\$ 3,375	64.90
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	\$ 3,250	65.00	\$ 1,750	35.00
71	OCLC Expense	\$ 135,047	\$ 34,362	25.44	\$ 100,685	74.56
72	MCFLS Computer Room Equipment	\$ 5,000	\$ 771	15.42	\$ 4,229	84.58
73	MCFLS Software Expense	\$ 3,000	\$ 226	7.53	\$ 2,774	92.47
74	MCFLS Equipment Expense	\$ 6,000	\$ 1,463	24.38	\$ 4,537	75.62
75	Member Special Projects Expens	\$ 80,000	\$ 33,455	41.82	\$ 46,545	58.18
76	Sorting and Delivery Expense	\$ 291,700	\$ 94,490	32.39	\$ 197,210	67.61
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	\$ 6,588	32.14	\$ 13,912	67.86
86	Contingency Expense	\$ 29,451	\$ 2,841	9.65	\$ 26,610	90.35
87	LSTA Technology Grant Expense	\$ 11,200	\$ 5,595	49.96	\$ 5,605	50.04
88	Member Digital Content Exp (24)	\$ 256,414	\$ 142,393	55.53	\$ 114,021	44.47
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	<b>Total General Expenditures</b>	\$ 3,007,606	\$ 1,241,693	41.29	\$ 1,765,913	58.71
95						
96	<b>Special Expenditures</b>					
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	\$ 80,721	40.36	\$ 119,279	59.64
100	<b>Total Special Expenditures</b>	\$ 1,334,099	\$ 1,214,820	91.06	\$ 119,279	8.94
101						
102	<b>Total Expenditures</b>	\$ 4,341,705	\$ 2,456,513	56.58	\$ 1,885,192	43.42
103						
104	<b>Revenue/Expenditures +/-</b>		\$ 1,593,053			



709 North Eighth Street  
Milwaukee, WI 53233

PH: 414-286-8149

FAX: 414-286-3209

June 16<sup>th</sup>, 2020

The Hon. David Crowley, County Executive  
Milwaukee County Courthouse  
901 N. 9th St.  
Milwaukee, WI 53233

Dear County Executive Crowley:

The Milwaukee County Federated Library System (MCFLS) includes herein a formal 2021 budget request in the amount of \$100,000. Requested funds would be incorporated into general revenues to satisfy state mandates and other priorities, including additional support for member libraries as they and their communities recover from the COVID-19 pandemic.

MCFLS continues to provide excellent library services to all Milwaukee County residents.

- Our new **CountyCat Mobile App** was released in December 2019 and within the first month gained **15,000 users**. The improved app meets the needs of patrons with mobile devices and integrates seamlessly with other popular services that provide access to ebooks and audiobooks as well as digital magazines.
- 2020 marks the first year of the MCFLS 2020-2024 Strategic Plan and the system is hard at work in fulfilling needs identified by the plan, including **improved user experiences**, additional **technology and training**, and better **marketing and advocacy support** for the system and member libraries.
- The system's catalog, CountyCat, continues to facilitate in- and between-library borrowing, with more than **5.9 million items** circulated in 2019. At a conservative estimate of \$20 per item, the **cost savings to taxpayers is in excess of \$118 million** per year.

MCFLS is collaborating and adapting with our member libraries to meet the challenges posed by the pandemic, but our ability to succeed in this new environment is hampered by threats to our funding. We are preparing for a likely budget recovery bill from the state legislature that could reduce state aid to systems by as much as 10%. A reduction of this size would mean a loss of \$285,532 for MCFLS and a devastating impact on public library services for county residents. We desperately need financial assistance from Milwaukee County.

MCFLS is an example of governmental funding at its smartest and most efficient. Library systems offer economies of scale that benefit all public libraries and we hope you will grant our budget request to continue the high level of service expected by County residents.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, reading 'Paul M. Ziehler'.

