

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, September 20th, 2021

3:30 P.M.

This meeting will be held:

In- Person at
Oak Creek Public Library
8040 S 6th St
Oak Creek, WI 53154

Online at
Meeting URL: [CLICK HERE](#)
Meeting ID: 863 0103 5796
Meeting Passcode: WxLs9TXg
Telephone Passcode: 56677168

AGENDA

1. Call to order
2. Adoption of agenda
Action
3. Approval of minutes: the MCFLS Board of Trustees meeting on August 16th, 2021
Action [Attachment A](#)
4. Public comment
5. Library Directors Advisory Council--Report of the September 2nd, 2021 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—August 2021

Action

[Attachment C](#)

Administrative Informational Items

7. Further feedback and proposals for 2022 MCFLS Expenditures

[Attachment D](#)

8. Proposed amendment to West Milwaukee agreement to allow residents access to electronic resources

[Attachment E](#)

9. Combined Vendor and MCFLS Report of Events Related to Network Outage occurring August 14th.

[Attachment F](#)

10. Letter from Oak Creek Library Board regarding expanded use of fee cards

[Attachment G](#)

11. Standing agenda item on MCFLS Board meetings

- a. Move October meeting to Monday, October 11th

12. Director's Report

[Attachment H](#)

Next meeting date: TBD. 3:30 pm via Zoom online meeting software and Oak Creek Public Library.

Milwaukee County Federated Library System
Board of Trustees
Regular Monthly Meeting held Monday, August 16, 2021
Oak Creek Public Library
8040 S. 6th St., Oak Creek, WI 53154
And
Zoom Meeting Software

ROLL CALL

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

Staff: Steve Hesel, Director
Judy Kaniasty, Business Manager
Deb Marett, Public Information Coordinator

Others: Jill Lininger, LDAC Chair and Oak Creek Public Library
Joan Johnson, Milwaukee Public Library
Sheila O'Brien, Greenfield Public Library
Wendi Unger, Baker Tilly US, LLP

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 3:33 p.m.

INTRODUCTION OF NEW MCFLS PUBLIC INFORMATION COORDINATOR, DEB MARETT. President Ziehler welcomed Deb Marett. Director Hesel introduced Deb Marett, the newly hired MCFLS Public Information Coordinator who comes with much experience. Deb Marett indicated she is excited to join MCFLS and looking forward to getting started on implementing the Marketing Plan. The MCFLS Board members introduced themselves to Deb for her informational purposes

ADOPTION OF AGENDA. President Ziehler referred to the agenda. Trustee Snyder 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, July 19, 2021 meeting which are shown as Attachment A of the agenda packet. Being no corrections noted, Trustee Snyder moved and Trustee Johnson seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. President Ziehler referred to the LDAC report and Director Hesel reviewed the LDAC report of August 5 which is shown as Attachment B of the agenda packet.

Steve added that as part of the discussion for 2022 survey for additional spending that he will share more data to the LDAC next month regarding staffing at other Systems vs. MCFLS since he is interested in adding some staff for ILS and PC support for the 2022 budget. Director Hesel responded to questions from the Board. Trustee Snyder moved and Vice President Shea seconded a motion to Accept the Report and Place it on File. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION

Financial Report – July 2021. President Ziehler referred to the Jul, 2021 Financial Report, which is shown as Attachment C of the agenda packet. Director Hesel noted he had nothing in particular to note. Trustee Johnson moved and Trustee Snyder seconded a motion to approve the July 2021 Financial Report as presented and Place It On File. Unanimously Approved.

2020 MCFLS System Audit Presentation. President Ziehler referred to Wendi Unger, who thanked the Board for the opportunity to prepare and present the audit; she reviewed the 2020 Audit, which is shown as Attachment D of the agenda packet. Wendi noted they were issuing the highest clean opinion with nothing out of the ordinary to report from previous years other than one journal entry which is not unusual for most customers. Regarding the segregation of duties comment, Wendi was asked whether DPI care about that and she responded that most library systems and school entities have the same situation as MCFLS with only one staff person in charge of accounting and it has not been a problem in the past and not worth the expense to change. Trustee Johnson questioned what the ideal MCFLS fund balance would be if Wendi were to say and she mentioned 10-25% of the budget (four months of operational cash). It was noted that the amount would not include pass-through amounts in the budget so perhaps \$313,000; it was noted that the deficit fund balance is based on when our State Aid payment is received and contract obligations paid out in future years. As for the health insurance OPEB, there currently remains only one staff member that is covered. Wendi was thanked for the presentation. Trustee Johnson moved and Trustee Snyder seconded a motion to approve/Accept the Audit and Place it on File. Unanimously approved.

2021 Mid-Year Budget Revision. Director Hesel reviewed his recommended 2021 mid-year budget revision, which is shown as Attachment E of the agenda packet. Trustee Johnson moved and Vice President Shea seconded a motion to approve the 2021 mid-year budget revision as presented. Unanimously approved.

Trustee Snyder requested that a budget onboarding be provided at a future meeting for newer MCFLS board members which he would find very useful—which banks does MCFLS use, what do the specific budget categories actually mean and include. President Ziehler felt that was a very good suggestion and Director Hesel will incorporate that for new Board Members; all are welcome to ask questions of Director Hesel at any time, of course

Proposed MCFLS Telecommuting Policy Revision. Director Hesel reviewed the proposed revision of the MCFLS Telecommuting Policy which is shown as Attachment F of the agenda packet which is aimed at being flexible for current staff for retention purposes and also for enticing new staff in the future. Director Hesel noted that the topic was discussed among DPI and System directors statewide as a good idea. This policy is based on the Winnefox Library System's policy which originated from documents shared through the Society for Human Resource Management (SHRM). Director Hesel emphasized that priority to serving member libraries will also be his primary goal and the past 18 months have proven that staff are able to work remotely and do a very good job. Trustee Johnson expressed his concern

about the loss of community among the staff and Director Hesel noted that he holds weekly staff meetings and staff communicate often electronically, by phone and zoom meetings and actually the team aspect has been implemented and strong with staff. Trustee Suelzer moved and Treasurer Kovac seconded a motion to approve the MCFLS Telecommuting Policy revision as presented. Unanimously approved. Trustee Suelzer commented that she is very happy with the policy and it will help retain and bring great staff to MCFLS.

Proposal for Unbudgeted Expense Threshold Needed for Board Approval. President Ziehler referred to Attachment G of the agenda packet. Director Hesel added that Trustee Snyder asked last month that a recommendation be brought before the Board today for consideration and that is what is before the Board today. Trustee Snyder moved and Treasurer Kovac seconded a motion to approve the recommended change from \$500 to \$2,500 as an update to the previous practice. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS.

Results of 2022 MCFLS Expenditures Survey and Feedback from LDAC Meeting. Director Hesel reviewed the results of the 2022 expenditures survey and feedback from the August 5 LDAC meeting which is shown as Attachment H of the agenda packet. Director Hesel noted that the survey was sent out since State Aid is increasing in 2022 and again in 2023 and that it is his understanding that State Aid will not decrease from that point but become permanent. Director Hesel commented that he deliberately did not include costs with the survey just to get an idea what is important to member libraries. Next month he will bring to the LDAC and Board the costs and work towards piecing together how the funding increases will be spent; Director Hesel is hoping that MCFLS could pay for a better mobile app for patrons and delete that cost from member libraries in the future. Director Hesel reported that he will also bring information forward to those two meetings regarding staffing levels across the State at library systems and he is hopeful that MCFLS could add an ILS person and change Jen Schmidt to an Assistant Director focused on internal/external Committee work and statistics and add a half-time pc support staff member to assist Eric Henry, especially for backup and researching technology matters and help desk assistance.

Standing Agenda Item on MCFLS Board Meetings. President Ziehler commented that any agenda item ideas should be forwarded to Director Hesel.

Director's Report. Director Hesel reviewed his report, which is shown as Attachment I of the agenda packet and added that MCFLS and member libraries have been experiencing network issues since Saturday and at this time most suburban libraries do not have internet or Sierra access; the trouble is not an equipment problem but rather an AT&T/BadgerNet matter and both DPI and TEACH are working to escalate the resolution of the situation. DigiCorp is also involved and Eric Henry is working diligently to assist in the resolution of this situation.

NEXT MEETING. Scheduled for Monday, September 20, 2021 beginning at 3:30 p.m. via Zoom online meeting software and a location to be determined. (Jill Lininger noted she has reserved the Oak Creek Community Room for MCFLS in case they would like to hold the meeting in the same location as today.)

ADJOURNMENT. With no further business to be addressed, President Ziehler thanked the Oak Creek Public Library for hosting the meeting. Trustee Johnson moved and Treasurer Kovac seconded a motion to adjourn the meeting at 5:15 p.m. Unanimously approved.



OAKCREEK
— WISCONSIN —

PUBLIC LIBRARY

September 2, 2021

To: MCFLS Board of Trustees
From: Jill Lininger, Oak Creek Public Library
Summary of LDAC Meeting for September 2, 2021
Location: Zoom Teleconference

Discussion

- Steve introduced Deb Marett to LDAC and she discussed some of the initial projects she is looking forward to working on including: creating marketing templates that local libraries can personalize, increasing engagement on social media with the help of member libraries who can share info and stories, starting work on a large-scale marketing plan of the online databases that all member libraries share.
- Representatives from MCFLS sub-committees introduced themselves and updates LDAC on the committee schedules Sep 2021 – May 2022. The following subcommittees presented: Circulation Services, MKE Mixers, Youth Services, and MCFLS YS Liaison. Other sub committees will present at future meetings.
- Member libraries continue to expand their offerings that were reduced due to COVID. MPL is starting to re-open more of Central Library and Oak Creek is expanding hours to open at 9am instead of 10am. Libraries continue to evaluate the situation and adjust as needed. Several libraries reported tat their statistics are back to pre-COVID numbers and Greendale reported that patron counts in August were the highest they've been since 2016.

2022 Budget and Funding Options

- Steve reviewed the system staffing data that he compiled about other systems in the state. The services systems provide to their member libraries and the size, both geographically and by population of systems vary so greatly, that it is hard to draw comparisons between any other systems. It was agreed that the staffing numbers are less important that the data of if systems are meeting their member libraries' needs. MCFLS staff believes that there is room for improvement in meeting member library needs, especially as it relates to ILS and IT support. The system continues to add ILS and IT services for the member libraries but there hasn't been any additional staff in that area in 20+ years. There are things that the system staff would like to do, but can't because there aren't enough hours in the day. The directors that spoke agreed with Steve.
- The directors that spoke were very impressed with Udemy and thought it was a great supplement to Gale Courses. The product is accessible for another type of learner, truly on-demand unlike the enrollment dates that Gale has. They believe there is real opportunities for staff training and engagement using this service and recommended that MCFLS continue to investigate purchasing the database for member libraries.
- Steve provided different options for the addition system funding based on the funding survey results. These included the known expenses, as well as, options for additional services over the next several years. Several directors expressed a desire to look at the possibility of using some of the money to offset some of

the automation costs that MCFLS passes through to member libraries, which in turn, would help member libraries individual budgets. Steve sent out a follow up survey to directors to provide a forum for other ideas to be presented and discussed at the Oct. LDAC meeting.

Technology

- Jen provided an update on the ILS Review Committee and timelines moving forward.
- Steve provided an update on changes to the WPLC steering committee. Because of a change in the size of the committee, as well as, the formula that apportions seats, MCFLS will now have 2 members instead of 3 on the committee.

Additional Agenda Items

- Several member libraries have begun circulating non-traditional library items, such as zoo passes, museum passes, hot spots, etc. The directors discussed the need to discuss strategies of how patrons can get the materials they desire and being consistent in how we treat them based on the limitations of our ILS
- Steve updated the directors on the internet outage in August.
- Due to an increase in COVID-19 cases, LDAC meeting will return to a virtual only platform beginning in Oct.

