

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, August 17th, 2020

3:30 P.M.

This meeting will be conducted online
using Zoom meeting software

Meeting URL: [CLICK HERE](#)

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, June 15th, 2020

Action [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council--Report of the August 6th, 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—July 2020

Action

[Attachment C](#)

7. Member library network gateway device replacement plan

Action

[Attachment D](#)

8. Resolution for Paula Kiely

Action

[Attachment E](#)

Administrative Informational Items

9. Coronavirus Response – System and Member Library Update

10. Hoopla projections for remainder of 2020

[Attachment F](#)

11. Update regarding MCFLS Board appointments

12. Director's Report

[Attachment G](#)

Next meeting date: Monday, September 21st at 3:30 pm using Zoom meeting software.

Milwaukee County Federated Library System
Board of Trustees

Regular Monthly Meeting held Monday, July 20, 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
Paula Kiely, Milwaukee Public Library
Mason Lavey, City of Milwaukee Budget Office
Wendi Unger, Baker Tilly Virchow Krause LLP

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order a 3:32 p.m.

ADOPTION OF AGENDA. President Ziehler referred to the agenda. Vice President Shea 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, June 15, 2020 meeting which are shown as Attachment A of the agenda packet. Vice President Shea moved and Trustee Johnson seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. Paula Kiely announced that she will be retiring on August 20 and does plan to attend the August MCFLS Board meeting to say farewell.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report - June 2020. President Ziehler referred to the June 2020 financial report, which is shown as Attachment B of the agenda packet. Director Hesel noted that he has nothing to report, but that a few items will be discussed during the mid-year budget revision discussion after the audit presentation. Trustee Suelzer moved and Vice President Shea seconded a motion to approve the June 2020 financial report as presented. Unanimously approved.

2019 MCFLS System Audit Presentation. Wendi Unger, from Baker Tilly Virchow Krause LLP reviewed the audit, which is given a Clean Opinion (best available as always) which is shown as Attachment C of

the agenda packet and responded to questions. The only items Wendi thinks the Board should keep in mind are the OPEB and compensated absences costs which change over time but she stressed there is no worries she can point out. Trustee Suelzer moved and Vice President Shea seconded a motion to approve the audit as presented and to distribute as necessary. Unanimously approved.

2020 Mid-year Budget Revision. Director Hesel reviewed his proposed 2020 mid-year budget revision document which is shown as Attachment D of the agenda packet and noted that the Marketing budget lines are decreased due to the fact that the scope of the project for 2020 has been narrowed and will start in the Fall due to the COVID situation. Director Hesel commented that he will be bringing a proposal to the Board next month for the use of contingency funds to start replacing gateway routers at the member libraries since the bandwidth has increased and the current routers are limited to 100 mbps and the new ones can accommodate up to 1gbyte which is needed by libraries. Trustee Suelzer moved and Trustee Johnson seconded a motion to approve the 2020 mid-year budget revision as presented. Unanimously approved.

President Ziehler inquired when the 2021 budget document would be on the Board agenda and Director Hesel responded that either September or October would be a realistic goal.

Revised RFP for Marketing Services. Director Hesel referred to Attachment E of the agenda packet which is a substantially changed document outlining less deliverables and changed scope of services focusing on simplified system-level marketing strategies for a multi-year marketing plan and evaluation process. The data collection component is eliminated since that work is difficult and costly. The proposed timeline is to release the RFP in early August and then the MAC can review proposals and enter into a contract to begin in September for a year with the option to renew. Trustee Johnson inquired to the payment plan and Director Hesel suggested a down- payment and then payments made after certain work is completed—it was suggested to add this language to the contract. Trustee Johnson moved and Vice President Shea seconded a motion to approve the RFP as revised. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS.

Coronavirus Response – System and Member Library Update. Director Hesel reported that there is an online document that member libraries keep updated for each other's information and is useful to make logical decisions. Most suburban libraries are open for limited services and/or curbside service. Director Hesel indicated he would share the document with the Board after this meeting for informational purposes. Director Hesel reported that Milwaukee is moving forward with their reopening plan phasing in services at their locations; a recent positive COVID case at Central set that plan back a bit but it is progressing forward. Paula Kiely added that this weekend Central's curbside operation is allowing pickup of holds again and then next week one branch library will open on a limited basis and then two more branches will offer curbside pickup and few more will open each week until all are open for limited services.

