

NOTICE

Milwaukee County  
Federated Library System  
Board of Trustees

Monday, September 21<sup>st</sup>, 2020

2:00 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, August 17<sup>th</sup>, 2020  

Action      [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council--Report of the September 3<sup>rd</sup>, 2020 Meeting

Action      Distributed in Advance

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

Board of Trustees—Administrative reports requiring action

6. Financial Report—August 2020

Action

[Attachment B](#)

7. 2021 MCFLS System Plan

Action

[Attachment C](#)

8. Backup and Digitization Archive Collaboration MOU

Action

[Attachment D](#)

Administrative Informational Items

9. Coronavirus Response – System and Member Library Update

10. Marketing consultant update

11. Director's Report

[Attachment E](#)

Next meeting date: Monday, October 19<sup>th</sup> at 3:30 pm using Zoom meeting software.

Milwaukee County Federated Library System  
Board of Trustees

Regular Monthly Meeting held Monday, August 17, 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

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 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, June 15, 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 August 6, 2020 meeting which is shown as Attachment B of the agenda packet and responded to Board questions. Treasurer Kovac moved and Trustee Suelzer seconded a motion to accept the report and place it on file. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report – July 2020. President Ziehler referred to the July 2020 financial report, which is shown as Attachment C of the agenda packet. Director Hesel referred to the additional column to the report which reflects the original annual budget and the revised budget for informational purposes as requested last year. Director Hesel reported that 250 additional delivery tubs have been ordered since more MPL locations are planning to open and the amount of time for quarantining has been increased from three to four days for safety reasons. Treasurer Kovac moved and Trustee Suelzer seconded a motion to approve the July 2020 financial report as presented. Unanimously approved.

Member Library Network Gateway Device Replacement Plan. Director Hesper reported that each suburban library has Cisco Routers for internet bandwidth transmission owned by MCFLS and those pieces of equipment are aging and only support up to 100 mbps and while that is enough for now, there will be a time in the not so far future that it will not so it is time to plan for upgrading that head-end equipment at suburban libraries that connect to the MCFLS Network. Attachment D of the agenda packet is a recommendation to go with a less expensive option: Fortinet FortiGate firewall instead of routers from DigiCorp to replace those devices and Director Hesper requested approval to begin the replacement process, using Contingency Funds for up to five units in 2020, 2021 and 2022, which is also part of the MCFLS Technology Plan submitted to the State. Director Hesper noted that \$20,000 would remain in the Contingency Fund for other needs. Trustee Johnson moved and Treasurer Kovac seconded a motion to approve the expenditure of up to \$10,000 in 2020 for the purpose of replacing five aging Cisco Routers with the recommended equipment outlined in Attachment C of the agenda packet. Unanimously approved.

Resolution for Paula Kiely. President Ziehler extended thanks, respect and well wishes to MPL Director Paula Kiely upon her retirement and read Attachment E of the agenda packet. Treasurer Kovac moved and Vice President Shea seconded a motion approving the resolution and congratulating Paula Kiely on her retirement. Unanimously approved.

#### ADMINISTRATIVE INFORMATIONAL ITEMS.

Coronavirus Response – System and Member Library Update. Director Hesper reported that much has already been reported by Judy Pinger in her LDAC report earlier but he wanted to add that the delivery schedule very well may be impacted by the security associated with the Democratic National Convention next week. Director Hesper reported that he is preparing MCFLS staff to return to the office two days a week on a rotating schedule beginning after Labor Day and if any COVID-19 infections surface in the building then staff will return to working from home full-time; Trustee Suelzer expressed some concern and Director Hesper took note of that.

Hoopla Projections for Remainder of 2020. Director Hesper referred to Attachment F of the agenda packet noting that spending is on target and noted that the revised budget added \$13,000 however it is not certain that extra money will be necessary since the maximum checkouts that increased from 4-8 in March has since been decreased back down to 4 for budgetary reasons.

Update Regarding MCFLS Board Appointments. Director Hesper reported that one vacancy is nearly filled with the name proceeding to the full Board of Supervisors in September and he has asked the LDAC to forward any names of local board members to be considered by the County Executive.

Director's Report. President Ziehler referred to Attachment G of the agenda packet and Director Hesper reviewed his report and responded to Board questions.

**NEXT MEETING.** Scheduled for Monday, September 21, 2020 beginning at 3:30 p.m. via Zoom meeting software.

**ADJOURNMENT.** With no further business to be addressed, Trustee Johnson moved and Vice President Shea seconded a motion to adjourn the meeting at 4:27 p.m. Unanimously approved.