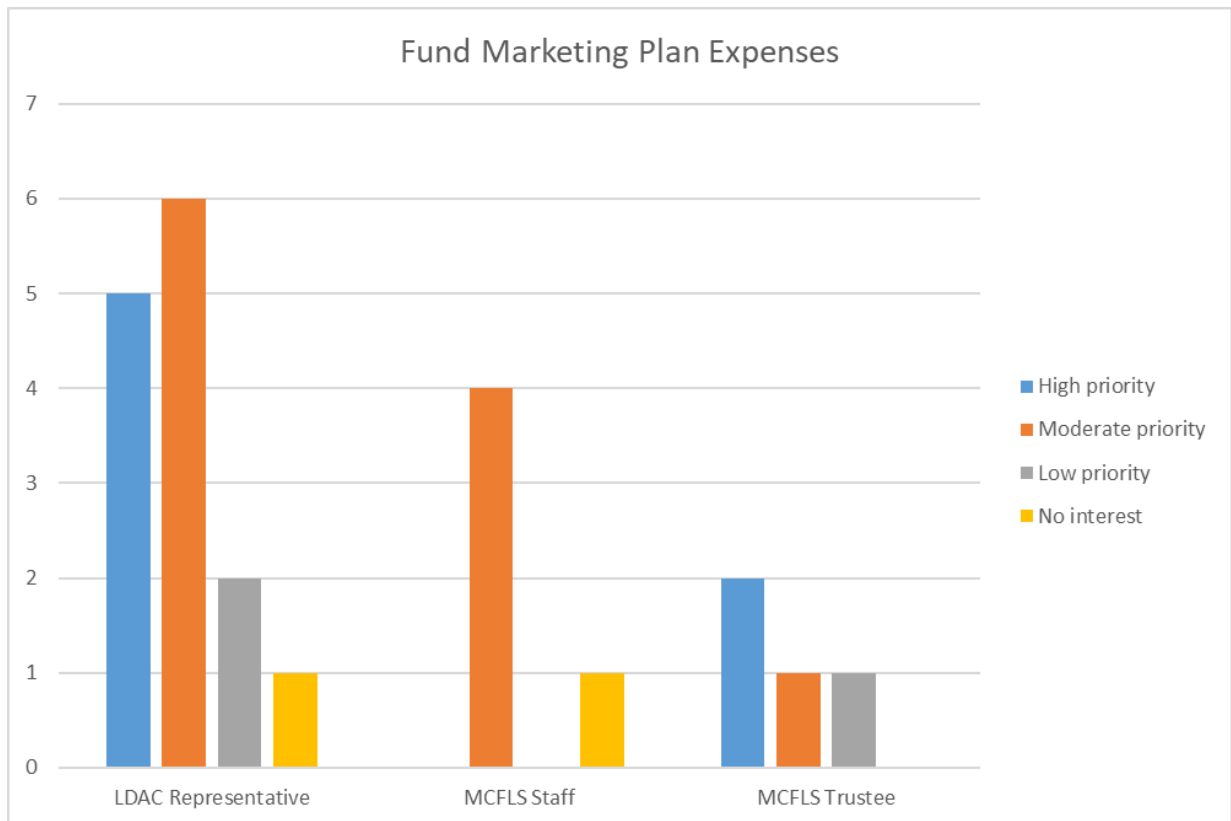
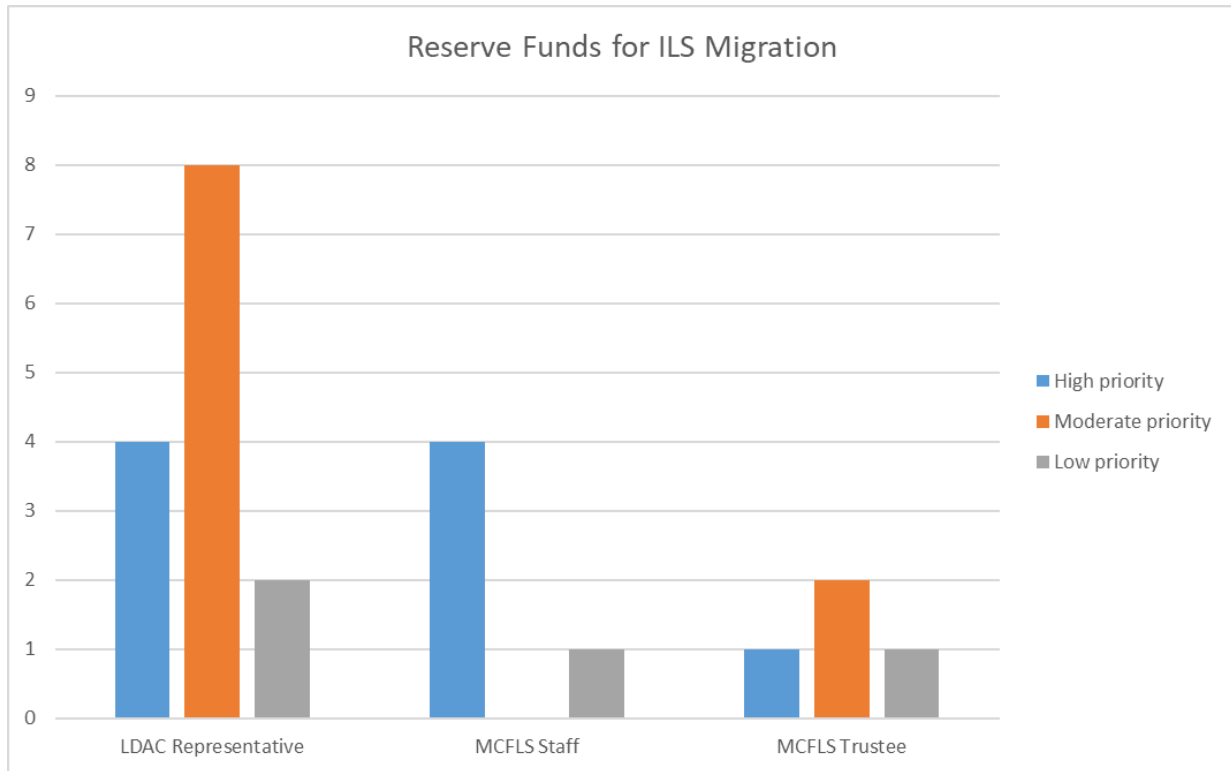
M.C.F.L.S.
Financial Report
For the Eight Months Ending August 31, 2021

1		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
2						
3	General Revenues					
4	State Aid Revenue	\$ 2,855,319	\$ 2,855,319	(100.00)	\$ -	0.00
5	Milwaukee County Allocation	\$ 66,500	\$ 66,500	(100.00)	\$ -	0.00
6	West Milwaukee Contract -Other	\$ 60,152	\$ 60,152	(100.00)	\$ -	0.00
7	Interest on Invested Funds	\$ 5,000	\$ 427	(8.54)	\$ 4,573	(91.46)
8	Member Forms/Supplies Rev (62)	\$ 20,600	\$ 11,952	(58.02)	\$ 8,648	(41.98)
9	Member Postage Revenue (61)	\$ 23,800	\$ 5,744	(24.13)	\$ 18,056	(75.87)
10	Member OCLC Revenue (73)	\$ 125,036	\$ 125,036	(100.00)	\$ -	0.00
11	Member Telecomm. Revenue (71)	\$ 16,900	\$ 16,900	(100.00)	\$ -	0.00
12	Member III Softwre Maint-Basic	\$ 181,188	\$ 181,188	(100.00)	\$ -	0.00
13	Member III Softwre Maint-Other	\$ 48,910	\$ 48,910	(100.00)	\$ -	0.00
14	Member Tech. Assist.-Time Rev	\$ 15,000	\$ 9,076	(60.51)	\$ 5,924	(39.49)
15	Member Special Projects Rev (77)	\$ 75,000	\$ 67,779	(90.37)	\$ 7,221	(9.63)
16	Member Catalog Contract Rev (84)	\$ 187,547	\$ 187,547	(100.00)	\$ -	0.00
17	Member Database Revenue (57)	\$ 81,010	\$ 81,040	(100.04)	\$ (30)	0.04
18	Member Catalog Enhance Rev (59)	\$ 29,648	\$ 29,648	(100.00)	\$ -	0.00
19	Member Ecom Transaction Fees (45)	\$ 8,600	\$ 3,980	(46.28)	\$ 4,620	(53.72)
20	TNS Calls/Notices Revenue (46)	\$ 1,224	\$ 796	(65.03)	\$ 428	(34.97)
21	Carryover Revenue	\$ 59,805	\$ 59,805	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 36,457	\$ 21,486	(58.94)	\$ 14,971	(41.06)
23	LSTA Technology Grant Rev (88)	\$ 4,737	\$ -	0.00	\$ 4,737	(100.00)
24	Member Digital Content Rev (89)	\$ 247,712	\$ 247,713	(100.00)	\$ (1)	0.00
25	Member PC Mngmt License Rev (92)	\$ 2,545	\$ 1,788	(70.26)	\$ 757	(29.74)
26	Member MKE Mixers Rev (93)	\$ 1,350	\$ 1,350	(100.00)	\$ -	0.00
27	Member Replacement Fines Rev (94)	\$ 7,000	\$ 2,905	(41.50)	\$ 4,095	(58.50)
28	Member Overdrive Advantage Rev (95)	\$ 405,000	\$ 405,001	(100.00)	\$ (1)	0.00
29	Total General Revenues	\$ 4,566,040	\$ 4,492,042	(98.38)	\$ 73,998	(1.62)
30						
31	Special Revenues					
32	Milw Co Advantage Rev (103)	\$ 50,000	\$ 50,000	(100.00)	\$ -	0.00
33	W. Milw Borrowing Rev (104)	\$ 31,467	\$ 31,467	(100.00)	\$ -	0.00
34	Ecommerce Revenue (106)	\$ 175,000	\$ 106,450	(60.83)	\$ 68,550	(39.17)
35	Total Special Revenues	\$ 256,467	\$ 187,917	(73.27)	\$ 68,550	(26.73)
36						
37	Total Revenues	\$ 4,822,507	\$ 4,679,959	(97.04)	\$ 142,548	(2.96)
38						
39		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
40						
41	General Expenditures					
42	Fringe Benefits Expense	\$ 185,449	\$ 119,926	64.67	\$ 65,523	35.33
43	Salaries Expense	\$ 347,574	\$ 220,223	63.36	\$ 127,351	36.64
44	Telephone Renewal Expense	\$ 608	\$ 405	66.61	\$ 203	33.39
45	Member Ecom Transaction Exp (19)	\$ 8,600	\$ 4,190	48.72	\$ 4,410	51.28
46	TNS Calls/Notices Expense (20)	\$ 1,224	\$ 810	66.18	\$ 414	33.82
47	Conference/Training Expense	\$ 5,000	\$ 533	10.66	\$ 4,467	89.34
48	Memberships Expense	\$ 8,000	\$ 6,213	77.66	\$ 1,787	22.34
49	Continuing Education Expense	\$ 9,000	\$ 6,383	70.92	\$ 2,617	29.08
50	Office Supplies Expense	\$ 1,500	\$ 964	64.27	\$ 536	35.73
51	Copy Machine Maint. Expense	\$ 2,000	\$ 374	18.70	\$ 1,626	81.30
52	MCFLS Printing Expense	\$ 500	\$ 262	52.40	\$ 238	47.60
53	MCFLS Printing for Mem Expense	\$ 5,000	\$ 819	16.38	\$ 4,181	83.62
54	MCFLS WI Pub Lib Consortium Ex	\$ 5,855	\$ 5,855	100.00	\$ -	0.00
55	MCFLS Buying Pool	\$ 140,000	\$ 35,000	25.00	\$ 105,000	75.00
56	MCFLS Database Expense	\$ 21,883	\$ 21,883	100.00	\$ -	0.00
57	Member Database Expense (17)	\$ 81,010	\$ 81,010	100.00	\$ -	0.00
58	MCFLS Catalog Enhancement Expe	\$ 87,612	\$ 81,207	92.69	\$ 6,405	7.31
59	Member Catalog Enhance Exp (18)	\$ 29,648	\$ 29,648	100.00	\$ -	0.00
60	MCFLS Postage Expense	\$ 600	\$ 268	44.67	\$ 332	55.33
61	Member Postage Expense (9)	\$ 20,600	\$ 4,580	22.23	\$ 16,020	77.77