Paul M. Ziehler, President  
Milwaukee County Federated Library System Board of Trustees



**CULTURAL CONTRIBUTIONS (1900) BUDGET**UNIT NO. **1900**Department: **Cultural Contributions**FUND: **General — 0001****Strategic Program Area 3: Federated Library System**Service Provision: **Discretionary**

How We Do It: Program Budget Summary					
Category	2018 Actual	2019 Actual	2020 Budget	2021 Budget	2021/2020 Variance
<b>Expenditures</b>	\$66,650	66,650	\$66,650	\$100,000	(\$407,825)
<b>Revenues</b>	\$0	0	\$0	\$0	\$0
<b>Tax Levy</b>	\$402,750	\$ 0	\$407,825	\$ 0	(\$407,825)

What We Do With It: Activity Data				
Activity	2018 Actual	2019 Actual	2020 Target	2021 Target
Library Materials Circulated	6,149,770	5,906,536	6,450,000	6,100,000
Active Cardholders *	527,534	311,531	550,000	315,000
Digital Materials Circulated	535,134	603,433	645,000	660,000
Items Delivered	1,110,393	910,153	1,200,000	950,000
MCFLS and CountyCat Website Page Views	12,053,251	12,573,854	13,000,000	13,150,000
CountyCat Mobile Searches	14,840,534	12,782,266	16,800,000	14,000,000

\* New method of counting cardholders as required by state counts active cardholders or new cardholders in the past three years

How Well We Do It: Performance Measures				
Performance Measure	2018 Actual	2019 Actual	2020 Target	2021 Target
Active Cardholders as a Percent of Population.	55.4%	33%	59%	35%

**Strategic Overview:**

The Milwaukee County Federated Library System (MCFLS) is overseen by the Department of Public Instruction and serves 15 administratively autonomous and fiscally independent public libraries in Milwaukee County. These public libraries are **wholly funded by their municipality** and join the MCFLS organization voluntarily. In 2020, the County's discretionary contribution to MCFLS remained flat at \$66,650. We are asking the County for a modest increase in 2021 to \$100,000 to help offset reductions that will be coming for the system and our member libraries due to the impact of the global pandemic. Some libraries have already had to furlough or reassign staff and they will need this assistance now more than ever.

Public libraries are key to the social infrastructure that binds Milwaukee County together. Social infrastructure are foundational services and structures that support the quality of life in our county. This includes any infrastructure that goes beyond basic economic functions to make a community an appealing place to live. Public libraries play a critical role in establishing social infrastructure and provide the glue that keep the community together. During the 2020 pandemic the strength of this social infrastructure was visible all throughout our county. The system and member libraries coalesced and adapted to offer new services like curbside delivery and broke down barriers for those who could not access our electronic resources by allowing access to residents with significant fine amounts.

**CULTURAL CONTRIBUTIONS (1900) BUDGET**

**UNIT NO. 1900**

**Department: Cultural Contributions**

**FUND: General — 0001**

MCFLS is responsible for supporting all public libraries in the county and coordinating the smooth interaction among members behind the scenes in many facets of the library environment.

Here's how we supported libraries and county residents in 2020: MCFLS engaged its board of trustees and member libraries on a strategic planning process that culminated with the MCFLS 2020-2024 Strategic Plan. A host of new strategic directions emerged from discussions we've had with libraries over the past year, including a need for a better library experience for our residents, a cohesive marketing and advocacy strategy and support to allow members to connect to each other and encourage collaboration.

In December of 2019 we released a new CountyCat Mobile app for residents which has gotten strong use with over 15,000 downloads in the first month. The system and member libraries came together to form a marketing and advocacy committee and we soon hope to have a consultant in place to help guide a marketing plan in 2020 and beyond.

Our primary concern in 2020 and beyond is how the system can support member libraries and community residents readjust and recover from the pandemic. This will take many forms from funding and technical support to guidance on reopening. MCFLS will be called upon to meet these challenges and assist our member libraries; additional support from the County in 2020 would be a welcome boost and help us all find the path back to a new normal.

**CULTURAL CONTRIBUTIONS (1900) BUDGET**UNIT NO. **1900**Department: **Cultural Contributions**FUND: **General — 0001****BUDGET SUMMARY**