Director Hesel reported that he has been looking over annual reciprocal borrowing statistics since circulation has been affected due to the pandemic and while the funding distribution is set for 2021, the 2022 funding will contain this timeframe and there doesn't seem to be much variance from year to year so he proposes not to change the formula used at this time.

Another cost calculated on circulation is the annual Innovative software maintenance costs and it may be wise to use an average of the past three years since Milwaukee has been closed longer than the suburban libraries and increases to the suburban libraries could be enough to cause budget concerns since the approximate \$180,000 is a large cost shared by all members. The 2021 costs have already been set but the 2022 costs are in question and there is plenty of time to make a decision if needed but he wanted to share this information since he feels it is important

Director Hesel reported he is still attending weekly DPI statewide meetings relative to COVID-19 concerns and that MCFLS staff are working from home for the most part; Kate is coming into the office on Tuesdays and Fridays to send out notices and staff remain productive and attending weekly meetings.

2020-2024 MCFLS Strategic Plan Quarterly Report. Director Hesel referred to the 2020-2024 MCFLS Strategic Plan Quarterly Report which is shown as Attachment F of the agenda packet noting some things are backed up due to the pandemic and others are on schedule and so noted.

Director's Report. Director Hesel reviewed his report which is shown as Attachment G of the agenda packet and responded to questions. Director Hesel added that there is no new news to report regarding the filling of the Board member vacancies, however two prospects are interested. Trustee Johnson questioned how much ILS is performed state-wide and Director Hesel replied that currently Milwaukee and the UW College Libraries are unable to staff/perform duties but that should be rectified in Milwaukee in two weeks or so which will help the rest of the state get that program back up and running.

NEXT MEETING. Scheduled for Monday, August 17th at 3:30 and it will be offered remotely via Zoom again.

ADJOURNMENT. With no further business to be addressed, Treasurer Kovac moved and Trustee Suelzer seconded a motion to adjourn the meeting at 4:56 p.m. Unanimously approved.



MILWAUKEE

PUBLIC LIBRARY

Central Library

Date: 8/10/2020

To: MCFLS Board of Trustees

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

Summary of LDAC Meeting for August 6th, 2020

Location: Zoom Teleconference

Discussion

- Sharing COVID 19 Response/Updates
 - ✓ Discussion of community mask ordinances.
 - ✓ All suburban libraries are open to the public with restrictions.
 - ✓ MPL slowly re-opening branches. The new Good Hope Branch opened on July 29th with limited capacity.
 - ✓ Villard Square and Washington Park branches open on 8/10 with limited capacity.
 - ✓ MPL will share evolving building opening schedule with understanding that it is subject to change.
 - ✓ Decision made to continue weekly LDAC COVID meetings through the month of August.
 - ✓ Discussion on public computer time limits in pandemic times for non - MPL MyPC libraries. Consensus to have public computing time limits remains at one hour.
- Interlibrary Loan (ILL) Quarantine
 - ✓ Statewide ILL resumed on August 3rd
 - ✓ State library systems slowly expanding ILL delivery.
 - ✓ Milwaukee County's ILL program is back in service with Brian Hannemann's return from Milwaukee Health Department.
 - ✓ ILL returns to be subject to four day quarantine.

Technology

- Hoopla Projections through the end of 2020 – Costs projected to go down and MCFLS will make up any unexpected shortfalls.
- Microsoft Office software – options for staff/public – discussion of Office 365 or individual licenses for suburban locations. The issue of individual logins in the Office 365 environment was an issue for public facing machines.



MILWAUKEE PUBLIC LIBRARY

Central Library

- Overdrive Advantage Proposal – Revisited – MCFLS reduced original opt in amounts due to concern with financial insecurity at this juncture.
 - ✓ Member support for increasing digital content more locally as budgets allow.
 - ✓ Vote passed for establishing an additional \$15K for MCFLS Overdrive Advantage account.
- Cybersecurity Staff Training Program
 - ✓ New LSTA grant to further staff cybersecurity training.
 - ✓ Several library systems opted in to this grant opportunity.
 - ✓ Success with prior year's KnowB4 cybersecurity training.
 - ✓ Wauwatosa, Oak Creek and Milwaukee not participating due to individual municipal programs.