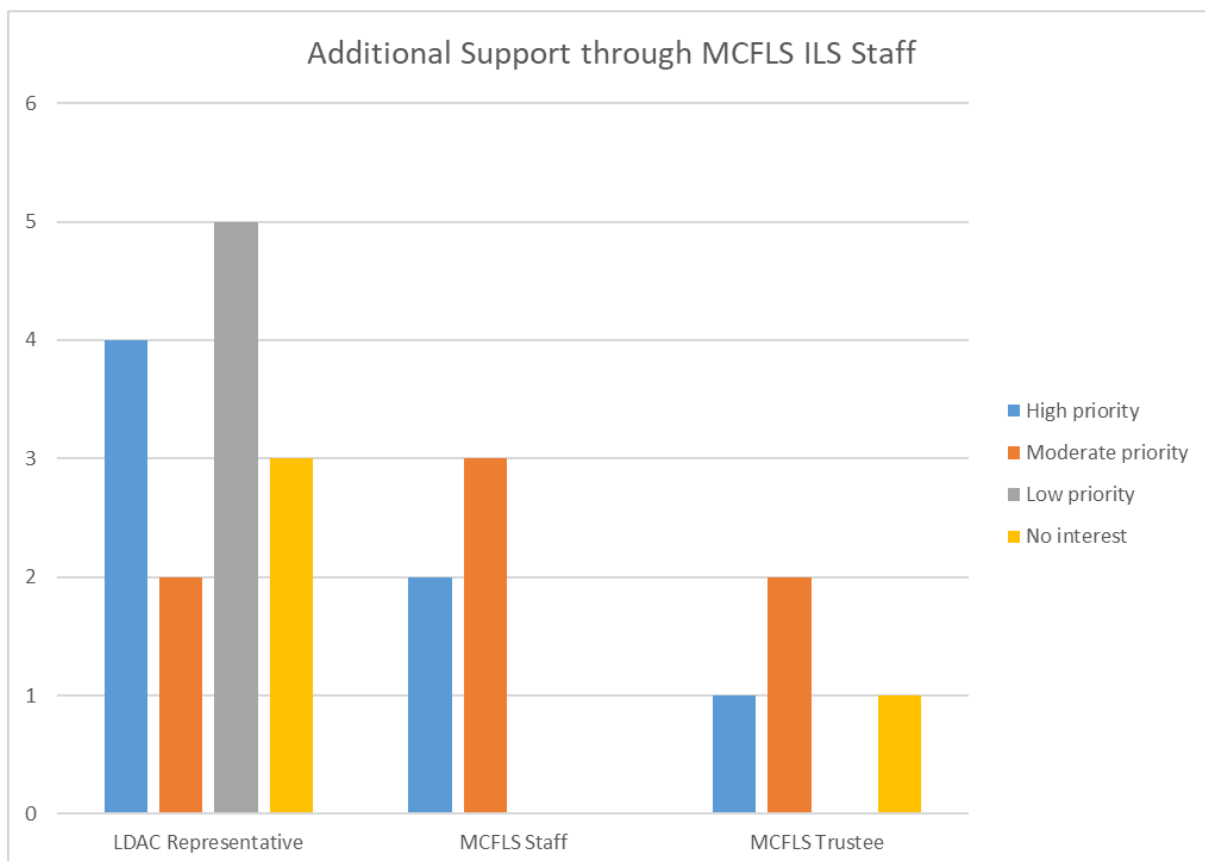
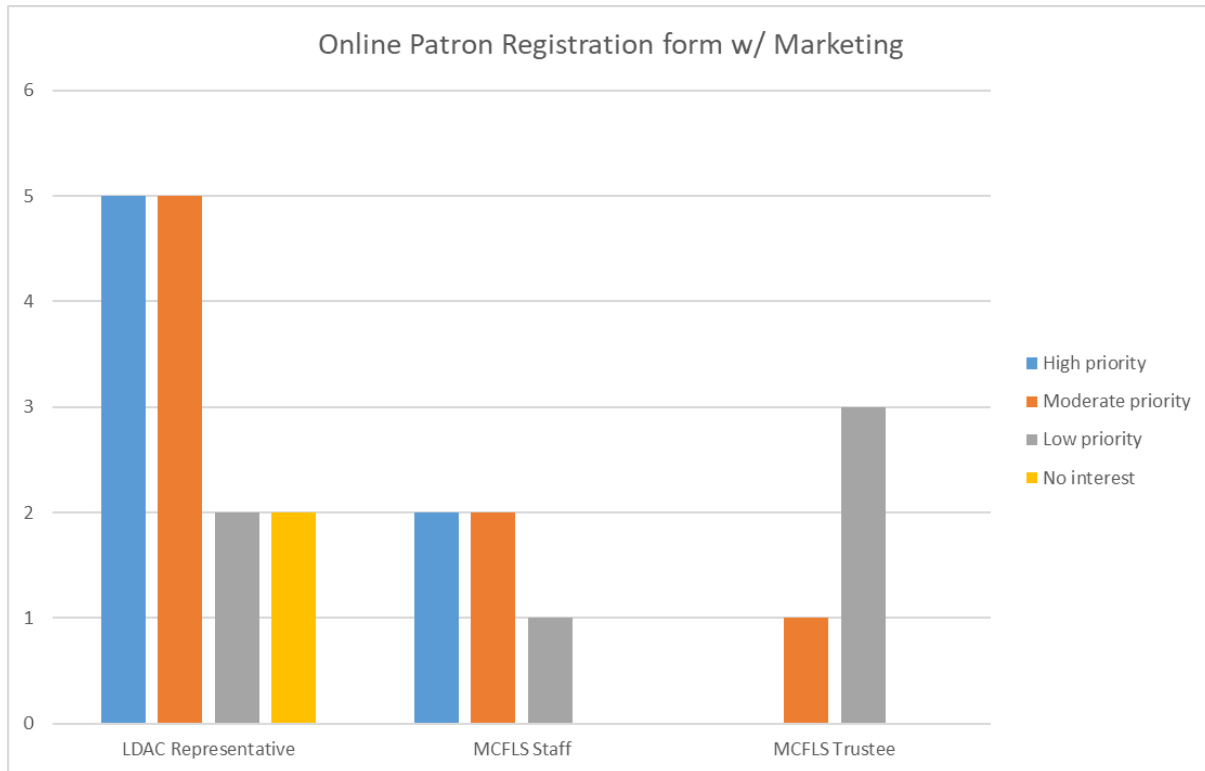
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Financial Report
For the Eight Months Ending August 31, 2021

62	Member Forms/Supplies Exp (8)	\$	23,800	\$	17,053	71.65	\$	6,747	28.35
63	Telephone Expense	\$	6,000	\$	2,347	39.12	\$	3,653	60.88
64	Meetings Expense	\$	1,000	\$	-	0.00	\$	1,000	100.00
65	Insurance Expense	\$	11,700	\$	9,781	83.60	\$	1,919	16.40
66	Legal Expense	\$	2,000	\$	-	0.00	\$	2,000	100.00
67	Audit Expense	\$	13,000	\$	9,240	71.08	\$	3,760	28.92
68	Payroll Service Expense	\$	5,400	\$	2,570	47.59	\$	2,830	52.41
69	III Software Support Expense	\$	226,835	\$	226,835	100.00	\$	-	0.00
70	III TNS Subscr Exp	\$	12,224	\$	12,224	100.00	\$	-	0.00
71	Member Telecomm. Expense (11)	\$	16,800	\$	8,500	50.60	\$	8,300	49.40
72	MCFLS Telecomm. Maint. Expense	\$	15,000	\$	4,022	26.81	\$	10,978	73.19
73	OCLC Expense (10)	\$	133,944	\$	133,944	100.00	\$	-	0.00
74	MCFLS Computer Room Equipment	\$	10,000	\$	1,160	11.60	\$	8,840	88.40
75	MCFLS Software Expense	\$	6,500	\$	1,281	19.71	\$	5,219	80.29
76	MCFLS Equipment Expense	\$	36,000	\$	2,086	5.79	\$	33,914	94.21
77	Member Special Projects Exp (15)	\$	75,000	\$	60,780	81.04	\$	14,220	18.96
78	Sorting and Delivery Expense	\$	291,700	\$	164,452	56.38	\$	127,248	43.62
79	South Central Delivery Expense	\$	10,928	\$	10,928	100.00	\$	-	0.00
80	MPL Resource Contract Expense	\$	178,457	\$	89,229	50.00	\$	89,228	50.00
81	MPL Rent Lease Contract Exp.	\$	129,815	\$	64,908	50.00	\$	64,907	50.00
82	ILS Expense	\$	36,450	\$	18,225	50.00	\$	18,225	50.00
83	MCFLS Catalog Cont Exp to MPL	\$	256,979	\$	128,490	50.00	\$	128,489	50.00
84	Member Catalog Contract Exp (16)	\$	187,546	\$	93,773	50.00	\$	93,773	50.00
85	MCFLS Collection Dev Tool Exp	\$	25,935	\$	25,935	100.00	\$	-	0.00
86	Internet Expense	\$	21,635	\$	12,179	56.29	\$	9,456	43.71
87	Contingency Expense	\$	73,148	\$	3,718	5.08	\$	69,430	94.92
88	LSTA Technology Grant Exp (23)	\$	4,737	\$	6,207	131.03	\$	(1,470)	(31.03)
89	Member Digital Content Exp (24)	\$	247,712	\$	247,553	99.94	\$	159	0.06
90	Marketing	\$	20,000	\$	1,749	8.75	\$	18,251	91.26
91	Cooperative Purchasing Sub Exp	\$	2,388	\$	-	0.00	\$	2,388	100.00
92	Member PC Mngmt License Exp (25)	\$	1,876	\$	1,876	100.00	\$	-	0.00
93	Member MKE Mixer Exp (26)	\$	1,400	\$	241	17.21	\$	1,159	82.79
94	Member Replacement Fines Exp (27)	\$	7,000	\$	2,905	41.50	\$	4,095	58.50
95	Member OverDrive Advantage Exp (28)	\$	405,000	\$	390,000	96.30	\$	15,000	3.70
96	MCFLS OverDrive Adv Exp	\$	15,000	\$	-	0.00	\$	15,000	100.00
97	MCFLS Tech Support Exp	\$	25,000	\$	23,963	95.85	\$	1,037	4.15
98	Youth Services Exp	\$	5,000	\$	-	0.00	\$	5,000	100.00
99	Inclusive Services Exp	\$	5,000	\$	-	0.00	\$	5,000	100.00
100	Total General Expenditures	\$	3,509,572	\$	2,398,707	68.35	\$	1,110,865	31.65
101									
102	Special Expenditures								
103	Milw Co Advantage Exp (32)	\$	50,000	\$	50,000	100.00	\$	-	0.00
104	W. Milw Borrowing Exp (33)	\$	31,467	\$	31,467	100.00	\$	-	0.00
105	RB - MCFLS Payment Expense	\$	1,056,468	\$	1,056,467	100.00	\$	1	0.00
106	Ecommerce Expense (34)	\$	175,000	\$	106,450	60.83	\$	68,550	39.17
107	Total Special Expenditures	\$	1,312,935	\$	1,244,384	94.78	\$	68,551	5.22
108									
109	Total Expenditures	\$	4,822,507	\$	3,643,091	75.54	\$	1,179,416	24.46
110									
111	Revenue/Expenditures +/-			\$	1,036,868				