For the Eight Months Ending August 31, 2020

		<u>Original Budget</u>	<u>Revised Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
1							
2							
3	<b><u>General Revenues</u></b>						
4	State Aid Revenue	\$ 2,855,319	\$ 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	\$ 11,808	(78.72)	\$ 3,192	(21.28)
8	Member Forms/Supplies Rev (60)	\$ 20,000	\$ 20,000	\$ 11,751	(58.76)	\$ 8,249	(41.25)
9	Member Postage Revenue (59)	\$ 25,000	\$ 25,000	\$ 8,242	(32.97)	\$ 16,758	(67.03)
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	\$ 13,489	(53.96)	\$ 11,511	(46.04)
15	Member Special Projects Revenu	\$ 80,000	\$ 80,000	\$ 38,404	(48.01)	\$ 41,596	(52.00)
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	\$ 3,787	(37.87)	\$ 6,213	(62.13)
20	TNS Calls/Notices Revenue (43)	\$ 1,260	\$ 1,260	\$ 750	(59.52)	\$ 510	(40.48)
21	Carryover Revenue	\$ 35,000	\$ 12,184	\$ 12,184	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 37,967	\$ 37,991	\$ 24,855	(65.42)	\$ 13,136	(34.58)
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	\$ 1,788	(70.26)	\$ 757	(29.74)
26	Member MKE Mixers Rev (93)	\$ 1,400	\$ 1,400	\$ 1,400	(100.00)	\$ -	0.00
27	Member Replacement Fines Rev	\$ -	\$ 10,500	\$ 2,599	(24.75)	\$ 7,901	(75.25)
28	Member Overdrive Advantage Rev	\$ -	\$ 20,000	\$ 15,000	(75.00)	\$ 5,000	(25.00)
29	<b><u>Total General Revenues</u></b>	\$ 4,092,626	\$ 4,150,313	\$ 3,992,224	(96.19)	\$ 158,089	(3.81)
30							
31	<b><u>Special Revenues</u></b>						
32	W. Milw Borrowing Rev (97)	\$ 49,079	\$ 49,079	\$ 49,079	(100.00)	\$ -	0.00
33	Ecommerce Revenue (99)	\$ 200,000	\$ 200,000	\$ 89,808	(44.90)	\$ 110,192	(55.10)
34	<b><u>Total Special Revenues</u></b>	\$ 249,079	\$ 249,079	\$ 138,887	(55.76)	\$ 110,192	(44.24)
35							
36	<b><u>Total Revenues</u></b>	\$ 4,341,705	\$ 4,399,392	\$ 4,131,111	(93.90)	\$ 268,281	(6.10)
37							
		<u>Original Budget</u>	<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
38							
39							
40	<b><u>General Expenditures</u></b>						
41	Fringe Benefits Expense	\$ 183,573	\$ 189,891	\$ 128,190	67.51	\$ 61,701	32.49
42	Salaries Expense	\$ 381,639	\$ 381,639	\$ 249,324	65.33	\$ 132,315	34.67
43	Telephone Renewal Expense	\$ 612	\$ 612	\$ 355	58.01	\$ 257	41.99
44	Member Ecommerce Transaction E	\$ 10,000	\$ 10,000	\$ 3,003	30.03	\$ 6,997	69.97
45	TNS Calls/Notices Expense (20)	\$ 1,260	\$ 1,260	\$ 910	72.22	\$ 350	27.78
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	\$ 675	45.00	\$ 825	55.00
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	\$ 191	7.64	\$ 2,309	92.36

For the Eight Months Ending August 31, 2020

54	MCFLS WI Pub Lib Consortium Ex	\$ 5,605	\$ 5,605	\$ 5,605	100.00	\$ -	0.00
55	MCFLS Buying Pool	\$ 135,000	\$ 148,000	\$ 90,000	60.81	\$ 58,000	39.19
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	\$ 66,159	78.02	\$ 18,640	21.98
59	Member Catalog Enhancement Exp	\$ 29,648	\$ 29,648	\$ 29,648	100.00	\$ -	0.00
60	MCFLS Postage Expense	\$ 600	\$ 600	\$ 204	34.00	\$ 396	66.00
61	Member Postage Expense (9)	\$ 25,000	\$ 25,000	\$ 12,350	49.40	\$ 12,650	50.60
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	\$ 2,051	41.02	\$ 2,949	58.98
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	\$ 3,570	103.48	\$ (120)	(3.48)
67	Audit Expense	\$ 12,250	\$ 13,000	\$ 13,000	100.00	\$ -	0.00
68	Payroll Service Expense	\$ 5,200	\$ 5,200	\$ 2,843	54.67	\$ 2,357	45.33
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	\$ 8,400	50.00	\$ 8,400	50.00
72	MCFLS Telecomm. Maint. Expense	\$ 5,000	\$ 3,250	\$ 3,779	116.28	\$ (529)	(16.28)
73	OCLC Expense	\$ 135,047	\$ 135,047	\$ 56,735	42.01	\$ 78,312	57.99
74	MCFLS Computer Room Equipment	\$ 5,000	\$ 3,500	\$ 2,934	83.83	\$ 566	16.17
75	MCFLS Software Expense	\$ 3,000	\$ 1,500	\$ 3,063	204.20	\$ (1,563)	(104.20)
76	MCFLS Equipment Expense	\$ 6,000	\$ 8,000	\$ 7,805	97.56	\$ 195	2.44
77	Member Special Projects Expens	\$ 80,000	\$ 80,000	\$ 65,160	81.45	\$ 14,840	18.55
78	Sorting and Delivery Expense	\$ 291,700	\$ 291,700	\$ 166,624	57.12	\$ 125,076	42.88
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	\$ 24,752	100.00	\$ -	0.00
87	Internet Expense	\$ 20,500	\$ 20,500	\$ 10,673	52.06	\$ 9,827	47.94
88	Contingency Expense	\$ 29,451	\$ 37,865	\$ 4,689	12.38	\$ 33,176	87.62
89	LSTA Technology Grant Expense	\$ 11,200	\$ 43,266	\$ 19,519	45.11	\$ 23,747	54.89
90	Member Digital Content Exp (24)	\$ 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	\$ 2,189	99.50	\$ 11	0.50
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	\$ 275	19.64	\$ 1,125	80.36
96	Member Replacement Fines Exp	\$ -	\$ 10,500	\$ 2,599	24.75	\$ 7,901	75.25
97	Member OverDrive Advantage Exp	\$ -	\$ 20,000	\$ 19,029	95.15	\$ 971	4.86
98	<b>Total General Expenditures</b>	\$ 3,007,606	\$ 3,065,293	\$ 1,992,558	65.00	\$ 1,072,735	35.00
99							
100	<b>Special Expenditures</b>						
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	<b>Total Special Expenditures</b>	\$ 1,334,099	\$ 1,334,099	\$ 1,223,907	91.74	\$ 110,192	8.26
105							
106	<b>Total Expenditures</b>	\$ 4,341,705	\$ 4,399,392	\$ 3,216,465	73.11	\$ 1,182,927	26.89
107							
108	<b>Revenue/Expenditures +/-</b>			\$ 914,646			