	<b><u>2019 Actual</u></b>	<b><u>2020 Budget</u></b>	<b><u>2021 Budget</u></b>
<b><u>Expenditures</u></b>			
Technology, Reference, Interlibrary Loan	\$1,866,398	\$ 1,812,892	\$1,850,000
Continuing Ed and Consulting	\$92,509	122,166	\$125,000
Delivery	\$292,296	325,269	\$325,000
Payment to Members for Non-Res Access	\$1,087,524	1,137,936	\$1,145,000
Library Services to Youth	\$1,505	4,003	\$4,500
Library Services to Special Users	\$7,174	7,254	\$7,500
Public Information	\$37,339	65,394	\$65,000
Administration	\$369,900	341,792	\$345,000
Electronic Resources	\$442,119	499,893	\$510,000
MultiType Initiatives	\$7,957	8,081	\$8,500
Member Office Supplies	\$34,334	49,500	\$50,000
<b><i>Total Expenditures</i></b>	<b><u>4,239,055</u></b>	<b><u>4,374,180</u></b>	<b><u>4,435,500</u></b>
<b><u>Revenues</u></b>			
State Aid to Public Library Systems	2,855,318	2,855,319	2,855,319
Federal LSTA Funding	17,107	11,200	11,200
Passthrough Contract Income	1,081,184	1,163,110	1,200,000
Interest Earned from State Aid	19,297	5,000	2,000
Unexpended Funds-Previous Years	98,584	35,000	30,000
All Other Sources	210,643	237,901	236,981
<b><i>Milwaukee County Contribution</i></b>	<b><u>66,650</u></b>	<b><u>66,650</u></b>	<b><u>100,000</u></b>
<b><i>Total Revenue</i></b>	<b><u>\$ 4,348,783</u></b>	<b><u>\$ 4,374,180</u></b>	<b><u>\$ 4,435,500</u></b>
<b><i>Budget Surplus/(Deficit):</i></b>	<b><u>109,728</u></b>	<b><u>-</u></b>	<b><u>\$ -</u></b>
<b><i>County Contribution as % of Total Revenue:</i></b>	<b><u>1.5%</u></b>	<b><u>2%</u></b>	<b><u>2.3%</u></b>



709 North Eighth Street  
Milwaukee, WI 53233

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

June 18<sup>th</sup>, 2020

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

Dear Mr. Kiefer,

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

The MCFLS system director, Steve Hesel, has indicated to me that the Franklin Public Library did submit their annual report on time to the system offices but it was not submitted to DPI by him until after the deadline. Director Hesel has accepted responsibility and apologizes for this oversight. He has also addressed the issue of non-compliance with the other two libraries and has received from each director a set of action steps they will use to ensure compliance in 2021. These steps are listed below and each director's full response is included as an attachment to this plan.

Director Hesel has also spoken to all the directors at a recent LDAC meeting to remind member libraries of the statutory deadline and will continue to do so moving forward. In addition, the system has included language in the MCFLS ILS, Resource Sharing and Technology agreement identifying both system and member library obligations regarding the state annual report, including the statutory deadline.

Cudahy

Obstacles. The Cudahy Family Library has submitted its DPI report on time for many years and would not have been late this year if we had received our total financial reports from the City of Cudahy as usual. Our auditor from Baker Tilly does the library's books first because the firm is aware of the state deadline. When he came to the library in February to do the audit, it could not be done as the total expenditures for the year were not ready. In the hope of receiving the correct information so I did not have to do work twice, I waited until the last day of the month to submit the form.

Action Steps. The Cudahy Family Library suggests the following plan:

1. Offer staff assistance to the Cudahy City Hall to have the library books ready for the audit; ask the auditor to come in January.
2. Check the annual report deadline dates more carefully and make appropriate plans if they fall on business or weekend days.
3. Have the Library Director approved as the Library Board President's signature designee if necessary.

## West Allis

Obstacles. In recent years, West Allis Public Library has failed to meet the deadline due in great part to the necessity for the Library to rely on the City of West Allis to provide essential financial documents. In 2020, our library remedied that problem and the West Allis Public Library Board of Trustees approved the completed report days before the due date. Unfortunately, unforeseen circumstances regarding the health of the President of the Library Board resulted in a delayed signature, and the report was submitted two-days late.

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

1. If necessary the library director will seek the signature of president or their designee (the library board vice-president, for example) to successfully submit the state annual report by the statutory deadline.

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



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

April 27, 2020

Steve Hesel, Director  
Milwaukee County Federated Library System (MCFLS)  
709 North Eighth St.  
Milwaukee, WI 53233-2414

Dear Steve,

I was sorry to see that the Cudahy Family Library was one of the three libraries that placed the Milwaukee County Federated Library System (MCFLS) out of compliance with the state annual report deadline. I want to apologize to you personally as you are so diligent in your reminders to members about the deadline and give us so much help in the preparation of the report.

The Cudahy Family Library has submitted its DPI report on time for many years and would not have been late this year if we had received our total financial reports from the City of Cudahy as usual. Our auditor from Bakertilly does the Library's books first because the firm is aware of the state deadline. When he came to the library in February to do the audit, it could not be done as the total expenditures for the year were not ready. In the hope of receiving the correct information so I did not have to do work twice, I waited until the last day of the month to submit the form. Since our administrative secretary position has been vacant for over fifteen years, I need to be as efficient as possible in all my duties and tasks. (In fact, I still have not received a completed audit so the 2019 annual report for our Library on file is incorrect in multiple sections.)