Informational

- ✓ RFP for Marketing Services – reworked original posting after feedback from marketing community. Budget was not commensurate with scope and separated data services from marketing services. Sent out on 8/3 and due on 8/21.

Additional Business

- South Milwaukee Library looking for interim director for outgoing Director Kathy Manning.
- Steve Hesel: Extend materials renewal dates proposal. Source of patron confusion. MCFLS to provide data table for review.
- Steve Hesel: Expiring library card notification language. Jen Schmidt will put together more data on how many patrons have expiring cards by library over the rest of 2020. There was some support for an online registration form that could be used to reduce contact necessary for re-registration on the patron's part.
- MCFLS Board openings – LDAC to send Steve Hesel any MCFLS Board member suggestions by the end of August. Looking to increase diversity on the Board.

Financial Report

For the Seven Months Ending July 31, 2020

		<u>Original</u> <u>Budget</u>	<u>Revised Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
1							
2							
3	General Revenues						
4	State Aid Revenue	\$ 2,855,319	\$ 2,855,319	\$ 2,855,319	(100.00)	\$ -	0.00
5	Milwaukee County Allocation	\$ 66,650	\$ 66,650	\$ 66,650	(100.00)	\$ -	0.00
6	West Milwaukee Contract -Other	\$ 47,466	\$ 47,466	\$ 47,466	(100.00)	\$ -	0.00
7	Interest on Invested Funds	\$ 7,500	\$ 15,000	\$ 7,404	(49.36)	\$ 7,596	(50.64)
8	Member Forms/Supplies Rev (60)	\$ 20,000	\$ 20,000	\$ 8,968	(44.84)	\$ 11,032	(55.16)
9	Member Postage Revenue (59)	\$ 25,000	\$ 25,000	\$ 5,395	(21.58)	\$ 19,605	(78.42)
10	Member OCLC Revenue	\$ 121,591	\$ 121,591	\$ 121,591	(100.00)	\$ -	0.00
11	Member Telecomm. Revenue (69)	\$ 16,800	\$ 16,800	\$ 16,800	(100.00)	\$ -	0.00
12	Member III Softwre Maint-Basi	\$ 179,267	\$ 179,267	\$ 179,267	(100.00)	\$ -	0.00
13	Member III Softwre Maint-Other	\$ 46,709	\$ 47,137	\$ 47,137	(100.00)	\$ -	0.00
14	Member Tech. Assist.-Time Rev.	\$ 15,000	\$ 25,000	\$ 11,937	(47.75)	\$ 13,063	(52.25)
15	Member Special Projects Revenu	\$ 80,000	\$ 80,000	\$ 33,182	(41.48)	\$ 46,818	(58.52)
16	Member Cataloging Contract Rev	\$ 163,716	\$ 163,716	\$ 163,716	(100.00)	\$ -	0.00
17	Member Database Revenue (55)	\$ 62,174	\$ 62,160	\$ 62,160	(100.00)	\$ -	0.00
18	Member Catalog Enhancement Rev	\$ 29,648	\$ 29,648	\$ 29,648	(100.00)	\$ -	0.00
19	Member Ecommerce Transaction	\$ 10,000	\$ 10,000	\$ 2,946	(29.46)	\$ 7,054	(70.54)