Wisconsin Department of Public Instruction  
**PUBLIC LIBRARY SYSTEM PLAN AND  
CERTIFICATION OF INTENT TO COMPLY  
CALENDAR YEAR 2021**  
PI-2446 (Rev. 08-2020)

**INSTRUCTIONS:** Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology (Division) by Friday, October 16, 2020. Submit completed Word and PDF documents to:

[LibraryReport@dpi.wi.gov](mailto:LibraryReport@dpi.wi.gov)

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

## GENERAL INFORMATION

Library System

Milwaukee County Federated Library System

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

MCFLS is in its first year of a wide-ranging set of directives laid out in a 2020-2024 Strategic Plan. Among these were improvements in technology and improving the user experience, particularly the experience for users on mobile devices. Another high priority identified by members was a need for investment in marketing system and local library resources in addition to advocacy for their libraries and communities. This system plan reflects this shift in priorities.

MCFLS is challenged to meet these needs and as a result has restructured contracts and agreements to allocate enough funding to meet those directives. Rising costs for the hoopla streaming service, another strategic plan initiative, have forced the system to already reduce the number of max checkouts to ensure the service remains viable. Although the service has been popular, the rising costs has forced the system and members to continually re-evaluate this investment. State and county aid levels will remain flat for 2021 making the completion of these directives an even more difficult proposition for the system and members.

Because of the system's small geographic area and dense population, MCFLS member libraries need to work together closely to meet the needs of residents that often don't notice or understand the differences between each library. This has affected the development of this plan and other plans. The 2020-2024 MCFLS Strategic Plan in particular includes language specifically aimed at providing more system level resources and **working with all our members to seek more consistent circulation policies while respecting their autonomy as individual libraries.**

The COVID-19 pandemic has created a new set of challenges for the system and member libraries. The pandemic put more emphasis on the need for electronic resources and technology to put access in the hands of patrons, particularly in the spring of 2020. This renewed emphasis convinced all the members to reinvest in the OverDrive Advantage program for the first time in several years. Recently the system and members have discussed ways to assist school-age children and their parents handle learning in an online environment. The system has also investigated ways for more contact-less services to patrons, including an online patron account renewal form. The circumstances brought on by the pandemic has made it even more clear that the system and members will need to be creative to meet the needs of our communities.

The pandemic has also brought with it financial instability for both system and members. While there is no evidence that cuts will be looming to state aid, that could change after the 2020 election. Members are affected in a similar way. Some have reported little to no change in their budgets for 2021, but many expect some shift in their finances, perhaps as late as 2022. In addition, the recently restructured contracts and agreements make it possible for MCFLS to provide new or enhanced services, but this shifts some of the burden to members. Many member libraries rely heavily on MCFLS reciprocal borrowing and resource library payments; these payments provide important services for member libraries directly. The larger impact is that while these contracts provide some relief to member libraries, system services may as a result suffer in comparison to others within the state.

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

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

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

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

Member libraries were shown the plan in advance of the September 3rd Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes either via email or at a weekly update meeting between September 3<sup>rd</sup> and 21<sup>st</sup>. The plan will be presented to the MCFLS Board for approval in September 2020.

**GENERAL INFORMATION (cont'd.)**

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

- ☐ No, the library system does not have a formally appointed advisory committee.
- ☒ Yes, the library system has a formally appointed advisory committee.

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

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

Members of the LDAC meet regularly each month to discuss matters of importance to the system and advise the MCFLS Board and system staff on any topics that come before it. While most informational subjects are sent to the LDAC group via an email distribution list maintained by the system, matters that require discussion or action are added to the regular agenda each month. The meetings are posted to a regular distribution list that includes the LDAC members as well as the MCFLS Board of Trustees. The agenda packets (which include minutes) are added to the system website as soon as they are sent via email. Additionally, the chair of LDAC attends regular MCFLS Board meetings, submits a written report and verbally delivers that report to the Trustees.