Our plan next year will be to offer staff assistance to City Hall to have our books ready for the audit; to check the deadline dates more carefully and notice if they fall on business or weekend days; to ask the auditor to come in January; and to have the Library Director approved as the Library Board President's signature designee.

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

Sincerely,

Rebecca Roepke  
Library Director



**Michael Koszalka**

Director

West Allis Public Library  
mkoszalka@westalliswi.gov  
414.302.8534

DATE: May 15, 2020

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

FROM: Michael Koszalka, Director – West Allis Public Library

RE: Compliance with Annual Report deadline

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

In 2020, our library remedied the above stated problem and the West Allis Public Library Board of Trustees approved the completed report days before the due date. Unfortunately, unforeseen circumstances regarding the health of the President of the Library Board resulted in a delayed signature, and the report was submitted two-days late.

In retrospect, and with the information we now have, the situation could have been mitigated with the signature of the board's vice-president.

I'm confident that the success with getting the report completed on time, as well as the information garnered after the latest event will work to resolve the problems that beset the process in 2019, and resulted in a two-day delay in 2020.





## MCFLS Technology Report

### July 2019 – June 2020

#### Purpose

The purpose of this report is to provide member libraries and the MCFLS Board a summary and assessment of technology activities led by the system. The intent is not to focus on what the system has accomplished in the past year, but rather demonstrate how MCFLS is fulfilling its mission to provide support for high-quality resources and services for member libraries and their communities.

#### Connection to Strategic Plan objectives

The need for this report was identified through the strategic planning process in 2019 and included in the MCFLS Strategic Plan 2020 – 2024. Activities covered by this plan include:

- Identifying and sharing best practices in establishing a library technology plan
- Developing and sharing equipment replacement schedules
- Developing and sharing recommended hardware lists
- Developing and sharing recommended browser, PC, and printer settings

#### Timeline

This report will be updated annually with new information per the current ILS, Resource Sharing and Technology agreement. The report will be submitted to member libraries and the MCFLS Board no later than June 30<sup>th</sup> each year.

#### Contents

[Summary of Activities, July 2019 – June 2020](#)

[Technology Goals, 2020 – 2021](#)

[Library Technology Plan Development](#)

[Equipment Replacement Schedules](#)

[Supplemental Information](#)

[Recommended Hardware Lists](#)

[Recommended Browser, PC and Printer Settings for Public Workstations](#)

## Summary of Activities

### July 2019 – June 2020

Ten member libraries currently rely on MCFLS to purchase, implement and maintain technology hardware and services. MCFLS system staff use their experience and leverage statewide connections to seek out and implemented tailored and cost-effective solutions that meet the needs of members.

Over the past year MCFLS system staff have selected hardware equipment and software apps and developed and implemented computer configurations at local libraries to achieve reliable performance and reduce troubleshooting time. System staff have also maintained an up-to-date inventory for the libraries we serve, including hardware warranty and software licensing of each supported library to assist in time of replacement or renewal.

#### CountyCat Mobile App

During discussions and preparations for the 2020-2024 MCFLS Strategic Plan, it became apparent that the system needed to find a replacement for the current mobile app. By working with member libraries and shifting financial resources, MCFLS was able to enter into a contract with Communico to purchase their Engage platform in late 2019. System staff expedited the process to get the new platform in place and on December 16<sup>th</sup>, 2019 the new CountyCat Mobile app was released to the public. The new app is much more reliable, offers better searching capabilities and integrates with already available electronic resources like OverDrive, hoopla and RBDigital magazines.

#### DELL Premier Purchasing

In 2019, MCFLS joined 13 other library systems in Wisconsin to participate in an expanded DELL equipment group purchase. Up to that time, systems relied on separate accounts and coordinated purchasing in small groups. By joining our collective purchasing power, the current statewide purchasing model allows our member libraries to realize significant cost savings. The model and the standard configuration of each computer, laptop, and monitor selected by the collaborative group was negotiated with DELL for the lowest pricing. MCFLS system staff tested and recommended a list of DELL computer models and a selection of reliable peripherals (barcode scanner, receipt printer, label printer, signature capture pad, and patron photo capture camera) to implement at local libraries:

[https://milwcofedlibsys.sharepoint.com/:f:/s/ITInfo/EvAL5KoEO1VCovQxShZbNYoBtdzktDr-HfxVtWUKTnX\\_fg](https://milwcofedlibsys.sharepoint.com/:f:/s/ITInfo/EvAL5KoEO1VCovQxShZbNYoBtdzktDr-HfxVtWUKTnX_fg)