20	TNS Calls/Notices Revenue (43)	\$ 1,260	\$ 1,260	\$ 473	(37.54)	\$ 787	(62.46)
21	Carryover Revenue	\$ 35,000	\$ 12,184	\$ 12,184	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 37,967	\$ 37,991	\$ 21,931	(57.73)	\$ 16,060	(42.27)
23	LSTA Technology Grant Revenue	\$ 11,200	\$ 43,266	\$ -	0.00	\$ 43,266	(100.00)
24	Member Digital Content Rev (88	\$ 256,414	\$ 256,413	\$ 256,413	(100.00)	\$ -	0.00
25	Member PC Mngmt License Rev	\$ 2,545	\$ 2,545	\$ 1,213	(47.66)	\$ 1,332	(52.34)
26	Member MKE Mixers Rev (93)	\$ 1,400	\$ 1,400	\$ 600	(42.86)	\$ 800	(57.14)
27	Member Replacement Fines Rev	\$ -	\$ 10,500	\$ 2,599	(24.75)	\$ 7,901	(75.25)
28	Member Overdrive Advantage Rev	\$ -	\$ 20,000	\$ -	0.00	\$ 20,000	(100.00)
29	Total General Revenues	\$ 4,092,626	\$ 4,150,313	\$ 3,954,999	(95.29)	\$ 195,314	(4.71)
30							
31	Special Revenues						
32	W. Milw Borrowing Rev (97)	\$ 49,079	\$ 49,079	\$ 49,079	(100.00)	\$ -	0.00
33	Ecommerce Revenue (99)	\$ 200,000	\$ 200,000	\$ 80,721	(40.36)	\$ 119,279	(59.64)
34	Total Special Revenues	\$ 249,079	\$ 249,079	\$ 129,800	(52.11)	\$ 119,279	(47.89)
35							
36	Total Revenues	\$ 4,341,705	\$ 4,399,392	\$ 4,084,799	(92.85)	\$ 314,593	(7.15)
37							
38		<u>Original</u> <u>Budget</u>	<u>Revised Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
39							
40	General Expenditures						
41	Fringe Benefits Expense	\$ 183,573	\$ 189,891	\$ 112,954	59.48	\$ 76,937	40.52
42	Salaries Expense	\$ 381,639	\$ 381,639	\$ 219,867	57.61	\$ 161,772	42.39
43	Telephone Renewal Expense	\$ 612	\$ 612	\$ 254	41.50	\$ 358	58.50
44	Member Ecommerce Transaction E	\$ 10,000	\$ 10,000	\$ 2,199	21.99	\$ 7,801	78.01
45	TNS Calls/Notices Expense (20)	\$ 1,260	\$ 1,260	\$ 709	56.27	\$ 551	43.73
46	Mileage/Auto Maint Expense	\$ 700	\$ 700	\$ 81	11.57	\$ 619	88.43
47	Conference/Training Expense	\$ 6,500	\$ 3,000	\$ 1,054	35.13	\$ 1,946	64.87
48	Memberships Expense	\$ 5,000	\$ 5,000	\$ 3,885	77.70	\$ 1,115	22.30
49	Continuing Education Expense	\$ 9,000	\$ 9,000	\$ 6,474	71.93	\$ 2,526	28.07
50	Office Supplies Expense	\$ 1,000	\$ 1,500	\$ 619	41.27	\$ 881	58.73
51	Copy Machine Maint. Expense	\$ 2,500	\$ 1,750	\$ 672	38.40	\$ 1,078	61.60
52	MCFLS Printing Expense	\$ 500	\$ 500	\$ -	0.00	\$ 500	100.00
53	MCFLS Printing for Mem Expense	\$ 5,000	\$ 2,500	\$ -	0.00	\$ 2,500	100.00
54	MCFLS WI Pub Lib Consortium Ex	\$ 5,605	\$ 5,605	\$ 5,605	100.00	\$ -	0.00