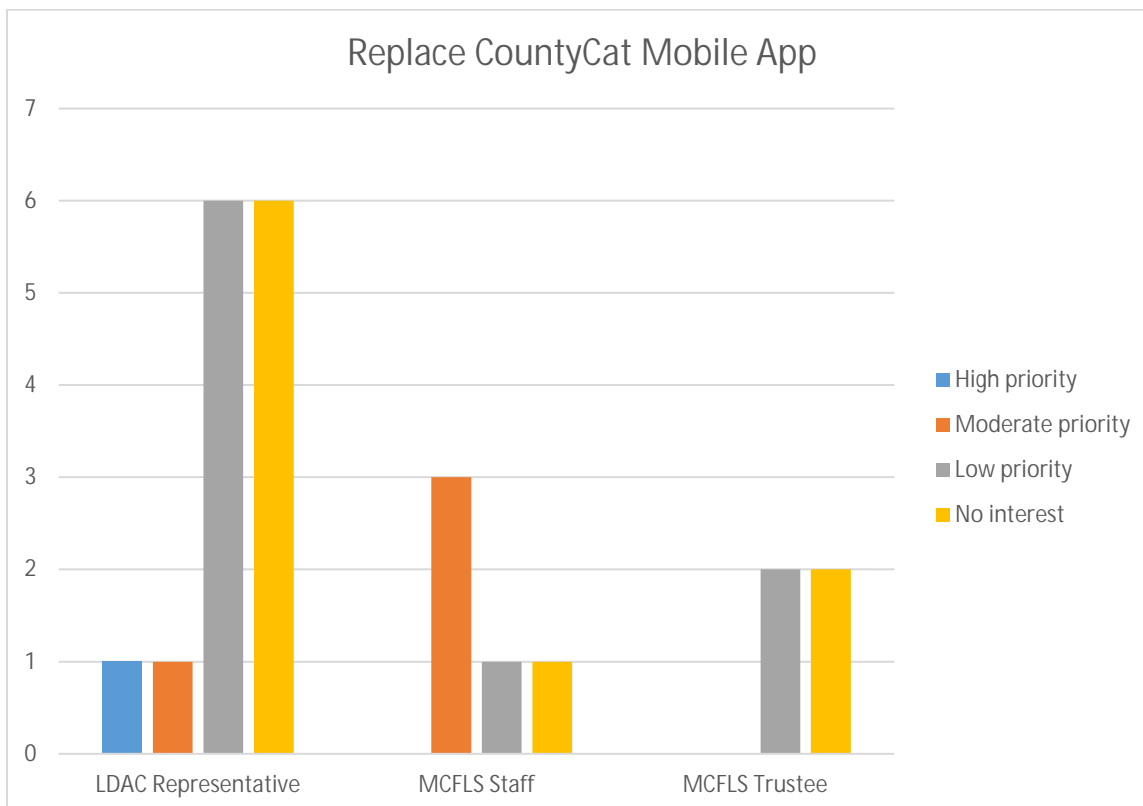
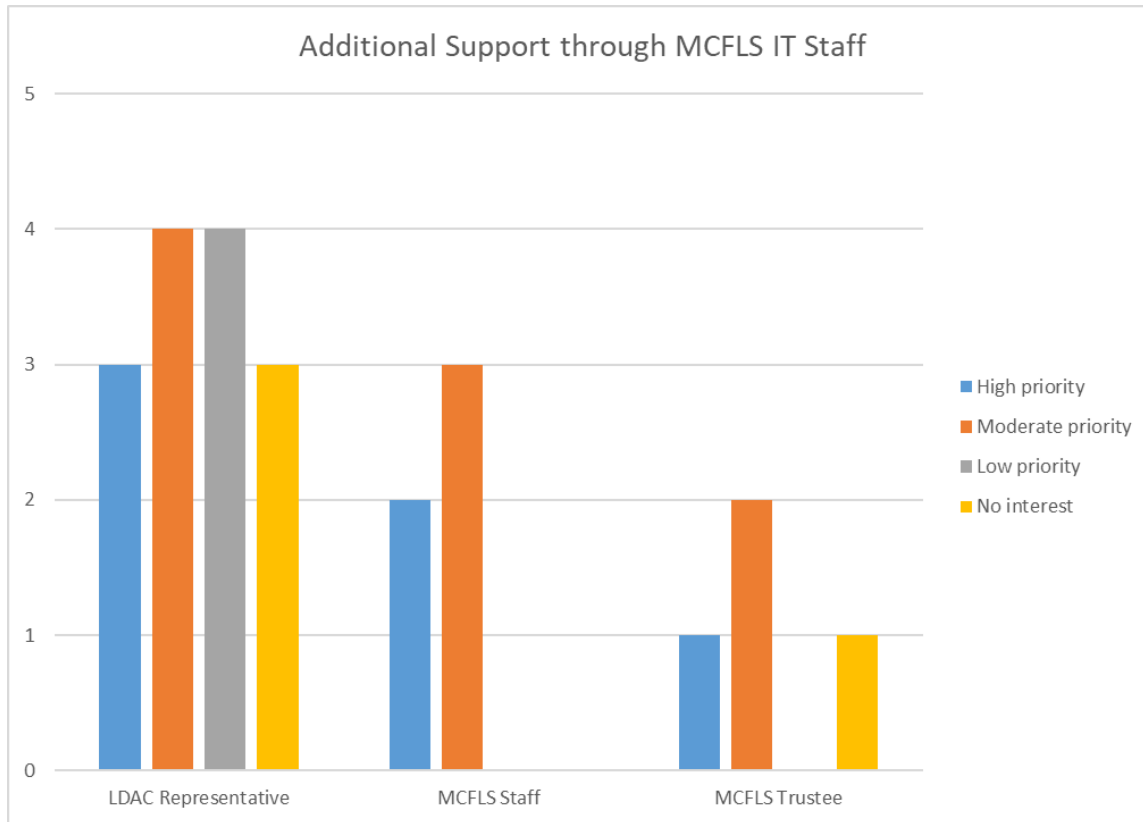
2022 Funding Survey by Identity