#### System Hardware and Backup Purchases

In 2019, the system invested heavily in hardware to replace aging servers that provide critical services for member libraries, including two servers to support the Sierra ILS system as well as the Encore server that provides access to the online catalog. Because backup tapes were no longer an option with the new servers, MCFLS also purchased a Unitrends backup appliance to provide daily backups of these critical servers and other centralized hardware. The Unitrends appliance represents a significant upgrade in system backups which for years could only be done five times a week. The new appliance performs daily backups seven days a week, allows for a physical off-site transfer of the latest backup to a

remote site and offers a cloud-based backup to provide additional redundancy.

### Cybersecurity Awareness Training

In 2019, MCFLS sponsored and acted as fiscal agent for an LSTA grant to purchase a cybersecurity training subscription through a company called KnowBe4. The grant involved collaboration among four library systems, although MCFLS provided leadership throughout the project. Cybersecurity training involves educating staff to recognize malicious phishing emails and modify behavior to minimize risks to the library and system. By all accounts the training has been a success. Reports indicate that our system percentage of phish-prone users (those more likely to click on a suspicious link) went from around 30% to less than 3% in the space of 9 months. The cost of this training for all four systems exceeded \$17,000, but our member libraries received this training at no cost. MCFLS has already secured a cheaper alternative through a statewide contract that will reduce costs to less than \$900 per year.

### Software Licensing

To save cost on essential software licensing (Microsoft, Symantec, Reboot Restore, Cisco Meraki), MCFLS system staff have researched options and typically referred local libraries to TechSoup for acquiring a donation or discount pricing.

In the transition to Windows 10, MCFLS system staff have developed and implemented a new series of cost saving measures for use on library public use computers:

- Utilizing user-specific local group policies to eliminate the cost of renewing WinSelect software.
- Replacing DeepFreeze with Reboot Restore software that can be acquired from TechSoup with low discount pricing.

### Public PC Time Management System

MCFLS has assisted member libraries in acquiring the MyPC time and print management software to replace the outdated system that had been in place for nearly 20 years. The MyPC system is a vast improvement over the old system and has received high marks from members. By maintaining a centralized licensed MyPC server, MCFLS is helping each MyPC library realize a significant cost savings. If each library had to purchase a license for a local server, the cost would be \$1,875 on top of the cost of a local server, conservatively estimated at \$3000. For the nine current MyPC libraries, this represents a savings of around \$40,000.

### Consultation and Support

Equipped with a good source of low cost but high performance and multi-year hardware warranty computers, a solid selection of reliable peripherals, a well-developed and uniform computer configuration, and low onsite service charges, MCFLS can successfully provide cost-effective services to local libraries.

A good recent example of how MCFLS can serve members can be seen with the Whitefish Bay Public Library. In late 2019 Whitefish Bay reached out to MCFLS after years of residing on their village's network to seek better support and help with lowering costs. After consulting with MCFLS system staff, they decided to use MCFLS for computer services support, moved off the village network and back to the MCFLS WAN, implemented a new LAN File Server, and upgraded all library computers to Windows 10 at a significant cost savings.

### 2019/2020 Special Projects

<u>Project Start Date</u>	<u>Library Site</u>	<u>Project Description</u>	<u>Total Hours</u>
7/9/2019	S. MILWAUKEE	Install and configure new Gigabit LAN Switch - Patching network cables	2
7/15/2019	CUDAHY	Convert all Staff PCs to Windows 10:	35
		Install and configure 9 new Windows 10 replacement Staff computers	
		Upgrade 5 existing Staff computers to Windows 10	
		Reconfigure 7 old Staff computers to replace all Catalog PCs, Local History Room PC & Video Display PC	
9/4/2019	FRANKLIN	Convert all Library computers and laptops to Windows 10:	54
		Install and configure 5 new Windows 10 replacement Staff computers	
		Upgrade 5 existing Staff computers to Windows 10	
		Upgrade Local History Room PC & Public Scan Station to Windows 10	
		Upgrade 12 Adult Public PCs & 6 Children Public PCs to Windows 10	
		Upgrade 2 Library Use laptops & 10 Tech Lab laptops to Windows 10	
11/14/2019	ST. FRANCIS	Convert all Public PCs to Windows 10:	17
		Install and configure 3 new Windows 10 replacement Adult Lab PCs	
		Upgrade 6 existing Adult Lab PCs to Windows 10	
		Upgrade 2 existing Youth PCs & 6 existing Kid PCs to Windows 10	