Financial Report
For the Seven Months Ending July 31, 2020

55	MCFLS Buying Pool	\$ 135,000	\$ 148,000	\$ 60,000	40.54	\$ 88,000	59.46
56	MCFLS Database Expense	\$ 21,700	\$ 21,700	\$ 21,700	100.00	\$ -	0.00
57	Member Database Expense (17)	\$ 62,174	\$ 62,160	\$ 62,160	100.00	\$ -	0.00
58	MCFLS Catalog Enhancement Expe	\$ 84,799	\$ 84,799	\$ 82,564	97.36	\$ 2,235	2.64
59	Member Catalog Enhancement Exp	\$ 29,648	\$ 29,648	\$ 13,148	44.35	\$ 16,500	55.65
60	MCFLS Postage Expense	\$ 600	\$ 600	\$ 160	26.67	\$ 440	73.33
61	Member Postage Expense (9)	\$ 25,000	\$ 25,000	\$ 11,950	47.80	\$ 13,050	52.20
62	Member Forms/Supplies Exp (8)	\$ 20,000	\$ 20,000	\$ 12,246	61.23	\$ 7,754	38.77
63	Telephone Expense	\$ 5,000	\$ 5,000	\$ 1,781	35.62	\$ 3,219	64.38
64	Meetings Expense	\$ 500	\$ 500	\$ 204	40.80	\$ 296	59.20
65	Insurance Expense	\$ 11,700	\$ 11,429	\$ 11,429	100.00	\$ -	0.00
66	Legal Expense	\$ 500	\$ 3,450	\$ 3,450	100.00	\$ -	0.00
67	Audit Expense	\$ 12,250	\$ 13,000	\$ 10,590	81.46	\$ 2,410	18.54
68	Payroll Service Expense	\$ 5,200	\$ 5,200	\$ 2,504	48.15	\$ 2,696	51.85
69	III Software Support Expense	\$ 225,976	\$ 231,298	\$ 218,888	94.63	\$ 12,410	5.37
70	III TNS Subscr Exp	\$ 12,224	\$ 12,224	\$ 12,224	100.00	\$ -	0.00
71	Member Telecomm. Expense (11)	\$ 16,800	\$ 16,800	\$ -	0.00	\$ 16,800	100.00
72	MCFLS Telecomm. Maint. Expense	\$ 5,000	\$ 3,250	\$ 3,250	100.00	\$ -	0.00
73	OCLC Expense	\$ 135,047	\$ 135,047	\$ 56,735	42.01	\$ 78,312	57.99
74	MCFLS Computer Room Equipment	\$ 5,000	\$ 3,500	\$ 595	17.00	\$ 2,905	83.00
75	MCFLS Software Expense	\$ 3,000	\$ 1,500	\$ 684	45.60	\$ 816	54.40
76	MCFLS Equipment Expense	\$ 6,000	\$ 8,000	\$ 7,411	92.64	\$ 589	7.36
77	Member Special Projects Expens	\$ 80,000	\$ 80,000	\$ 47,435	59.29	\$ 32,565	40.71
78	Sorting and Delivery Expense	\$ 291,700	\$ 291,700	\$ 142,538	48.86	\$ 149,162	51.14
79	South Central Delivery Expense	\$ 22,066	\$ 22,066	\$ 11,082	50.22	\$ 10,984	49.78
80	Auto Payment/Maintenance Exp.	\$ 1,000	\$ 1,000	\$ -	0.00	\$ 1,000	100.00
81	MPL Resource Contract Expense	\$ 178,457	\$ 178,457	\$ 89,229	50.00	\$ 89,228	50.00
82	MPL Rent Lease Contract Exp.	\$ 129,815	\$ 129,815	\$ 64,908	50.00	\$ 64,907	50.00
83	ILS Expense	\$ 36,450	\$ 36,450	\$ 18,225	50.00	\$ 18,225	50.00
84	MCFLS Catalog Cont Exp to MPL	\$ 271,255	\$ 271,255	\$ 135,628	50.00	\$ 135,627	50.00
85	Member Catalog Contract Exp.	\$ 163,716	\$ 163,716	\$ 81,858	50.00	\$ 81,858	50.00
86	MCFLS Collection Dev Tool Exp	\$ 23,800	\$ 24,752	\$ -	0.00	\$ 24,752	100.00
87	Internet Expense	\$ 20,500	\$ 20,500	\$ 9,173	44.75	\$ 11,327	55.25
88	Contingency Expense	\$ 29,451	\$ 37,865	\$ 3,421	9.03	\$ 34,444	90.97
89	LSTA Technology Grant Expense	\$ 11,200	\$ 43,266	\$ 6,095	14.09	\$ 37,171	85.91
90	Member Digital Content Exp	\$ 256,414	\$ 256,414	\$ 232,301	90.60	\$ 24,113	9.40
91	Marketing	\$ 10,000	\$ 5,000	\$ 131	2.62	\$ 4,869	97.38
92	Marketing Consultant/Contract	\$ 40,500	\$ 12,000	\$ -	0.00	\$ 12,000	100.00
93	Cooperative Purchasing Sub Exp	\$ 2,000	\$ 2,200	\$ -	0.00	\$ 2,200	100.00
94	Member PC Mngmt License Ex	\$ 1,875	\$ 1,875	\$ 1,876	100.05	\$ (1)	(0.05)
95	Member MKE Mixer Exp (26)	\$ 1,400	\$ 1,400	\$ 25	1.79	\$ 1,375	98.21
96	Member Replacement Fines Exp	\$ -	\$ 10,500	\$ 2,599	24.75	\$ 7,901	75.25
97	Member OverDrive Advantage Exp	\$ -	\$ 20,000	\$ 15,000	75.00	\$ 5,000	25.00
98	Total General Expenditures	\$ 3,007,606	\$ 3,065,293	\$ 1,809,570	59.03	\$ 1,255,723	40.97
99							
100	Special Expenditures						
101	W. Milw Borrowing Exp (30)	\$ 49,079	\$ 49,079	\$ 49,079	100.00	\$ -	0.00
102	RB - MCFLS Payment Expense	\$ 1,085,020	\$ 1,085,020	\$ 1,085,020	100.00	\$ -	0.00
103	Ecommerce Expense (31)	\$ 200,000	\$ 200,000	\$ 89,808	44.90	\$ 110,192	55.10
104	Total Special Expenditures	\$ 1,334,099	\$ 1,334,099	\$ 1,223,907	91.74	\$ 110,192	8.26
105							
106							
107	Total Expenditures	\$ 4,341,705	\$ 4,399,392	\$ 3,033,477	68.95	\$ 1,365,915	31.05
108							
109	Revenue/Expenditures +/-			\$ 1,051,322			