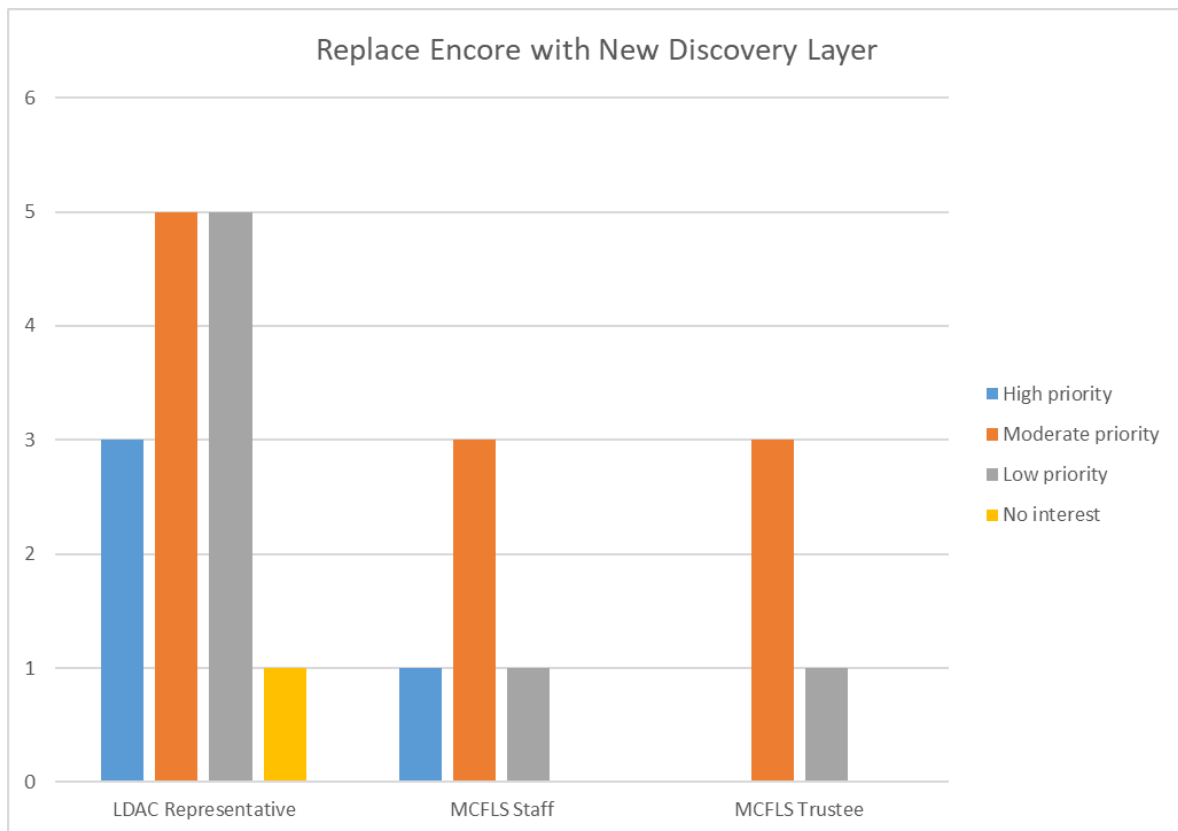
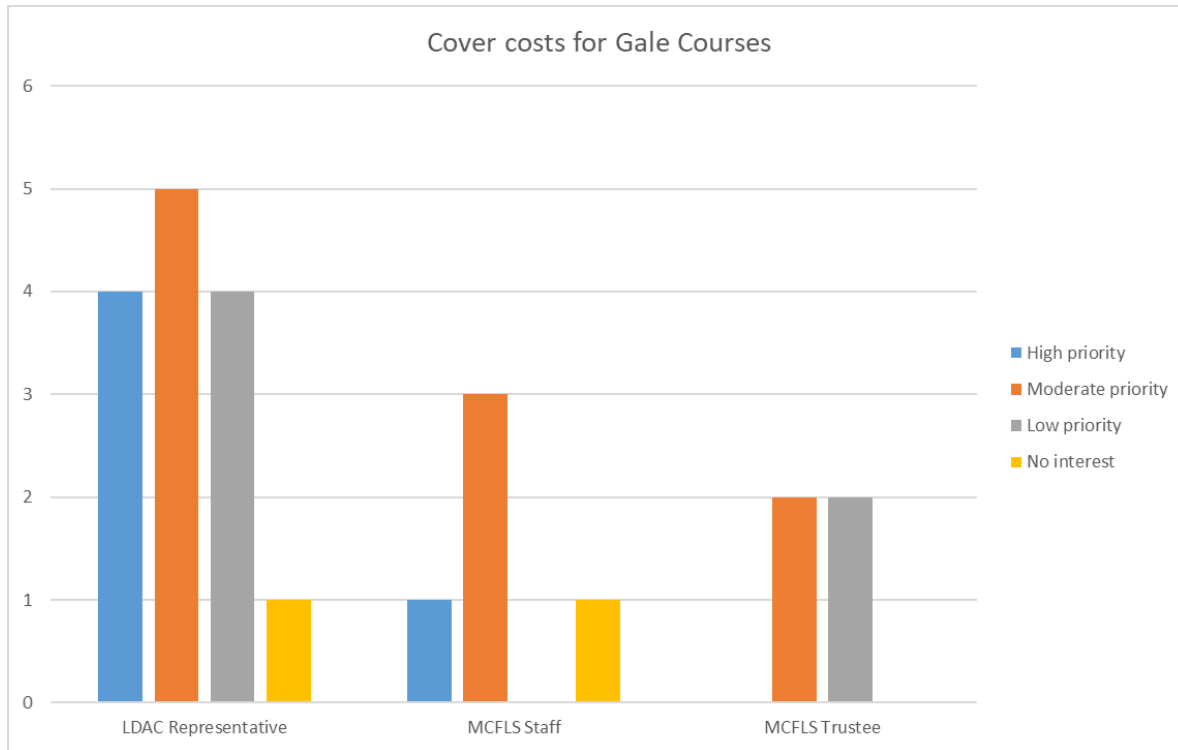
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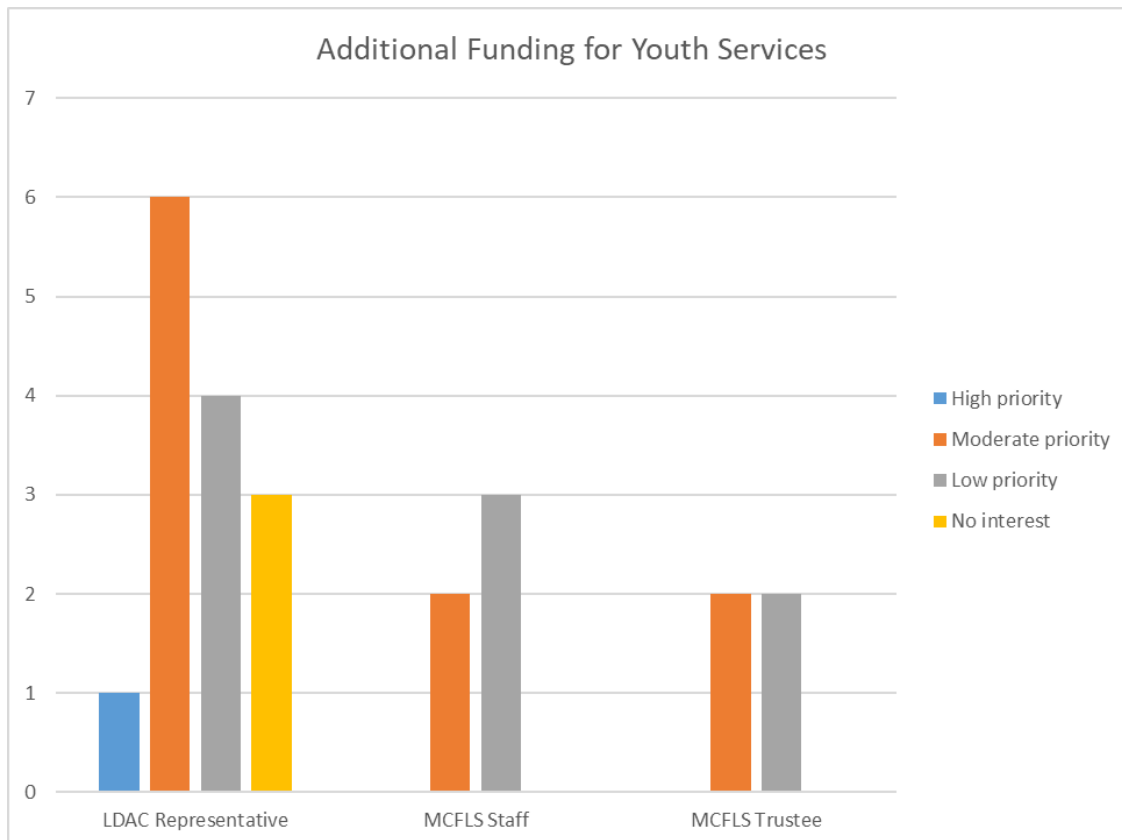
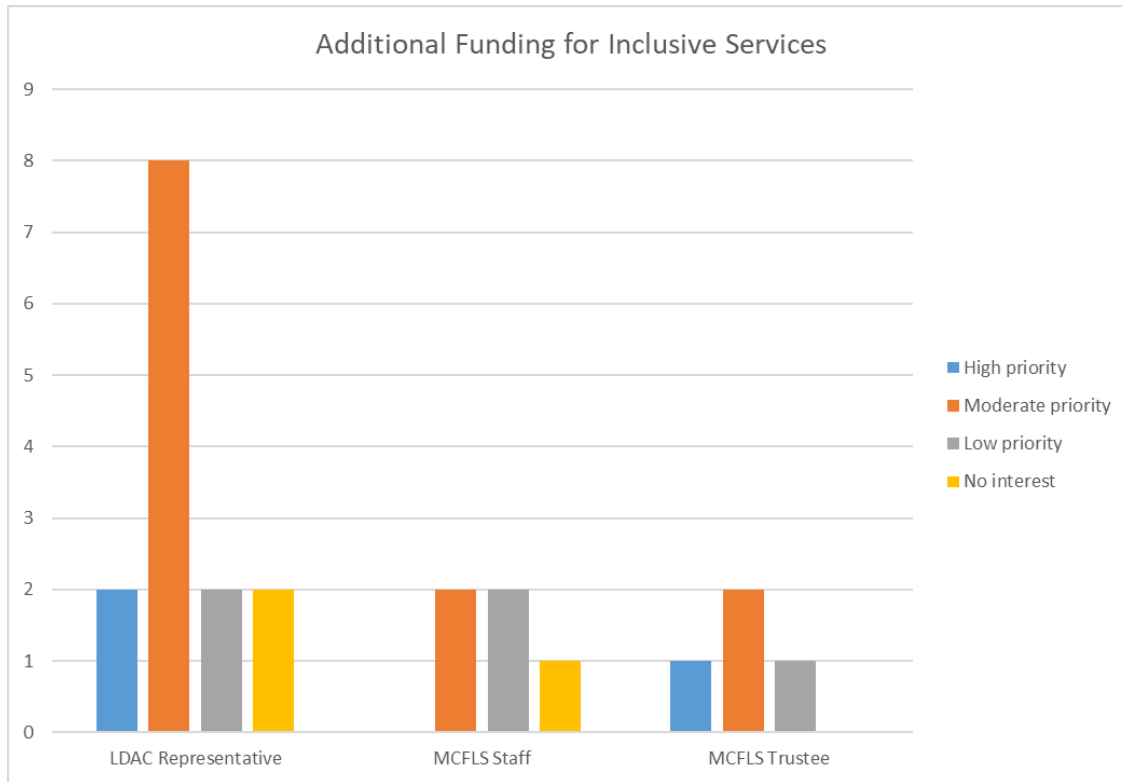
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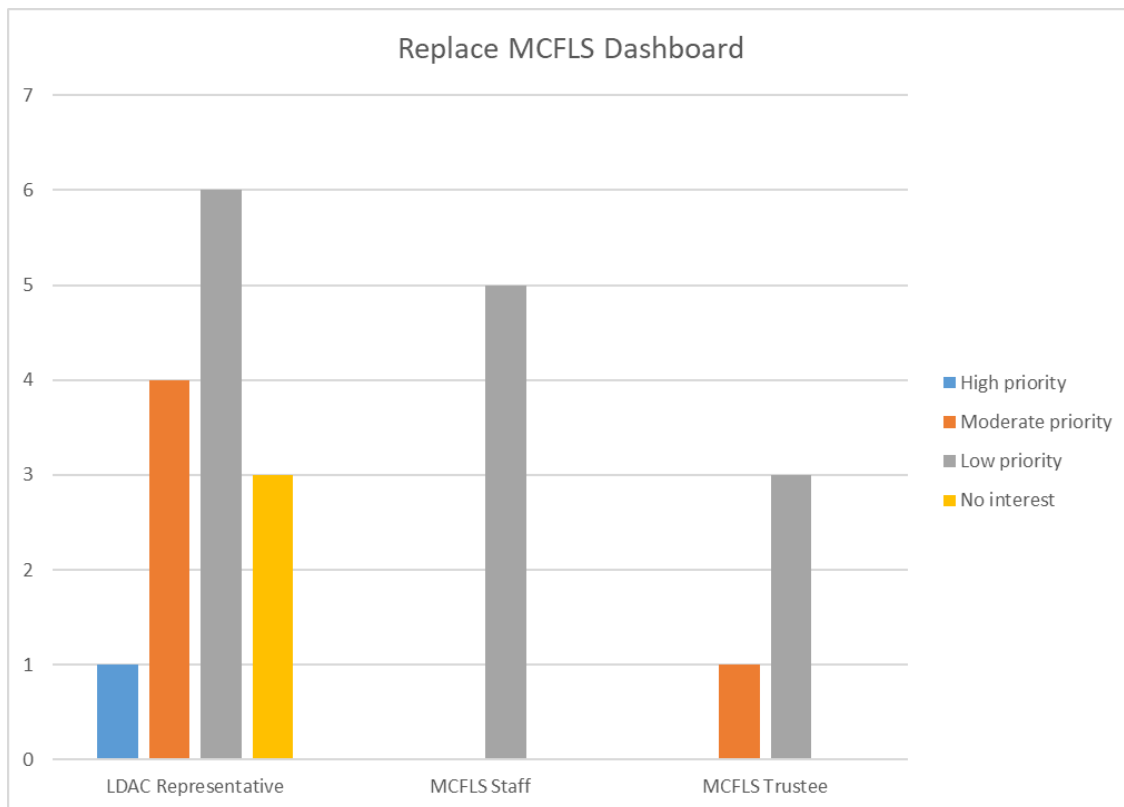
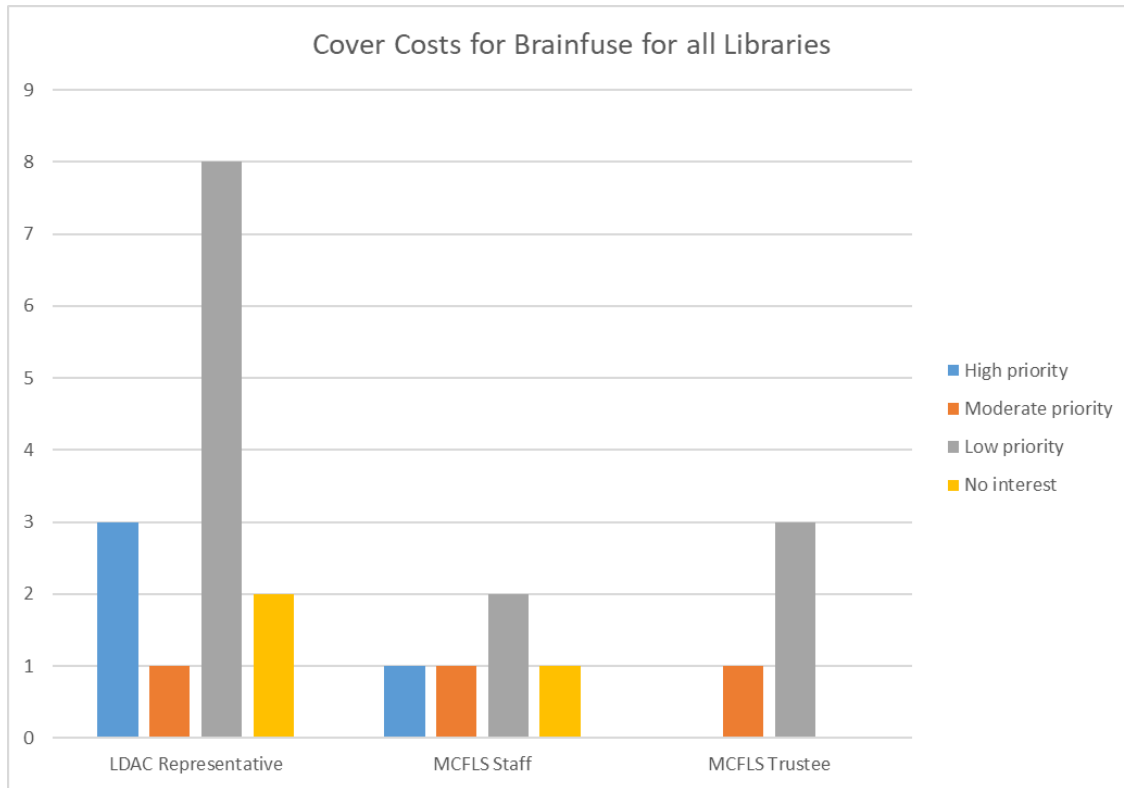
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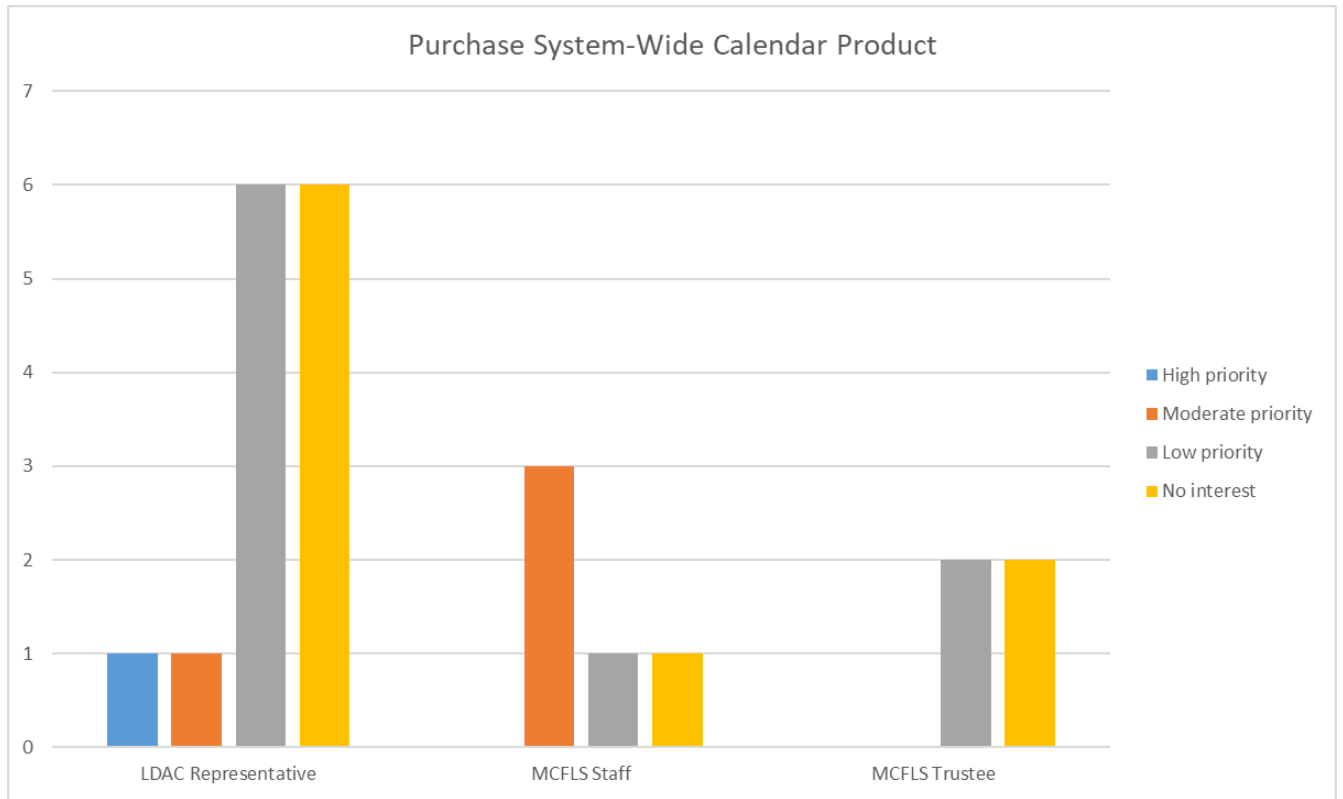
2022 Funding Survey by Identity