1/2/2020	WHITEFISH BAY	Move Library off Village Network and back to MCFLS WAN:	21
		Create new Library network (new IP address range & network domain)	
		Install & configure new LAN Server - Reconfig Staff PCs to join new domain	
		Reconfigure all Catalog PCs & Express Internet PC	
		Convert all Library computers and laptops to Windows 10:	49
		Upgrade all Staff computers to Windows 10	
		Upgrade all Adult & Youth Public computers to Windows 10	
		Upgrade all Public Laptops to Windows 10	
2/5/2020	ST. FRANCIS	Convert all Public Laptops to Windows 10:	6
		Upgrade 6 existing Lab Laptops to Windows 10	
2/7/2020	CUDAHY	Convert all Public PCs to Windows 10:	16
		Install and configure 16 new Windows 10 replacement Public computers	
2/11/2020	SHOREWOOD	Upgrade Public PCs:	16
		Install and configure 6 new Windows 10 replacement Adult Public PCs	
		Perform Windows Update on all Public PCs & Public Laptops	
4/30/2020	HALES CORNERS	Convert all Staff & Public PCs to Windows 10:	20
		Install and configure 3 new Windows 10 replacement Staff computers	
		Upgrade 3 existing Circulation Desk computers to Windows 10	
		Upgrade 6 existing Public Kiosk PCs & 2 Study Room PCs to Windows 10	

2019/2020 Total Hours: 236.

The MCFLS current service rate is \$72/hour. Using a conservative estimate of \$100/hour to separately contract for computer services, MCFLS member libraries collectively saved \$6,600 in 2019/2020. This amount does not include the savings realized through the DELL statewide purchasing plan.

## System Technology Goals 2020 - 2021

MCFLS technology goals are informed by the 2020-2024 MCFLS Strategic Plan and 2020-2024 Technology Plans. Alterations to these goals may be informed by changing priorities and needs as identified by the MCFLS Board, system staff and member libraries.

➤ **Focus on a better user experience and interface for system web presence**

This goal is taken from the strategic plan activities centered on improving the user experience for our patrons and staff for websites maintained by the system, including the system website and the CountyCat/Encore catalog interface. A part of this effort has already been achieved through implementation of the new CountyCat mobile app, but a renewed focus on the user experience runs throughout the strategic and technology plans for the system.

➤ **Begin process of ILS assessment**

The system has been using Sierra since 2014 and Innovative products since the mid-1990s. The MCFLS Board and strategic plan have called for an assessment of our current ILS and survey of the vendor landscape to see if it makes sense to switch vendors for our service. This process is due to start in 2021.

➤ **Router replacement**

The MCFLS network has assessed that current gateway routers (routers that act as the connector between libraries and the MCFLS network) are due to be replaced. MCFLS will start the process in 2020 of budgeting for and replacing three gateway routers a year for five years to ensure libraries have up-to-date equipment and prepare them for additional bandwidth if the opportunity arises.

➤ **Annual system technology plan assessment**

In past years, the system had not done an annual assessment of the technology plan submitted to DPI. The plan is required to be submitted every five years, but starting October 2020 MCFLS staff will review the plan and focus on assessing existing goals, adding new ones and making changes where necessary.

## Library Technology Plan Development

The following information on best practices for developing a library technology plan are based on documents published by Tech Soup with contributions from libraries and organizations across the country as well as information collected on the Technology Planning site on [Webjunction](#). That site has many examples of technology plans that you can use as a guide in developing your own plan.

### Six-Step Technology Planning Tool

KEY ACTIONS (OR DECISIONS) RESOURCES	RESOURCES
Step 1: Find the real IT decision-makers in your community and schedule meetings with them.	For MCFLS member libraries, consult with experts within your municipality. The MCFLS Network Administrator is also available to talk about preliminary technology plan development. <a href="#">Click here for more information.</a>
Step 2: Do an assessment to determine your technology needs.	The MCFLS Network Administrator can assist with a technology inventory for your library.  Use the <a href="#">checklists here</a> and <a href="#">here</a> to help ask the right questions about assessing your library's technology needs.
Step 3: Look at your library's strategic plan or long-range plan and think about how it will affect your technology plan.	For more discussion about the importance of using your strategic or long range plans to develop your technology plan, <a href="#">click here</a> .
Step 4: Pull together a technology team and schedule your first meeting to discuss the information you've collected in steps 1 through 3.	For many MCFLS members, this may mean internal or municipal staff. The MCFLS Network Administrator can also help consult in this area.  Click <a href="#">here</a> and <a href="#">here</a> for more information on building an advisory group to direct your plan.
Step 5: Write the technology plan.	Webjunction has guidance on developing goals and objectives for a technology plan <a href="#">available here</a> .  Also consider <a href="#">total cost of ownership (TCO)</a> when putting your budget together.
Step 6: Revisit and evaluate your technology. Plan on a regular basis (every 6 to 12 months).	<a href="#">Resources</a> to help with evaluation of your plan are available on Webjunction.