BUDGET PROPOSAL FOR: MCFLS

PROPOSAL DATE: July 17, 2020

ESTIMATED PROJECT COST: See options below

SYSTEM PROPOSED: Fortinet FortiGate

SYSTEM CONFIGURATION: Branch Libraries (replaces Cisco Router)

<u>QTY</u>	<u>DESCRIPTION</u>	<u>Unit Price</u>	<u>Extended Price</u>
1	FortiGate 60F 10 x GE RJ45 ports (including 7 x Internal Ports, 2 x WAN Ports, 1 x DMZ Port).	500.00	\$ 500.00
1	24x7 FortiCare Contract for 1 Year: Advanced Hardware Replacement (NBD), Firmware and General Upgrades, Application Control	100.00	\$ 100.00
1	Digicorp Professional Services to Stage and Program the FortiGates. MCFLS will perform the onsite install with remote support from Digicorp.		\$ 1,250.00
	Total		\$ 1,850.00

RESOLUTION OF APPRECIATION

Paula Kiely is retiring from the Milwaukee Public Library after 25 years of dedicated and exemplary service; and

WHEREAS, Paula Kiely has served with distinction as City Librarian since September, 2006; and

WHEREAS, Paula Kiely has provided exceptional leadership to the Milwaukee County Federated Library System and continually offered expertise to the Wisconsin library community as evidenced by her significant contributions to the Public Library System Redesign project; and

WHEREAS, Paula Kiely has revitalized the Milwaukee Public Library system through public/private partnerships that have resulted in new mixed-use branch libraries throughout the city and spearheaded efforts to improve technologies within the libraries throughout her tenure; and

WHEREAS, Paula Kiely has consistently sought to improve the lives of all residents of the City of Milwaukee through innovative programs such as Books2Go, Library Loud Days and LibraryNow, which placed library access in the hands of almost 80,000 students county-wide; and

WHEREAS, Paula Kiely has engendered strong partnerships within the system and has helped create a culture of sharing and innovation that has greatly benefited the system and member libraries; and