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

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

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

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

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

Other planning documents include the Interlibrary Services Contract with the Milwaukee Public Library, the 2020-2024 Cataloging Contract, the MCFLS Membership Agreement, the 2020-2024 ILS, Resource Sharing, and Technology Agreement, and the 2020-2024 Resource Library Agreement. The Cataloging, Resource and ILS agreements are available at <https://mcfls.libguides.com/admin/system-agreements-planning>.

**ASSURANCES**

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2021**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

**Membership Agreements**

- ☒ Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- ☒ The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

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

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



**ASSURANCES (cont'd)**

**Resource Library Agreement**

- ☒ Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ The system will provide a signed copy of the resource library agreement to the Division by January 15.

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

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

**Reference Referral, Interlibrary Loan, and Technology**

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

**List ongoing activities related to this requirement:**

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

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

MCFLS provides:

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

\*A major service program MCFLS supports is reciprocal borrowing across municipal borders. This ongoing activity supports net lender member libraries through the distribution of 37% of state aid and supports those libraries in their ability to offer quality service and collections for all users. This is an ongoing activity for 2021.

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

\*MCFLS also contracts with the Milwaukee Public Library to act as a clearinghouse for all Interlibrary Loan (ILL) requests for member libraries. The MPL staff member managing ILL services communicates regularly with the system and DPI on matters relevant to ILL and resource sharing.

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

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

\*MCFLS has approved the purchase of network equipment to replace existing CISCO gateway routers at member libraries. Five will be replaced in late 2020 and the remainder will be replaced in 2021 and 2022.

\*As part of the strategic plan, system staff plan to begin the process of an integrated library system (ILS) review in late 2020 and into 2021. Review state environment, technology environment and system requirements for an ILS software vendor.

\*System staff will create a variety of easily accessible and usable training opportunities and resources for member library staff.

**ASSURANCES (cont'd)**

**Inservice Training**

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

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

**List ongoing activities related to this requirement.**

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

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

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

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

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

Bridges Library System

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

**Delivery and Communication**

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

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

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

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

\*The MCFLS system website will be fully transitioned to Wordpress in late 2020 but the pandemic and further work may push this to 2021. Plans to upgrade the CountyCat splash screen are also in the works and we hope will be completed in 2021.

**ASSURANCES (cont'd)**

**Service Agreements**

- ☒ Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- ☒ The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

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

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

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

**Other Types of Libraries**

- ☒ Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- ☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

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

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

**Library Technology and Resource Sharing Plan**

- ☒ Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- ☒ The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2021, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See [the Library System Technology and Resource Sharing plan webpage](#) for the most current version of the system library technology and resource sharing plan.

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

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

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

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

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

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

\*MCFLS has approved the purchase of network equipment to replace existing CISCO gateway routers at member libraries. Five will be replaced in late 2020 and the remainder will be replaced in 2021 and 2022.

\*As part of the strategic plan, system staff plan to begin the process of an integrated library system (ILS) review in late 2020 and into 2021. Review state environment, technology environment and system requirements for an ILS software vendor.

\*System staff will create a variety of easily accessible and usable training opportunities and resources for member library staff.

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**ASSURANCES (cont'd)**

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**Professional Consultation**

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

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

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

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**Inclusive Services**

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

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

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

The system supports multiple member libraries with Memory Café programs including financial support for the South Shore Libraries Memory Café. MCFLS has participated in the LibraryNow project (Milwaukee Public Library) since its inception. This project puts access to library resources into the hands of all Milwaukee Public School students, including many underserved or marginalized young people. Standing library committees, including the Adult & Reference Services committee, the Youth Services committee, and the Young Adult services committee, frequently include inclusive services as a topic in their regular meetings. The system has also worked with a Milwaukee Public Library staff member on providing more awareness of Government Alliance on Race and Equity (GARE) background and resources available to member libraries.

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**Other Service Programs**

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

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

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**Administration**

- ☒ The system will not expend more than 20 percent of state aid received in the plan year for administration.
- ☒ The system will submit the 2020 system audit to the Division no later than September 30, 2021.

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**Budget**

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

### COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2021 resource library contract.*

In 2020 MCFLS led a group of library systems including Bridges, Kenosha, South Central and Winnefox to provide cybersecurity training through a program called InfoSec IQ and paid through LSTA funding for three years. This on the heels of a very successful cybersecurity collaboration with many of the same systems in 2019/20. Staff are tested and trained regularly each month to be better aware of malicious threats through email. We hope that our group will act as a model for similar projects across the state.

The system's participation in the Dell purchasing group statewide has saved our members a great deal of money on the purchase of new computers and hardware. We've seen more investment by libraries in technology as a result, improving their ability to serve patrons with up-to-date resources.