## MCFLS Recommended Equipment Replacement Schedules

All computer equipment (such as desktop computers, servers, peripherals) has a limited usable lifespan. Member libraries are advised to consult their technology plan and schedule replacements on a regular basis.

- Keeping hardware longer than the recommended life-cycle is rarely cost effective due to increased repair costs. Also, manufacturer's warranties usually do not extend past three years. It is recommended that libraries avoid replacing all equipment in a single year, but space out replacements to avoid single year budget jumps.
- Include expected annual costs for software using a software inventory, noting licensing expirations and expected needs to upgrade software. MCFLS staff can help in this area.
- Some equipment should be used until it breaks. Some of these items are relatively inexpensive to replace, such as keyboards and mice. Other pieces, such as scanners, thermal receipt printers, and monitors, can be more expensive. Libraries should plan for unexpected replacement costs and/or keep spare equipment available for these situations.

### MCFLS Recommended Replacement Schedules

Equipment	Replace Every
Laptop computer	3 years
Desktop computer	4 years
Server	5 years
Networking equipment	5 years
Monitor	8 years



## Supplemental Information

- [MCFLS List of Recommended Hardware and Peripherals](#)
  
- [MCFLS List of Recommended Browser, PC and Printer Settings for Public Use Workstations](#)

## RESOLUTION OF APPRECIATION

The Milwaukee County Federated Library System (MCFLS) Board of Trustees recognizes that Judy Kaniasty has provided 40 years of combined service to member public libraries; and

Whereas, Judy Kaniasty (beginning in 1980) served for twelve years on the staff of the Milwaukee Public Library Business Office/Administrative services; and

Whereas, Judy Kaniasty accepted the position of Administrative Assistant with the newly independent Federated Library System in 1992, and

Whereas, Judy Kaniasty assisted in easing the transition of many employees into independent MCFLS employment in September, 1994, and

Whereas, Judy Kaniasty diligently records minutes for the MCFLS Board of Trustees and the Library Directors Advisory Council (LDAC) meetings and effectively administers all aspects of payroll, employee benefits, accounts receivable, and accounts payable for MCFLS, and

Whereas, Judy Kaniasty consistently keeps many facets of MCFLS operations running smoothly as the MCFLS Business Manager/Personnel Assistant, and shows enthusiasm and eagerness for new challenges, including training new staff and directors, and

Whereas, Judy Kaniasty always provides a high level of assistance to the MCFLS Director, MCFLS staff, and member libraries in a friendly and professional manner and no matter the circumstances, comes to work with a positive attitude and wholeheartedly supports the mission of MCFLS; therefore

Be It Resolved, that the Milwaukee County Federated Library System Board of Trustees does herewith thank Judy Kaniasty for her exemplary work and congratulates her on the occasion of her 40<sup>th</sup> Anniversary.

## MCFLS Pandemic Work Procedures

### Purpose

System staff need guidance on how their work will proceed during the pandemic. The health and safety of our staff is of paramount importance, particularly given our small size and impact on system services if any person were to fall ill. These procedures are a work in progress and may change based on direction from the MCFLS Board and environmental circumstances, such as state guidelines and directives from the Milwaukee Public Library who owns our leased space.

### Effective Date

These procedures will remain in place until further notice from the MCFLS system director.

### Procedures

#### Remote Work and Schedules

- System staff are encouraged to continue working at home until further notice. System phone extensions should be forwarded to phones available at your residence.
- Work your normal weekday shifts. We want to provide flexible work schedules, but any major departures from the 8 am - 5 pm schedule must be approved by Steve in advance. Member libraries need to be able to get in contact with system staff during those regular hours.
- Please talk with Steve or Judy if you have any questions about your weekday schedule, FFCRA or any other related issues.