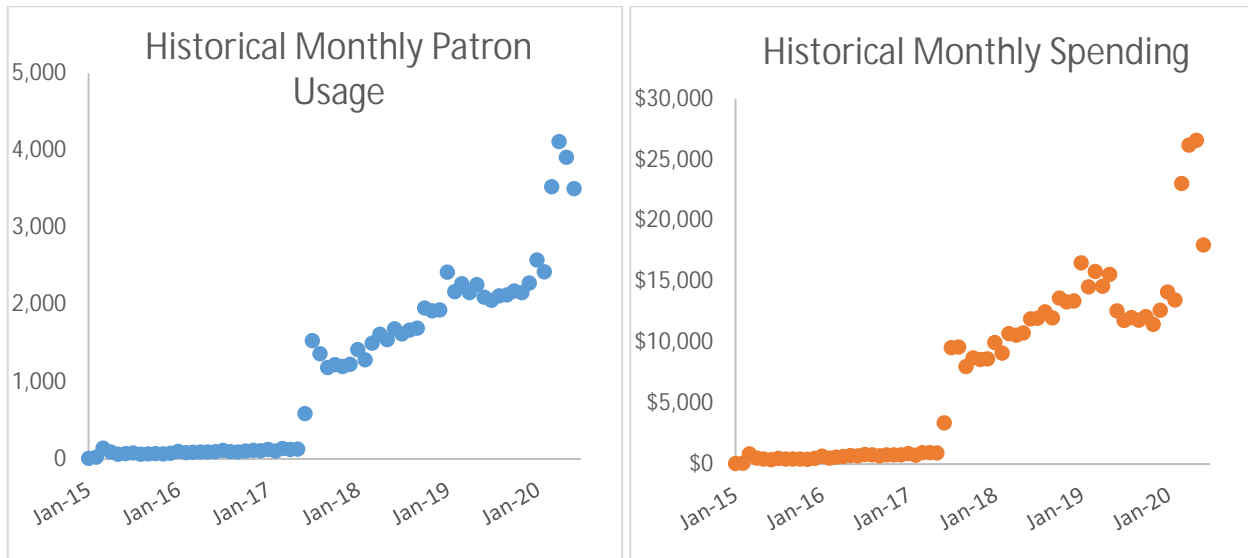
BE IT NOW RESOLVED, that the Milwaukee County Federated Library System Board of Trustees do herewith express heartfelt thanks to Paula Kiely for her remarkable leadership and service, and wishes her well in retirement and all future endeavors.

FURTHERMORE, BE IT RESOLVED, that a copy of this resolution be framed and sent to Paula and that a copy be printed as an attachment to the agenda of the regular meeting of the MCFLS board of Trustees held August 17th, 2020.

hoopla Estimated Costs	
Remainder of 2020	
hoopla 2020	2 1/2 months at 8 max checkouts
Jan-20	\$ 14,137
Feb-20	\$ 13,500
Mar-20	\$ 23,046
Apr-20	\$ 26,216
May-20	\$ 26,598
Jun-20	\$ 18,009
* Jul-20	\$ 17,800
* Aug-20	\$ 17,100
* Sep-20	\$ 16,500
* Oct-20	\$ 16,000
* Nov-20	\$ 15,700
* Dec-20	\$ 15,600
Total Est	\$ 220,205
Budgeted	\$ 220,000
Difference	\$ (205)
* Midwest Tape estimate	