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

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

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

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

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

Activity	Amount
9.	
10.	
<b>Cost Benefit Total</b>	<b>\$50,500</b>

**CERTIFICATION**

**WE, THE UNDERSIGNED, CERTIFY** that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2021**.

Name of System Director	Signature of System Director ➤	Date Signed <i>Mo./Day/Yr.</i>
Name of System Board President	Signature of System Board President ➤	Date Signed <i>Mo./Day/Yr.</i>

**FOR DPI USE  
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature ➤	Date Signed <i>Mo./Day/Yr.</i>
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Comments

PUBLIC LIBRARY SYSTEM 2021 ANNUAL PROGRAM BUDGET					
Program	2021 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
<b>Technology, Reference, and Interlibrary Loan*</b>					
1. Technology	\$532,369	\$22,000	\$10,000	\$1,026,126	
2. Reference	\$178,457				
3. Interlibrary Loan	\$36,450				
4.					
5. Electronic Resources	\$167,808			\$334,757	
<b>Program Total</b>	\$915,084	\$22,000	\$10,000	\$1,360,883	\$2,307,967
<b>Continuing Education and Consulting Service*</b>					
1. Continuing Education	\$39,765				
2. Consulting	\$75,514				
<b>Program Total</b>	\$115,279	\$0	\$0	\$0	\$115,279
<b>Delivery Services</b>	\$325,728				\$325,728
<b>Inclusive Services</b>	\$7,405				\$7,405
<b>Library Collection Development</b>					\$0
<b>Direct Payment to Members for Nonresident Access</b>	\$1,056,468			\$49,079	\$1,105,547
<b>Direct Nonresident Access Payments Across System Borders</b>					\$0
<b>Youth Services</b>	\$4,034				\$4,034
<b>Public Information</b>	\$66,115				\$66,115
<b>Administration</b>	\$354,455				\$354,455
<b>Subtotal</b>	\$1,814,205	\$0	\$0	\$49,079	\$1,863,284
<b>Other System Programs</b>					
1. Multitype	\$8,251				\$8,251
2. Member Office	\$2,500			\$61,600	\$64,100
<b>Program Total</b>	\$10,751	\$0	\$0	\$61,600	\$72,351
<b>Grand Totals</b>	\$2,855,319	\$22,000	\$10,000	\$1,471,562	\$4,358,881

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

Steve Heser

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From: Steve Heser  
Sent: Tuesday, September 15, 2020 2:09 PM  
To: Michael Koszalka  
Cc: Elizabeth Suelzer; Paul Ziehler  
Subject: RE: Library System Plan

Hi Mike,

Thanks for your message and taking the time to review and respond to the 2021 MCFLS System Plan. I will include your message as part of the board agenda going out later today.

Paul and I had a conversation earlier today and I'm going to modify the text in response to your concerns regarding the language you've highlighted below. The new draft sentence will read something like this:

"The 2020-2024 MCFLS Strategic Plan in particular includes language specifically aimed at providing more system level resources and working with all our members to seek more consistent circulation policies while respecting their autonomy as individual libraries."

We really want to make it clear that the system does not want to infringe on any member's autonomy and only seek these consistent circulation policies where it makes sense for everyone. If we need to rework that section even further after consultation with the board, we certainly will do that. I'll also point that out as we discuss the system plan so that all the trustees are aware of your concerns and the new language.

With regard to reciprocal borrowing, the system and trustees are very sensitive and aware of what that funding means to net lenders within MCFLS. As you know we have a multi-year agreement that runs through 2024 and we feel confident that the system will fulfill those terms. The IRST agreement provides for renegotiation of the terms if system aid is reduced by 10% or more, but there's been no indication from DPI that such a cut is eminent, even with the financial fallout brought on by the pandemic. I'll certainly keep both you, the MCFLS Board and other members aware of any changes that appear on the horizon.

Thanks again, Mike. I do appreciate the time you took to review the plan. Talk to you soon.

Steve Heser  
System Director  
Milwaukee County Federated Library System  
414.286.8149  
steve.heser@mcfls.org

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From: Michael Koszalka <Michael.Koszalka@mcfls.org>  
Sent: Monday, September 14, 2020 2:01 PM  
To: Steve Heser <Steve.Heser@mcfls.org>  
Cc: Elizabeth Suelzer <esuelzer@gmail.com>; Paul Ziehler <paulziehler@gmail.com>  
Subject: Library System Plan

Steve,



At the 9/3/2020 LDAC meeting you included in the agenda packet a copy of the DPI Public Library System Plan, and asked for input from member libraries (I've attached page one of the plan for the purposes of my comments). I appreciate the opportunity to respond.

As you know, over the years, the West Allis Public Library Board and myself have placed a great emphasis on the importance of retaining local control among member libraries. Undoubtedly, the importance of system libraries serving their individual communities with exemplary public library service, depends greatly upon identifying and implementing policies that fit each library's citizens. In fact, within chapter 26 of the DPI published guide that covers the Public Library System Board, "Trustee Essentials: A Handbook for Wisconsin Public Library Trustees," support for that principle is clearly stated:

"Like your counterparts at other service levels, you are policy-makers. As a system trustee, however, you cannot make policies for any system member libraries. You should avoid any unnecessary interference with the autonomy of member libraries."