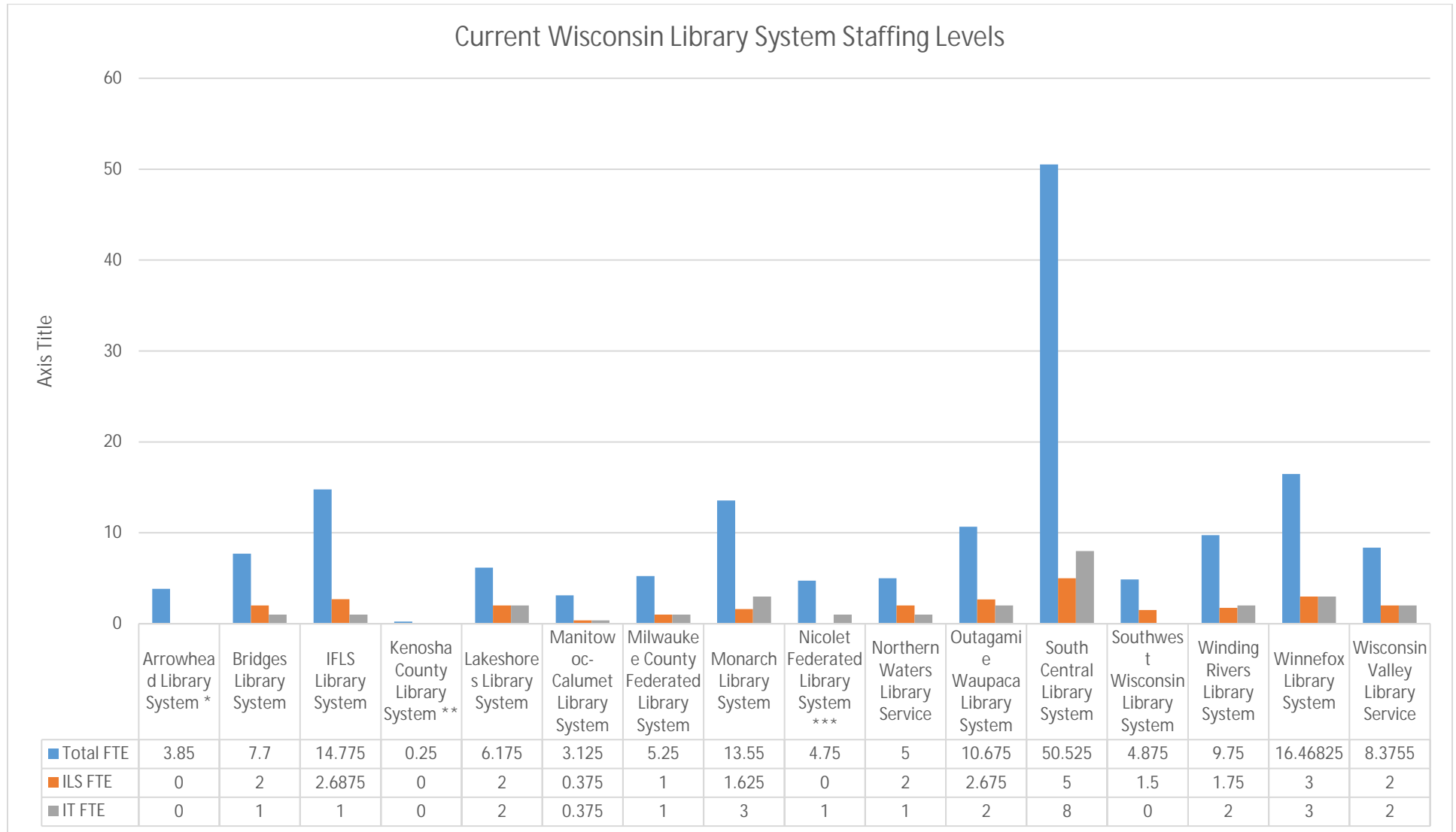
2022 Funding Survey by Identity



2022 Funding Survey by Identity



System Staffing Data

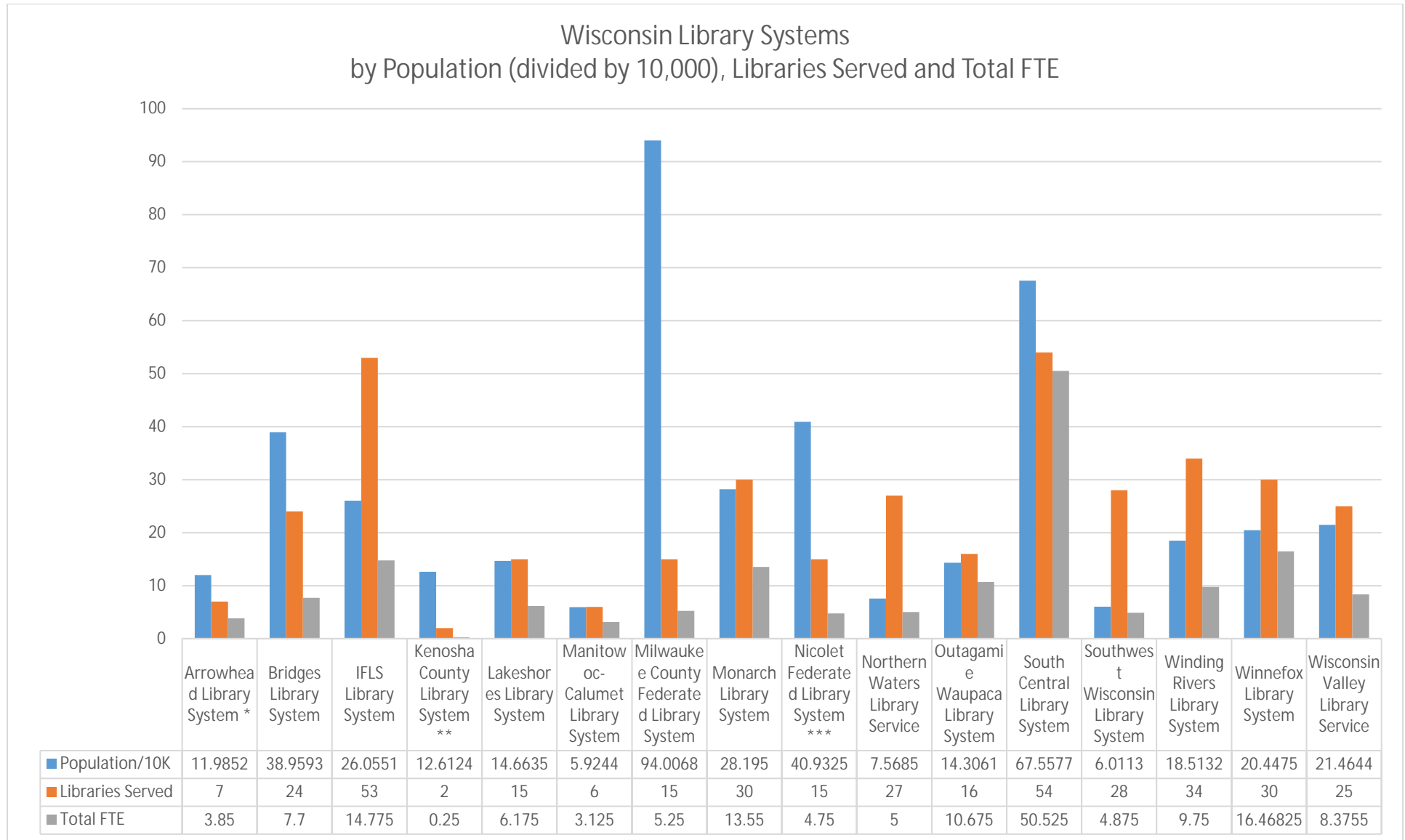


* Part of SHARE managed by Lakeshores

** Uses Kenosha Public Library staff

*** Part of OWLSNet managed by OWLS

System Staffing Levels



- * Part of SHARE managed by Lakeshores
- ** Uses Kenosha Public Library staff
- *** Part of OWLSNet managed by OWLS

System Staffing Levels

System Name	Population Served	Libraries Served	Total FTE	ILS FTE	IT FTE	Salaries & Benefits
Arrowhead Library System *	119852	7	3.9	0.0	0	\$ 254,514
Bridges Library System	389593	24	7.7	2.0	1	\$ 734,449
IFLS Library System	260551	53	14.8	2.7	1	\$ 1,087,240
Kenosha County Library System **	126124	2	0.3	0.0	0	\$ -
Lakeshores Library System	146635	15	6.2	2.0	2	\$ 596,274
Manitowoc-Calumet Library System	59244	6	3.1	0.4	0.4	\$ 204,982
Milwaukee County Federated Library System	940068	15	5.3	1.0	1	\$ 572,939
Monarch Library System	281950	30	13.6	1.6	3	\$ 762,478
Nicolet Federated Library System ***	409325	15	4.8	0.0	1	\$ 377,532
Northern Waters Library Service	75685	27	5.0	2.0	1	\$ 485,830
Outagamie Waupaca Library System	143061	16	10.7	2.7	2	\$ 758,930
South Central Library System	675577	54	50.5	5.0	8	\$ 3,891,025
Southwest Wisconsin Library System	60113	28	4.9	1.5	0	\$ 204,057
Winding Rivers Library System	185132	34	9.8	1.8	2	\$ 724,988
Winnefox Library System	204475	30	16.5	3.0	3	\$ 1,222,059
Wisconsin Valley Library Service	214644	25	8.4	2.0	2	\$ 708,552

- * Part of SHARE managed by Lakeshores
- ** Uses Kenosha Public Library staff
- *** Part of OWLSNet managed by OWLS

MCFLS Funding Option Proposals

Estimated Costs

Funding option	Moderate Priority	High Priority	Total Points	Estimated Costs
Reserve funds for ILS migration costs	10	9	28	\$42,000 per year for 2 years
Fund marketing plan expenses	11	7	25	\$45,000 for 2022 (based on marketing plan estimate)
Integrated online patron registration form with marketing	8	7	22	\$28,500 annual; \$11,500 initial setup Year one cost: \$40,000 (Patron Point)
Fund additional MCFLS staff person for ILS support	7	7	21	Full time person: approximately \$100,000/year with benefits
Fund additional MCFLS staff person for PC support	9	6	21	Part time person: approximately \$50,000/year with prorated benefits
Replace CountyCat Mobile App	11	5	21	\$28,500 annual; \$2,500 initial setup MCFLS additional cost to cover: \$14,500 year 1 \$12,000 year 2
Cover costs for Gale Courses for all member libraries	10	5	20	\$63,000: Gale Courses \$28,500: Udemy Add-on Total: \$91,500 for all members
Replace Encore with new discovery layer	11	4	19	Will vary based on product. More investigation required.
Additional funding for Inclusive Services activities	12	3	18	\$10,000/year
Additional funding for Youth Services activities	10	1	12	\$10,000/year
Cover costs for Brainfuse for all member libraries	3	4	11	\$67,690 (includes all member libraries)
Replace MCFLS Dashboard	5	1	7	N/A
Purchase a system-wide calendar product	4	1	6	N/A
Engage with a network security consultant to recommend changes to MCFLS network				\$15,000/year

MCFLS Funding Option Proposals

System Aid Increases

	2021	2022	2023
State Aid Amount	\$ 2,855,319	\$ 3,301,094	\$ 3,568,561
Aid Increase Over 2021	\$ -	\$ 445,775	\$ 713,242

MCFLS Obligations and Expenditures

	2022 Additional Costs	2023 Additional Costs
Integrated Online Patron Registration with Integrated Marketing	\$40,000	\$28,500
Replace CountyCat Mobile App	\$14,500	\$12,000
Network Security Consultant	\$15,000	\$15,000
Reciprocal Borrowing Increase over 2021		\$160,479
Reciprocal Borrowing Reserve for 2024	\$48,144	\$48,144
Resource Library Increase over 2021	\$27,861	\$44,578
MCFLS Cataloging Contribution Increase over 2021	\$40,120	\$64,192
Total	\$185,625	\$372,893