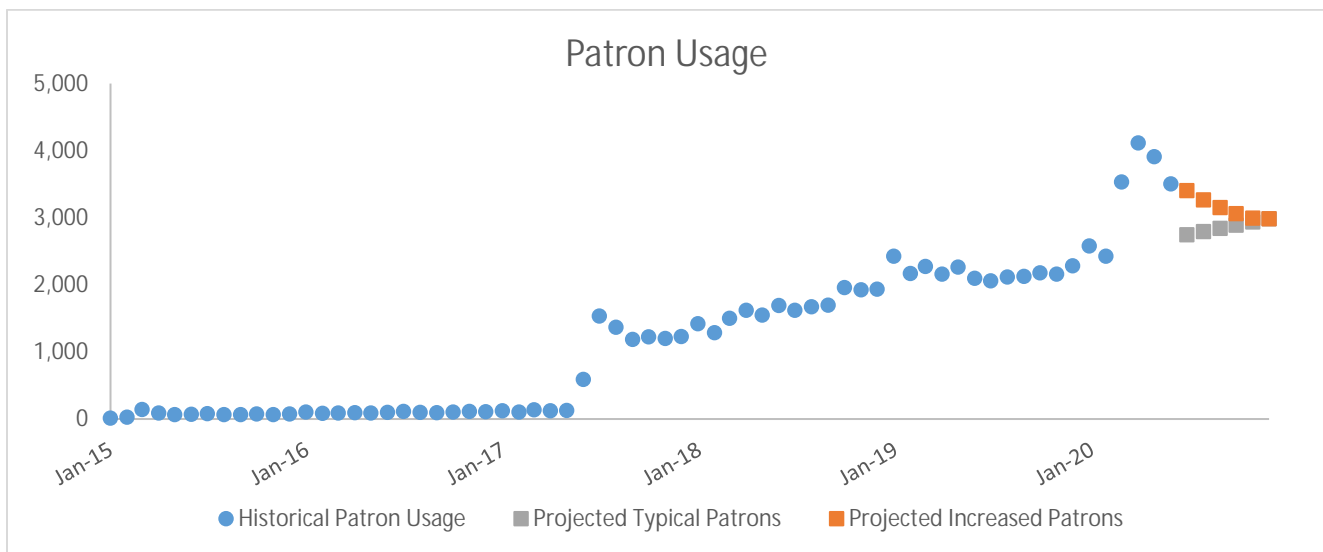
Overview: Milwaukee County Federated Library System launched hoopla in January 2015 and continues to be a strong partner. The library continues to experience growth in patron usage and cost. This report details historical data, and forecasts expected usage based on the library data. This projection does take into account an expected increase in the number of patrons using their digital library in the next few months.

Historical Data: The unique hoopla model allows the library to pay for what patrons borrow. The increased spending over time directly relates to the number of patrons borrowing.



Projecting Future Usage:

- Forecast based on historical data
- Average Cost Per Circ: \$2.01
- Average Monthly Circs Per Patron: 2.6





Projecting Future Spending: Using expected patrons, average cost per circ, and average circs per patron we can project the following monthly spending for the next 6 months.

Month	Expected Increased Patrons	Expected Cost = Expected Increased Patrons (X) Avg. Monthly Circs Per Patron (X) Avg. Cost Per Circ
Jul-20	3,403	\$17,800
Aug-20	3,266	\$17,100
Sep-20	3,151	\$16,500
Oct-20	3,060	\$16,000
Nov-20	2,993	\$15,700
Dec-20	2,982	\$15,600
Projected 6-Month Total		\$99,000

The library should continue to monitor usage and spending.



709 North Eighth Street
Milwaukee, WI 53233

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

August 17, 2002

July/August 2020 Director's Report

Summary of activities

1. We continue to meet weekly with member library directors each Thursday to discuss their current situation and make system-level decisions. I recently [updated a spreadsheet showing the different service levels](#) and thresholds for delivery and system services that we would need to meet to reach them. All of this information reflects current practice.
2. Will continue to meet with DPI and system directors each Tuesday morning for the foreseeable future to talk through pandemic-related issues and share information from our systems.
3. Continue to meet with system staff each Tuesday morning for a 45 minute check-in. I have developed work procedures to allow system staff to work within the system offices after the Labor Day holiday and have shared those with MPL staff. Our staff will begin coming into the offices on assigned days to reduce the risk of spread and work the remainder at home until further notice.
4. Submitted the Marketing Services RFP to four local marketing firms and clearinghouses. I contacted the local marketing firms personally to gauge their interest. All of them expressed interest in working with the libraries and were excited about the prospect of helping us promote our services.
5. The cybersecurity implementation is moving forward and we have completed uploading our users and whitelisting our email services to allow the simulated phishing attacks to take place. Our go live date looks as if it will start sometime in September.
6. Attended the Good Hope library grand opening on July 29th.
7. Worked with MPL staff to reopen ILL services which resumed August 3rd. MPL can now accommodate most ILL requests and member libraries have indicated they are ready to share.
8. Completed 2021 member costs document to share with directors to assist with their budget process.

Upcoming Activities

1. Work with the MAC group to select a marketing consultant the week of August 24th.
2. Continue work on the 2021 budget and investigate impact of pandemic on state aid to systems. I will work with directors to keep them informed and present the 2021 budget in September.
3. Complete and present the 2021 system plan in September.
4. Work with directors and County Exec's office to fill the remaining board opening.