With the above in mind, I would (again) implore the MCFLS Board to continue to respect the autonomy of members as well as their library boards. Particularly distressing is the following statement included in the Public Library System Plan:

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

I would respectfully ask that the statement, "seeking consistent circulation policies across libraries" be stricken from the document. Again, such intent runs counter to the principle of local control of member libraries. From my observing recent LDAC meeting comments, I've noticed a group of directors who seem to advocate the uniformity of circulation policies whenever the subject is inferred. To your credit, you've responded cautiously – even when some of those directors have quickly attempted to make motions supporting system-wide standardization. However, my concern with the abovementioned statement, is that it misrepresents both the interpretation of Chapter 43 as well as the commitment from other directors and system library boards to sustain local autonomy. Yes, at times there may be a small percentage of patrons who are confused by the lending rules of other libraries. However, that is insufficient reason to promote the dissolution of an integral aspect of system membership, and threatens to set a dangerous precedent.

Finally, the last paragraph of page one in the document refers to the pandemic, potential negative financial impact it may have on member libraries, as well as the issue of reciprocal borrowing. Speaking for West Allis, the pandemic will undoubtedly result in some financial challenges as our municipality (like others) struggle with the staggering impact of loss of revenue. As a result, the need to retain reciprocal borrowing rates at an equitable level is imperative for those libraries receiving direct support from reciprocal payments, as well as those who may be indirectly impacted by a reduced disbursement to municipalities that receive those payments.

Again, thanks for the opportunity to respond to the DPI Public Library System Plan update.

**Michael Koszalka**  
Director | Library  
City of West Allis  
7421 W. National Ave. | West Allis, WI 53214

Steve Heser

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From: Steve Heser  
Sent: Tuesday, September 15, 2020 2:46 PM  
To: Rebecca Roepke  
Cc: Paul Ziehler  
Subject: RE: Annual report financials for Cudahy

Hi Rebecca,

Thanks for the information on your audit numbers. Feel free to send those directly to Michael: his email is [Michael.Dennison@dpi.wi.gov](mailto:Michael.Dennison@dpi.wi.gov). IMLS stands for Institute of Museum and Library Services. They are the source of our LSTA grants and generally are the federal agency that DPI reports to, hence the reference Michael made when referring to the annual report.

Thanks also for taking the time to review and respond to the 2021 MCFLS System Plan. I will include your message as part of the board agenda going out later today.

Paul and I had a conversation earlier today and I'm going to modify the text in response to your concerns regarding the language on seeking consistent circulation policies. The new draft sentence will read something like this:

"The 2020-2024 MCFLS Strategic Plan in particular includes language specifically aimed at providing more system level resources and working with all our members to seek more consistent circulation policies while respecting their autonomy as individual libraries."

We really want to make it clear that the system does not want to infringe on any member's autonomy and only seek these consistent circulation policies where it makes sense for everyone. If we need to rework that section even further after consultation with the board, we certainly will do that. I'll also point that out as we discuss the system plan so that all the trustees are aware of your concerns and the new language.

With regard to reciprocal borrowing, the system and trustees are very sensitive and aware of what that funding means to net lenders within MCFLS. If there was any political reference with regard to reciprocal borrowing, I apologize. That was not my intent. That last statement regarding system services was really meant for the benefit of DPI, since they need to be aware that the costs associated with our agreements do impact our staffing and service levels. Sometimes that fact gets lost when they consider MCFLS and compare us to other systems across the state.

Thanks again, Rebecca. I do appreciate the time you and the board took to review the plan. Talk to you soon.

Steve Heser  
System Director  
Milwaukee County Federated Library System  
414.286.8149  
[steve.heser@mcfls.org](mailto:steve.heser@mcfls.org)

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From: Rebecca Roepke <[Rebecca.Roepke@mcfls.org](mailto:Rebecca.Roepke@mcfls.org)>  
Sent: Monday, September 14, 2020 4:48 PM  
To: Steve Heser <[Steve.Heser@mcfls.org](mailto:Steve.Heser@mcfls.org)>  
Subject: RE: Annual report financials for Cudahy

Steve,

I don't have the official audit yet so I am not ready today; when I get it I will email the corrected numbers to this Michael. Thanks. What is IMLS?.

I also have been trying to sit down and email you some feedback from my Board meeting this past Saturday. They reviewed the 2021 MCFLS System Plan and had concerns with two paragraphs on page one of the document, the third and fifth paragraphs. In their opinions, the third paragraph seems to be in conflict with the ILS agreement they just signed last fall. On page 5 of the ILS agreement it states that member libraries have full latitude on circulation matters to best meet local needs. Local authority is very important to Cudahy's Library Board, from types of services we offer to policies which are often related to operational costs. They are also of the opinion that there are many more savvy patrons than confused patrons today with all the personal devices in use.

The fifth paragraph was ambiguous to the Board in terms of the reciprocal borrowing payments that were stated in the ILS agreement on page 7. They are asking for clarification of intent - cutting system services, reducing payments, laying off staff, ? I personally did not care for the political reference as we make every effort in our docs not to give any possible perception of partisanship.

Just made it before the 15<sup>th</sup>. Thank you.

Rebecca Roepke, Library Director  
Cudahy Family Library  
414-769-2246

This message originates from Cudahy Family Library. It may contain information that may be confidential or privileged and is intended only for the individual named above. It is prohibited for anyone to disclose, copy, distribute or use the contents of this message without permission, except as allowed by the Wisconsin Public Records Laws. If this message is sent to a quorum of a governmental body, my intent is the same as though it were sent by regular mail and further distribution is prohibited. All personal messages express views solely of the sender, which are not attributed to the municipality I represent, and may not be copied or distributed without this disclaimer.