Remaining Funding 2022: \$445,775 - \$185,625 = **\$260,150**

Remaining Funding 2023: \$713,242 - \$372,893 = **\$340,350**

MCFLS Funding Option Proposals

Proposals

Proposal 1. Funding remaining options with a score of 20 or higher	2022 Costs	2023 Costs
Reserve Funds for ILS Migration Costs	\$42,000	\$42,000
Funding Marketing Plan Expenses	\$45,000	\$40,000
MCFLS Staff Person for ILS Support		\$100,000
MCFLS Staff Person for IT Support	\$50,000	\$51,250
Cover costs for Gale Courses and Udemy	\$91,500	\$91,500
Totals	\$228,500	\$324,750

Proposal 2. Focus on technology and support	2022 Costs	2023 Costs
Reserve Funds for ILS Migration Costs	\$42,000	\$42,000
MCFLS Staff Person for ILS Support		\$100,000
MCFLS Staff Person for IT Support	\$50,000	\$51,250
Cover costs for Gale Courses and Udemy for all member libraries	\$91,500	\$91,500
Cover costs for Brainfuse for all member libraries	\$67,690	\$67,690
Totals	\$251,190	\$352,440

Please indicate which proposal you prefer:	If you would prefer to submit your own proposal, please use the area below to add options. You can copy the options from above or add your own.	Please add any additional comments here
Proposal 1		
Proposal 1		While I understand the need for additional staff support, I would be interested in MCFLS offering some options of taking some of the staffing money in proposal 1 and using those funds to instead offset some of the pass thru costs that are now going to member libraries, such as OCLC, Shoutbomb, the Mobile App, and the MyPC server. By absorbing those pass through costs, local libraries would have more money left in their budget to deal with their local issues.
Proposal 1		
Proposal 1		I don't fully support either one or two, but absolutely think that funding Brainfuse is a waste for our community. The marketing initiative is important and I support that and it is included in proposal 1. I'm unconvinced that the Gale courses and Udemy are a wise use of the money, and when our own budget is looking to eliminate staff for 2022 (due to the need to make up \$1.7 million for the City of West Allis), using the money to add staff at MCFLS - most of which our library rarely uses - also brings forth scepticism.
My own proposal	ILS Migration, More money for marketing, MCFLS staff person	Can Brainfuse be used on our current public computers? Many of our users do not have Internet /computers at home, nor the skill sets to use these products. We have tried to promote products like Gale Courses for years and they are just not used. Staff commented that they would rather have the funds dropped into Overdrive. We are very grateful for the marketing allotment but it seems like a small budget. Marketing needs to get out into the community to promote local libraries - we need a booth at events like the fair, a commercial at the theatre before a movie or for local radio and TV, continue billboards, social media, etc. If we don not have people come to our building my Mayor will say we are not essential.
Proposal 1		I suggest waiting until Eric has at least a year under his belt before committing to additional Network/PC support to have a fuller understanding of what his capacities are when he's operating most efficiently. I would suggest that the \$50,000 earmarked for IT support instead be directed to ILS support a year earlier than proposed since migration and migration planning is a huge undertaking that may start in 2022? I have absolutely zero sense of Eric's current workload however, so its possible that he may need the help sooner than later? You know best.
Proposal 1		In addition to Proposal 1 (which is less than Proposal 2), it would be nice to have some further reductions in member cataloging and ILS costs.
Proposal 1		From a dept head: "We absolutely know that when MCFLS helps with marketing something for the system, we always get more eyeballs on stuff and it helps us get out the message, when compared to us just marketing to our patrons."
Proposal 1		
Proposal 1		

AMENDMENT TO AGREEMENT

THIS AMENDING AGREEMENT is dated November 1st, 2021

BETWEEN:

Milwaukee County Federated Library System

709 North 8th Street
Milwaukee, WI 53233

-AND-

Village of West Milwaukee

4755 West Beloit Road
West Milwaukee, WI 53214

Background

1. Milwaukee County Federated Library System (the "System") and Village of West Milwaukee (the "Municipality") entered into a contract (the "Agreement") dated 06/10/1985, for the following purpose:

Provision of public library services to the residents of the Municipality.

2. The System and Municipality desire to amend the Agreement on the terms and conditions set forth in this Amending Agreement (the "Amendment").

3. This Amendment is the first amendment to the Agreement.

IN CONSIDERATION OF the System and Municipality agreeing to amend their obligations in the existing Agreement, and other valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the System and Municipality agree to keep, perform, and fulfill the promises, conditions, and agreements below:

Amendments

The Agreement is amended as follows:

1. The following is hereby added to the Agreement and shall hereafter be and read as follows:

The System and Municipality agree to allow access to electronic resources available throughout Milwaukee County and facilitated by the System for Municipality residents.

Costs for this electronic access will be based on a percentage of Municipality resident usage applied to total costs for each electronic resource borne by the System and/or System member libraries. Administrative costs for providing the service will also be factored into the total costs for the Municipality.

A document created by the System and titled "Attachment A: Electronic Resources" will be shared with the Municipality to show resident usage and costs for the next year associated with each electronic resource available to Municipality residents. This document will also detail annual administrative costs associated with providing the service.

The document will be shared with the Municipality each October at the same time that costs for providing library services and circulation of physical materials is typically calculated and shared with the Municipality.

Both System and Municipality agree to work collaboratively toward resolution of any issues that arise to ensure this access for Municipality residents is uninterrupted.

In the instance of a conflict between the terms of the Amendment and the Agreement, the terms of the Amendment shall prevail.

No Other Change

Except as otherwise expressly provided in this Amendment, all of the terms and conditions of the Agreement remain unchanged and in full force and effect.

Miscellaneous Terms

Capitalized terms not otherwise defined in this Amendment will have the meanings ascribed to them in the Agreement. Headings are inserted for the convenience of the parties only and are not to be considered when interpreting this Amendment. Words in the singular mean and include the plural and vice versa. Words in the masculine include the feminine and vice versa. No regard for gender is intended by the language of this Amendment.

Governing Law

Subject to the terms of the Agreement, it is the intention of the System and Municipality that this Amendment, and all suits and special proceedings under this Amendment, be construed in accordance with and governed, to the exclusion of the law of any other forum, by the laws of the State of Wisconsin without regard to the jurisdiction in which any action or special proceeding may be instituted.

IN WITNESS WHEREOF the System and Municipality have duly affixed their signatures under hand and seal on this November 1st, 2021.

FOR THE MUNICIPALITY:

FOR THE SYSTEM:

President

President

Clerk

Secretary

Date

Date

ATTACHMENT A: ELECTRONIC RESOURCES
MCFLS AND WEST MILWAUKEE AGREEMENT

- Electronic Resources Covered for 2021: OverDrive, OverDrive Magazines, hoopla and Gale Courses
- All usage covers period of 10/1/19 - 09/30/20 unless otherwise noted
- Administrative costs include staff time in oversight, selection and maintenance associated with local and statewide collections

OverDrive Digital Media (eBooks and eAudiobooks)

1A. 2021 County OverDrive Costs:	\$155,190
1B. County OverDrive Usage:	630305
1C. West Milwaukee Resident Usage:	1836
1D. % of West Milwaukee Usage:	0.29%
1E. West Milwaukee OverDrive Costs (1A x 1D):	\$452

OverDrive Magazines

2A. 2021 County OverDrive Magazines Costs:	\$31,609
2B. County OverDrive Magazines Usage:	108907
2C. West Milwaukee Resident Usage:	N/A
2D. % of West Milwaukee Usage:	0.29%
2E. West Milwaukee OverDrive Magazine Costs (2A x 2D):	\$92

hoopla Digital Media (eBooks, Comics, eAudiobooks, Music, Movies, TV)

3A. 2021 County hoopla Costs:	\$240,000
3B. County hoopla Usage:	121621
3C. West Milwaukee Resident Usage:	N/A
3D. % of West Milwaukee Usage:	0.29%
3E. West Milwaukee hoopla Costs (1A x 1D):	\$699

Gale Courses (Job and Educational Training, Personal Interest)

4A. 2021 County Gale Courses Costs:	\$63,000
4B. Suburban Gale Courses Usage (Enrollments + Logins):	13570
4C. West Milwaukee Resident Usage:	N/A
4D. % of West Milwaukee Usage:	0.29%
4E. West Milwaukee Gale Courses Costs (1A x 1D):	\$184

Administrative Costs

5A. Estimated hours spent on administration:	40
5B. Average hourly wage of staff involved:	\$44
5C. Total Administrative Costs:	\$1,760

Total West Milwaukee Costs for Electronic Resource Access

Total Costs: \$3,187

Outage Report Affecting MCFLS Member Libraries August 14th- 17th, 2021

Summary of Cause

The root cause of the outage was determined to be the LAN port on the AT&T managed Juniper device located at the MCFLS headquarters that went down early Saturday morning, August 14th. The outage was precipitated by a Border Gateway Protocol (BGP) event on the AT&T network at about the same time. BGP sessions enable routing information to be passed between autonomous networks. BGP sessions were reported as down on the Badgernet Milwaukee Core device managed by AT&T.

Time Line of Events

See attached report for a detailed timeline of events performed by both MCFLS and AT&T/Badgernet.

Preventative Action

AT&T and Badgernet determined the following actions should have been performed:

- After the BGP sessions on Milwaukee Core device returned to normal, no ticket was opened on the MCFLS site which complicated tracking of our issue. Badgernet has reviewed with their staff the importance of opening a ticket on the site affected and not working off a master core ticket. The situation was further complicated by the discovery of an unrelated failover connection between the Madison and Milwaukee core devices that was down.
- A review of the steps to resolve the situation identified that a power cycle of the device should have been an earlier step in the troubleshooting process.

MCFLS Response

System staff agrees with AT&T/Badgernet preventative actions that should have been performed, but would also add the following response:

- Our member libraries serve roughly 950,000 people throughout Milwaukee County and count on the system headquarters for reliable WAN service for Internet and critical ILS functionality. An outage of this length of time is unacceptable and caused a great hardship for the system and members at a time when we are trying to encourage residents to come back to the libraries.
- We've dealt with the Badgernet Network Operations Center (NOC) a number of times and generally found staff to be helpful and responsive. We have, however, noticed a tendency to shift the responsibility for fixing a problem to the end user, in this case MCFLS. We were told a number of times that the issue was with our equipment, despite evidence to the contrary. Complicating this issue is the fact that the Badgernet NOC can only operate as a conduit between AT&T and our site, and the TEACH contract does not allow for one-on-one contact directly to the vendor providing the service. We are hopeful that the next contract would allow escalation of tickets that would automatically include this type of communication.
- System staff at MCFLS are very interested in investigating changes to our architecture that would prevent these types of service disruptions in the future. These changes could involve direct internet connections to library gateway routers or alterations to routing configurations to allow access to the ILS without involving a WAN router. We hope these alternatives and options may be available as part of the next TEACH contract while still offering substantial savings to libraries.

Combined Vendor and MCFLS Report of Events Related to Network Outage occurring August 14th

Date of Outage: August 14, 2021

Vendor Ticket #: N/A

AT&T Tickets 302987618

Outage Start Time: 08/14/2021 4:43am CST Outage End Time: 08/17/2021 11:40am CST

Note: Site ticket not opened until 8/16/2021 12:58pm

Outage Duration: 3 Days 6 Hour 57 Minutes

Carrier: AT&T

Who's Impacted?

STOJMKEW139	USSTOJMKEW139R01	0500A1W-TCH	Milwaukee Co. Federated Library System HQ
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Summary of Cause:

The LAN port on the AT&T Juniper device at the MCFLS headquarters dropped/went down. Service was restored when the Juniper router was power cycled.

Time Line of Events:

8/14 4:43am: an auto ticket opened on the BadgerNet Milwaukee Core asset, 000000302535688, reporting Border Gateway Protocol sessions were down. Border Gateway Protocols enable routing information to be passed between autonomous networks. Individual site tickets were not opened.

8/14 6:13am: Eric alerted MCFLS and MPL security that he was headed onsite.

8/14 6:15am: (approx. time) Milwaukee County Federated Library System (MCFLS) contacted the BadgerNet helpdesk.

8/14 6:18am: The BadgerNet helpdesk escalated the ticket

8/14 7:46am: Steve reported to MCLFS notification list that internet and sierra services were unavailable

8/14 8:34am: Eric reported the Fortigate firewall had all green lights with normal blink activity.

8/14 8:44am: Eric reported the Cisco WAN router had all green lights with normal blink activity.

8/14 9:00am: BadgerNet helpdesk escalated 2nd level reporting that multiple libraries are down.

8/14 9:01am: Eric called BadgerNet and was advised the BGP session was down. The tech had no other data. He said he would call when he learns more from the field.

8/14 9:23am: Eric contacted Wiscnet, different from BadgerNet, just to make sure it was not the Wiscnet router causing a problem. They remoted into it okay and saw very little traffic on it.