#### Working at System Offices

- Important! If you are to enter the system offices for any purposes, please notify Rachel Arndt ([rlarndt@milwaukee.gov](mailto:rlarndt@milwaukee.gov)) AND Judy Pinger ([JEPing@milwaukee.gov](mailto:JEPing@milwaukee.gov)) as soon as possible before entering the building.
- Stay home if you are ill and notify Steve or Judy so your tasks can be covered. Do not enter the system offices. We have enough cross-training in place to cover for one another.
- As libraries open, there are more tasks that will require office access such as printing and filling supply orders, so staff may go in without prior permission on assigned days (see below).
- Staff should only go in to complete necessary tasks and should not stay longer than they need to complete those tasks.
- Keep office doors closed while working.
- Wear masks while not in your office workspace. If you do not have a mask, please notify Steve or Judy and we will provide them for you. MPL restrictions require staff to wear masks while working in any library building.
- Follow social distancing guidelines wherever possible. Remain 6 feet away from other individuals while walking through the building.
- Wash hands or use sanitizer provided regularly throughout the day.
- Sanitizing wipes or disinfectant will be provided. Before leaving the offices for the day, please wipe down high touch surfaces including the kitchenette area, door handles and keypads. Wipe down your own office workspace.

Staff will be divided into two groups and assigned days when they may go in. This process is in place to keep staff from falling ill and separating us enough so that if one gets sick other staff can still perform functions and cover for each other.

Group 1: Judy, Jen: Allowed in the offices on Mondays and Thursdays.

Group 2: Steve, Hieu, Kate: Allowed in the offices on Tuesdays and Wednesdays.

- Staff should sign in with the date and time they arrived and sign out upon leaving. A sheet will be available at the receptionist desk for this purpose.
- Staff should avoid the offices Fridays – Sundays. The exception is Kate, who will need to run overdues and statements at some point in June or July.
- If you need to go into the office on an unassigned day, please email all of us the day before to see if anyone else plans to be there. If no one will be there, you can go in.

### Vacation/Time off

Staff should use the Microsoft Teams calendar to record vacation time and time off to coordinate schedules.

### Working at Member Libraries

- Attempt to accomplish as much work remotely as possible before entering the library to minimize contact.
- When working at member libraries, consult with member library staff to arrive on a day when social distancing measures can be used and low contact with the public/staff can be accomplished.
- Wear masks while working within the library and practice social distancing wherever possible.
- Use hand sanitizer or wash hands regularly. Disinfect high touch surfaces when leaving the area.

### Other Procedures

- Until further notice attendance at meetings and conferences will be done virtually. No travel either in-state or out of state will be allowed.



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

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

June 15<sup>th</sup>, 2020

May/June 2020 Director's Report

### Summary of activities

1. Completed work on the DPI-led writing team focusing on resource sharing. The DPI guidelines were released June 2<sup>nd</sup>.
2. Meeting weekly with member library directors each Thursday to discuss their current situation and make system-level decisions. A google spreadsheet survey form has helped many directors with decision making as their libraries begin to reopen.
3. Revised and worked with suggested changes to the Marketing RFP. We plan to share the revisions with the MAC group before the end of the month.
4. I plan to write the cybersecurity grant with five systems participating in our group, including four from our original cohort. The DPI will be allowing systems to apply for an LSTA grant to pay for the product and implementation costs in the first year. MCFLS will be the financial agent for our group of systems.
5. With system staff assistance, completed the 2019/20 Technology Report. We received some suggestions and positive feedback when the report was presented to the LDAC at their June meeting.
6. Collaborated with Digicorp on a plan to help libraries replace or supplement wireless equipment through a DPI-managed IMLS CARES grant. The grant application is due June 30<sup>th</sup>.
7. Met with system delivery managers from across the state to share information and talk about statewide delivery through South Central. Most are resuming normal delivery soon, although a few are still offering delivery once or twice a week.
8. Spoke on a conference call with Ted Anderson from the local DWD agency about their status and how libraries and job centers can coordinate. Ted shared contact information for job centers that I relayed onto directors. We plan to communicate further and do what we can to assist one another.
9. Completed County budget request documents. The county is requiring all departments and agencies like MCFLS to complete a Racial Equity Budget Tool (REBT) when submitting their budget request. The REBT will be completed by early July and shared with the Board before submittal to the County.

### Upcoming Activities

1. Complete application for CARES Act grant offered by DPI. Submit the application by June 30<sup>th</sup>.
2. Start work on a mid-year budget revision process using final carryover amount from 2019.
3. Submit 2021 budget request documents to Milwaukee County staff.
4. Begin work on preliminary 2021 budget and investigate impact of pandemic on state aid to systems.
5. Work with County Exec's office to fill remaining board openings.