## Wisconsin Public Library System Backup and Digitization Storage Collaboration Memorandum of Understanding

This is a Memorandum of Understanding ("MOU") between collaborating Wisconsin public library systems, acting as individual systems, together with an established library system partnership, the Libraries and Enterprise Applications Nexus of Wisconsin ("LEAN WI"), and the South Central Library System ("SCLS"). Collectively, all the signatories to this MOU are referred to as the "Parties."

The technology collaboration project (the "Project") described in this MOU is a collaboration establishing a multi-site, enterprise-level server backup and digital artifact archive with integrated end user interface between multiple public library systems in Wisconsin. Signatory parties may participate in one or more aspects of this collaborative project, subject to the terms of this MOU.

Additional collaborative services and infrastructure may be added by addendum using the Public Library System Redesign ("PLSR") Technology Workgroup report and PLSR Recommendation report as possible frameworks as well as future collaborative discussions or initiatives. Any such additional service will be subject to the terms of this MOU.

### TERMS

#### Durability:

Except for any formal legal agreements already in force between the Parties, this MOU supersedes all prior agreements related to the Project, implicit or express, verbal or documented, established between any representatives of the Parties.

This MOU shall survive adjustments to the LEAN WI partnership including changes in membership, changes in fiscal agency, and dissolution.

#### Duration:

This MOU shall remain in effect until terminated or modified by the participating Parties. Additional services available to one or more Parties may be added by addendum to this base agreement.

#### Good Faith:

Within the scope of the Project, the Parties commit to:

- Work cooperatively to interconnect respective infrastructures as needed.
- Develop and maintain a viable operational plan meeting the collective needs of the Parties.
- Develop and work toward achieving lifecycle continuity planning beyond the first lifecycle.
- Develop an appropriate capacity growth model.
- Coordinate planning and efforts for scheduled maintenance.
- Coordinate support and recovery efforts for all unexpected issues.
- Develop a transparent form of shared governance and project development.
- Share all relevant fiscal reporting.
- Share a joint cost benefit report.

Each of the Parties will perform its obligations in good faith and, to the extent practical and commercially reasonable, in accordance with customary practices of libraries and library systems. Each of the Parties will provide commercially reasonable assistance, information, and cooperation to each other Party to the extent necessary to meet the good-faith goals and objectives of the Project and this MOU. Notwithstanding, ALL SERVICES AND PRODUCTS HEREUNDER ARE PROVIDED BY EACH APPLICABLE PARTY "AS-IS" WITH NO WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-

## Wisconsin Public Library System Backup and Digitization Storage Collaboration Memorandum of Understanding

INFRINGEMENT. EACH PARTY, ITS AGENTS, EMPLOYEES, AND AFFILIATES WILL NOT BE RESPONSIBLE FOR ANY DIRECT, INCIDENTAL, CONSEQUENTIAL, INDIRECT, PUNITIVE, EXEMPLARY OR SPECIAL DAMAGES ARISING OUT OF OR RELATING TO THE PROJECT OR ANY SERVICES HEREUNDER, OR ARISING FROM ANY OF THE SUBJECT EQUIPMENT OR NETWORKS, AND WHETHER DUE TO THE NEGLIGENCE OF A PARTY OR OTHERWISE. THE PARTIES AGREE THAT THE SERVICES HEREUNDER COULD NOT BE PROVIDED WITHOUT THIS LIMITATION OF LIABILITY AND ALLOCATION OF RISK.

### Scope:

- ASSETS: SCLS shall own shared assets for audit/insurance purposes and shall serve as fiscal agent (i.e., shall collect relevant payments) for the Project. SCLS shall clearly identify shared Project assets in the maintenance of asset tracking and financial records.
- Initial shared assets shall consist of two Dell [[DD / ECS]] equipment sets.
- CO-LOCATION: Each of SCLS and LEAN WI shall be responsible for providing appropriate facilities for its respective site (each, a "Site," and collectively, the "Sites"; SCLS and LEAN WI are collectively referred to as "Site Parties," individually a "Site Party") including physical space, data transit capacity, power, and temperature management. The facilities or their components will not be considered joint assets for the purpose of the Project.
- RIGHTS OF USE: The Parties will work in good faith to ensure that the rights of the Parties to access, manage, and maintain all Project assets and services shall be, to the extent practicable and subject to any applicable and reasonable security or confidentiality obligations, equivalent to the natural rights of ownership for the term of this MOU and all renewals.
- Notwithstanding the foregoing, LEAN WI shall have priority of use and access for the Dell [[DD / ECS]] hosted at the LEAN WI Site and SCLS shall have priority of use and access for the Dell [[DD / ECS]] hosted at the SCLS Site.
- EQUITY: Notwithstanding the variance in financial or other contributions from the Parties and all other stakeholders, the Parties' responsibility for the Sites shall operate as if each had an equal equity share in the Project assets, and all payments and allocations shall be in accordance with such an equal equity share.
- CAPACITY GROWTH: The Parties agree to work in good faith to develop and adopt an equitable capacity growth model.
- HUMAN RESOURCES: Each Site Party shall maintain staffing necessary for the maintenance and operation of the [[DD/ECS]] equipment, in a manner consistent with the applicable Party's role.
- Each Party shall maintain staffing necessary to ensure business continuity of the Project.
- The Parties shall maintain a team consisting of appropriate staff from each Party to administer to the business and operations of the Project and to train new staff members of any Party who join the team. Reasonable and actual staff costs shall be considered an in-kind contribution as part of any cost formula development.
- NEW PARTIES: The Parties agree to work in good faith to develop and adopt an equitable model enabling stakeholder systems to directly engage in maintenance, operations, or business continuity aspects of the Project.