8/14 10:12am: Steve sent an update to the MCFLS notification list.

8/14 11:07am: **BGP session issues were resolved on the affected networks.**

This ticket was on the Core device which showed cleared on August 14. A ticket should have been opened on the MCFLS site. This has been reviewed with the BadgerNet NOC and corrective actions to address process missteps have been taken.

8/14 11:27am: Eric restarted the Cisco WAN router but still no connectivity to the Libraries

8/14 11:29am: Steve reported that he can use VPN and get to MCFLS servers with no problem

8/14 12:24pm: Eric contacted BadgerNet. Issue was escalated to Level 2. Ticket = [THY 54 96 69 63](#)

8/14 1:10pm: Steve sent an update to the MCFLS notification list.

8/14 2:38pm: Jen advised LDAC of offline circulation.

8/14 4:18pm: Eric contacted BadgerNet. Eric was told they were actively working on it and had been working on it all day.

8/14 4:45pm: Steve sent an update to the MCFLS notification list.

8/14 5:15pm: Eric had to leave MPL as they were closed

8/14 6:13pm: Jen advised LDAC she had successfully tested offline circ process.

8/15 5:28pm: Eric called BadgerNet six times but only ever reached voicemail. Eric left his name, number, email, ticket number and requested an update.

8/16: 7:16am: BadgerNet helpdesk reports Eric from MCFLS called reporting he still is not able to access anything.

This was noted on the core ticket which had restored. A site ticket for MCFLS should have been opened.

8/16 8:44am: AT&T/BadgerNet repair reported that the circuit for MCFLS and the Juniper is up, but the connection to the LAN, ge-0/2/1 is down.

AT&T Global Customer Service Center (GCSC) noted this on the ticket. Again, they'd need to have a ticket opened for the MCFLS headend site as that is the site showing the customer LAN port as down. The Core ticket was cleared.

8/16: 9:04am: Eric contacted Digicorp for a second opinion

8/16: 10:24am: Dan and Jeremy at Digicorp declare there is nothing wrong on the MCFLS side of the network

8/16: 10:53am: BadgerNet is contacting AT&T to verify that their juniper router can ping our cisco router.

8/16: 12:02pm: Contacted BadgerNet with all the findings from Digicorp.

Digicorp staff: We are now able to ping the Badgernet Juniper router 10.200.6.233 from MCFLS Cisco 10.200.6.234, this was not working earlier today. I am not able to ping any of the Juniper routers at the member libraries from MCFLS Cisco 10.200.6.234. When I ping any of the member library Juniper routers or external IPs of the FortiGates out there I get a destination unreachable. When I do a trace route from MCFLS Cisco it gets to BadgerNet's Juniper at 10.200.6.233 and dies. Our routes are all static and are showing in the routing table. All of this suggests there are routing issues on the Juniper equipment as MCFLS is sending it to the correct next hop and it never gets past the Juniper.

8/16: 8:43am: Steve reaches out to other systems to see if they are having similar issues. Bill Herman from DPI responds and involves TEACH staff to expedite a solution.

8/16: 12:32pm: DPI contacted TEACH asking for an expedite as service has been down since Saturday morning.

8/16: 12:37pm: TEACH expedited to AT&T Service Management and the BadgerNet Helpdesk, asking for the ticket number and escalation.

8/16: 12:50pm: TEACH on the phone with MCFLS. Site is asking for a call and update.

8/16: 12:55pm: BadgerNet helpdesk confirmed the sites were not down hard. AT&T Global Customer Service were able to ping the Juniper routers, showing sites were up. The issue being reported that MCFLS is unable to ping the Junipers at the Library sites from the library headend. The Helpdesk is in the process of opening a trouble ticket.

8/16: 12:58pm: Ticket opened on MCFLS headend site. Asset USSTOJMKEWI39R01. Ticket 302594739, reporting the site is unable to ping any of the Juniper routers at the member libraries from the headend. Noted that the site is up but port 0/2/1 (customer LAN) port is down.

8/16 1:20pm: Conference bridge opened. Wis Department of Admin, TEACH, BadgerNet NOC, AT&T Service Management, AT&T Advanced Technical Support. MCFLS were on the bridge.

8/16 1:31pm: Ticket noted that site swapped cables and site Customer Provided Equipment (CPE) lights are green.

8/16 2:04pm: Ticket escalated by Service Management.

8/16 2:27pm: tech working ticket.

8/16 2:31pm: AT&T Technical Support engaged.

8/16 2:31-6:49pm: Tech support conducted trouble shooting and testing. Port 0/2/1 restored but still unable to reach the libraries from the headend. Determined the router lost OSPF Saturday morning (OSPF is a routing protocol that determines the shortest path between networks). Actions taken:

- MCFLS rebooted internal HP switch
- MCFLS rebooted Cisco 7606 router
- MCFLS swapped fiber between Juniper ge-0/2/1 and Cisco router
- MCFLS swapped SFP card in Juniper between ge-0/2/1 and ge-0/2/2

Next step would be to power cycle the Juniper router, but the building was closing, and the local contact was leaving. Concern was expressed that if the Juniper was power cycled but had not recovered Juniper Technical Support would be required. It would also take 24 hours for a replacement device if required. Decision to open bridge back up at 8am with Juniper Technical Support on the bridge if needed.

8/16 7:04pm: Juniper Technical Support ticket opened by AT&T Technical Support.

8/17 7:20am: AT&T Service Management opened troubleshooting bridge. MCFLS, State of WI Dept of Administration, AT&T Service Management, BadgerNet NOC, AT&T Technical Support, Juniper Tech Support were on the bridge.

8/17 8:30am: AT&T Technical Support found the 10G circuit connecting the Milwaukee Core to the Madison Core which served as a failover over path was down hard. This contributed to additional complexity in troubleshooting. A ticket was opened with AT&T Network repair to resolve circuit issue.

This 10G circuit is used as a failover in the event of a core outage moving BadgerNet library services from the Milwaukee core to the Madison core. We continued to work the MCFLS service issue while the investigation was

going on to see if the 10G outage was related. Service was restored for MCFLS service was restored prior the 10G being repaired, which occurred later that day.

8/17 8:47am: Escalated the AT&T Network ticket to repair of the 10G circuit.

8/17 10:00am: (approx. time) AT&T tech support reported seeing issue with the BadgerNet L2 core, not seeing site MAC address and not getting an arp on the data and internet VLANs. AT&T Tech support continued to review and troubleshoot the issue, escalating the down 10G circuit and MCFLS tickets.

8/17 11:30am: AT&T LCM Engineer joined the bridge.

8/17 11:40am: MCFLS power cycled the AT&T Juniper device. MAC address and arp returned and MCFLS headend confirmed they were able to connect to library locations.

Root cause was the LAN port on the AT&T Juniper router was down. We are unable to confirm what caused the LAN port to drop and not recover. The BGP session and BGP neighbor ticket on the core could have been a part, but the Juniper on site may also have taken a power surge/hit which could have generated the BGP session/neighbor ticket to the core. No root cause for the LAN port dropping is available.

Preventative Action:

BadgerNet NOC has worked with all employees to review and confirm the process when a site has an issue. A ticket has to be opened on the site affected and cannot be worked off a master core ticket.

Reviewed troubleshooting steps. The LAN port was the only thing down. Though we were unable to determine what caused the LAN port to drop, a power cycle of the device should be an earlier step in the troubleshooting process.



PUBLIC LIBRARY

August 12, 2021

MCFLS Board of Trustees
Attn: Mr. Paul Ziehler
709 N 8th Street
Milwaukee, WI 53233

Dear Board of Trustee Members,

Enclosed please find a letter that the Oak Creek Public Library Board of Trustees received from a patron regarding the limitations of MCFLS member library fee cards.

Our board recognizes that fee cards are a local library decision, but we also realize that a change to material access cannot be made without the universal support of all member libraries. This support is unlikely to happen without the full support of the MCFLS board. Therefore, we believe it is important to make you aware of the concerns we have heard, not only from this patron, but from the majority of Oak Creek Public Library Fee Card holders.

The Oak Creek Public Library Board supports providing universal access to physical MCFLS materials to all patrons, regardless of residence. We support the idea of a system-wide fee card that would provide fee card holders access to all MCFLS member libraries physical materials. Not only would this allow fee card holds access to more materials, but it would give them the ability to place their own holds in CountyCat, in turn, saving the time of library staff.

We believe that patrons who do not support Milwaukee County libraries through their tax dollars should have to pay for access to our resources. Therefore, we would recommend that a county-wide fee card carry with it a higher annual cost, as determined by the member libraries. Ideally, the revenue generated from fee card sign-ups would be allocated to member libraries based on annual circulation statistics.

As stated in the Library Bill of Rights, "libraries should provide books and other library resources for the interest, information and enlightenment of all people of the community the library serves". The community that MCFLS member libraries serve do not stop at the county border. We ask that you encourage the other MCFLS member library Board of Trustees to develop a process to allow patrons who may live outside of Milwaukee County, but come to the county for work, school, and pleasure have the ability to access our collection.

Sincerely,

A handwritten signature in cursive script that reads "Sharon Armstrong". The ink is dark and the signature is fluid.

Sharon Armstrong
Library Board President

Enclosure (1)

c: Steve Heser, MCFLS Director

5/28/2021

Oak Creek Public Library
8040 S 6th St.
Oak Creek, WI 53154

Attn: Board of Directors

Hi,

I am writing to ask you to consider offering a special fee card for Caledonia residents which enables us to have full library privileges as Oak Creek residents.

I was born and raised in Oak Creek and graduated from Oak Creek High School. I live in the town of Raymond, a mile and a half south of the Oak Creek/Franklin border. I do all my shopping in Oak Creek and now most of my health care visits are also in Oak Creek.

Approximately 3 years ago, I paid for a non-resident card for Oak Creek Library, however the librarian that sold me the card at the time did not fully understand all the restrictions that come with the card and was unable to provide this information to me at the time of purchase. Several weeks later, I learned that I would not have access to books and privileges afforded to Milwaukee County residents. I was stunned to find out that most of the books I wanted had to be loaned from other libraries, and therefore my fee card offered little benefit. I called the library and expressed my concerns and was offered the card for two years instead of one. However I rarely used the card with the strict limitations.

As with many people, I became increasingly interested in reading during the Covid Pandemic. However, libraries in Racine County are a significant distance to drive. The closest library to my home is Union Grove, approximately a 25 minute drive and offering no errands I can run (shopping, healthcare, etc) during the drive each way. This is a deterrent to the wonderful activity of reading for sure.

I would like you to consider offering a more expensive fee card for those of us who live much closer to Oak Creek Library than others in our County, but with the same privileges as Oak Creek residents.

Sincerely,



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September 20th, 2021

August/September 2021 Director's Report

Summary of activities

1. Participated in a demonstration of a product called Udemy, which consists of video-based courses that can be viewed on demand and would act as a complement to Gale Courses which is offering the subscription. The demo was well-received by all in attendance.
2. Met with our ILS Review team throughout August and September to score the RFI responses and start the process of arranging demonstrations with vendors.
3. After meeting with LDAC on September 2nd, I created another survey asking for opinions on the proposals introduced at the meeting. The results of that survey included 10 responses and are attached to the current agenda.
4. On September 13th I attended the Glendale Common Council meeting and public hearing on whether to build a separate library for Glendale or participate in a reconstituted joint library for North Shore in a new development located in Bayside.
5. I've had numerous conversations with Edgard Delgado, regional director for job centers located in southeast Wisconsin about arranging job center employees to staff tables in interested libraries to share information and drive traffic to their locations. Seven suburban libraries so far have expressed interest.
6. Our new Public Information Coordinator Deb Marett has undergone training and to date we've met with three library directors to discuss marketing initiatives for the system and listen to their own needs for their library. Deb and I will also travel to Bridges Library System to meet with their marketing person.
7. All system staff have met with me and have signed the telecommuting agreement. I have set expectations for each staff member individually and we will review progress in December.
8. Our entire system staff met for a monthly in-person meeting on September 15th. These in-person meetings will be held on a monthly basis and we will maintain masking and other precautions.
9. Spoke with representatives from hoopla to give them feedback on better services and reporting for consortia customers such as MCFLS.
10. Met with representatives from a company called SecurIT that has worked with both MPL and MCFLS in the past to discuss a potential network security consulting role for the system.

Upcoming Activities

1. Finalize 2022 System Budget and System Plan.
2. Share West Milwaukee amendment for expanded access to electronic resources with LDAC and bring back to MCFLS Board for approval.