## Wisconsin Public Library System Backup and Digitization Storage Collaboration Memorandum of Understanding

### Fiscal Commitments:

Future fiscal commitments shall be determined by a mutually agreed upon cost formula approved by the Parties.

### Withdrawal and Dissolution:

Individual Parties may withdraw from this MOU by providing a 12 month notice of intent to leave. If both Site Parties withdraw from this MOU after 5 years resulting in the dissolution of this MOU, the assets will be divided between the Site Parties. Any withdrawal by a Site Party prior to 5 years will result in the assets being assigned to another Party or particular Parties, but remaining subject to the terms of this MOU.

### Agreement:

This MOU shall not be superseded in full or in part except by written agreement of the Parties.

We, the undersigned directors of the Parties hereby commit to this agreement, framing our joint technology project in the spirit of mutual benefit through resource sharing and collaboration.

NOW THEREFORE, in consideration of the terms herein contained, the Parties hereto agree to participate as described in this MOU and as follows:

The applicable Parties will provide services to the Parties, as selected by the individual Parties and their member libraries by having the system director or other authorized representative check and initial the appropriate box for services selected by the applicable Party.

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Steve Platteter, Director  
Arrowhead Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Karol Kennedy, Director  
Bridges Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

## Wisconsin Public Library System Backup and Digitization Storage Collaboration Memorandum of Understanding

\_\_\_\_\_ Date: \_\_\_\_\_

John Thompson, Director  
IFLS Library System – LEAN WI

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\_\_\_\_\_ Date: \_\_\_\_\_

Barbara Brattin, Director  
Kenosha Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Steve Ohs, Director  
Lakeshores Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Rebecca Schadrie, Director  
Manitowoc-Calumet Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Steve Heser, Director  
Milwaukee County Federated Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Kimberly Young, Director  
Monarch Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

## Wisconsin Public Library System Backup and Digitization Storage Collaboration Memorandum of Understanding

Tracy Vreeke, Director  
Nicolet Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Sherry Machones, Director  
Northern Waters Library Service - LEAN WI

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Bradley Shipps, Director  
Outagamie Waupaca Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Martha Van Pelt, Director  
South Central Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

David Kranz, Director  
Southwest Wisconsin Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Kristen Anderson, Director  
Winding Rivers Library System

☐ Back-up Only    ☐ Archival Storage Only    ☐ Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Jeff Gilderson-Duwe, Director  
Winnefox Library System



## Wisconsin Public Library System Backup and Digitization Storage Collaboration Memorandum of Understanding

☐

Back-up Only

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Archival Storage Only

☐

Both Back-Up and Archival Storage

\_\_\_\_\_ Date: \_\_\_\_\_

Marla Sepnafski, Director  
Wisconsin Valley Library Service



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

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

September 21, 2020

August/September 2020 Director's Report

### Summary of activities

1. MCFLS system staff and member library directors started meeting every other week starting September 17<sup>th</sup>. We'll continue meeting every other week unless circumstances dictate we meet more often.
2. Will continue to meet with DPI and system directors each Tuesday morning through at least the end of the year to talk through pandemic-related issues and share information from our systems. Meeting through this group has been incredibly helpful.
3. Continue to meet with system staff each Tuesday morning for a 45 minute check-in. We are now in the offices on a staggered schedule. Our staff began coming into the offices on assigned days to reduce the risk of spread and work the remainder at home until further notice.
4. Our MAC interview team (including one consultant) met with three candidates that we had identified as our top contenders to act as our marketing services consultant. As of this writing, we have come to consensus on our choice and are finishing up the process of contacting references.
5. The cybersecurity implementation is complete and our baseline test concluded on Thursday, September 10<sup>th</sup>. 83% of our total group completed the test successfully and training began September 15<sup>th</sup> to get the number even higher. Our contract with the provider Infosec runs for three years.
6. Attended the Glendale Village Board meeting on August 24<sup>th</sup> where the village voted to remove Glendale from participation in the North Shore Library. Glendale now has three years to renegotiate with the three other communities at North Shore or build its own facility. I've already started talking with one of the other communities about their costs for using library services in the county.
7. Completed the 2021 MCFLS System Plan and shared it with member libraries at the September 3<sup>rd</sup> LDAC meeting.
8. Spoke with the County Executive's office on gathering information for potential trustees.

### Upcoming Activities

1. Work with the MAC group to select and sign a contract with our chosen organization for marketing services.
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 October.
3. Work with the County Exec's office to fill the remaining board opening.