

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, January 24th, 2021

3:30 P.M.

This meeting will be held:

Online at

Meeting URL: [CLICK HERE](#)

Meeting ID: 813 4318 4710

Meeting Passcode: kXwd1Vf5

Telephone Passcode: 47496039

AGENDA

1. Call to order
2. Welcome to new MCFLS Trustee Monica Deluhery
3. Adoption of agenda
Action
4. Approval of minutes: the MCFLS Board of Trustees meeting on November 29th, 2021
Action [Attachment A](#)
5. Public comment
6. Library Directors Advisory Council--Report of the December and January meetings
[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

7. Financial Reports – November and December 2021
Action [Attachment C](#)
8. MCFLS Board Standing Committees
 - a. Membership
 - b. Meeting DatesAction [Attachment D](#)
9. Proposal to increase hours from 25 to 30 for Public Information Coordinator position
Action [Attachment E](#)
10. 2022 MCFLS Director Goals
Action [Attachment F](#)

Administrative Informational Items

11. Marketing update
 - a. Level Up Learning campaign
 - b. Library Legislative DayAction [Attachment G](#)
12. MCFLS Trustees online manual: <https://mcfls.libguides.com/trustees/>
13. MCFLS Responses to State Aid Survey
[Attachment H](#)
14. Director's Report
[Attachment I](#)

Next meeting date: Scheduled for Monday, February 28th at 3:30 pm via Zoom online meeting software.

Milwaukee County Federated Library System
Board of Trustees
Regular Monthly Meeting held Monday, November 29, 2021
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
Jen Schmidt, Library Systems Administrator

Others: Jill Lininger, LDAC Chair and Oak Creek Public Library
Joan Johnson, 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 3:34 p.m.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, October 11, 2021 meeting which are shown as Attachment A of the agenda packet. Being no corrections noted, Trustee Snyder moved and Vice President Shea seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. President Ziehler referred to the minutes of the Monday, November 4, 2021 meeting which are shown as Attachment B of the agenda packet. LDAC Chair Jill Lininger reviewed her report and responded to questions from the Board. Trustee Johnson moved and Trustee Snyder seconded a motion to Accept the report and Place it on File. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION

Financial Report – October 2021. President Ziehler referred to the October, 2021 financial report which is shown as Attachment C of the agenda packet. Director Hesel noted that the MCFLS Overdrive Advantage expense would be spent by year-end as anticipated. Vice President Shea moved and Trustee Johnson seconded a motion to approve the report as presented. Unanimously approved.

MCFLS Officers for 2022. President Ziehler reported that it is time to act on the MCFLS Board Officers for 2022; there have been years where a Nominating Committee was appointed, however that hasn't been the case for a number of years. There being no new nominations for the three positions and those currently serving agreed to continue serving for 2022, Trustee Johnson moved and Trustee Suelzer seconded motion that the slate of officers continue—President=Paul Ziehler; Vice President=Steve Shea and Treasurer=Nik Kovac. Unanimously approved.

Reconstitution and Membership of Standing Committees. Director Hesel referred to Attachment D of the agenda packet which outlines the MCFLS Board Standing Committees and his suggested meeting schedule for consideration. After discussion, Trustee Snyder moved and Trustee Johnson seconded a motion to reconstitute both the Finance and Personnel Committee and the Legislative and System Services Committee again in 2022. Unanimously approved. President Ziehler indicated he would announce which Committee members will be assigned to in January.

- a. Finance and Personnel. The Treasurer has traditionally been the Chair of this Committee. Trustee Suelzer indicated she would be interested in serving on this Committee.
- b. Legislative and System Services. Trustee Snyder indicated his interest in serving on this Committee.

Proposed MCFLS Lease Agreement 2022-2023. Director Hesel reviewed Attachment E of the agenda packet and recommends Board approval; Joan Johnson and Jennifer Meyer-Stearns were thanked for negotiating a lower cost two-year lease agreement extension. Trustee Snyder moved and Trustee Johnson seconded motion to approve the agreement as outlined. Unanimously approved.

2022 MCFLS Board Meeting Dates. President Ziehler reviewed Attachment F of the agenda packet. Vice President Shea moved and Trustee Suelzer seconded a motion to approve the dates as presented. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS

ARPA Funding Grant Pre-Applications. Director Hesel reviewed Attachment G of the agenda packet with the Board for informational purpose and noted that the LDAC did also discuss this information at their most recent meeting after a survey provided the information needed to apply as shown. Discussion ensued and it was noted that these grants are competitive in nature and twice as much money was applied for than there is funding for; it will be known soon which applications were approved.

Director's Report. Director Hesel reviewed Attachment H of the agenda packet and responded to questions. Director Hesel noted he will arrange for a Patron Point demo to be presented to the Board for informational purposes which showcases potential patron engagement opportunities.

NEXT MEETING. Scheduled for Monday, January 24, 2022 beginning at 3:30 p.m. via Zoom online meeting software.

ADJOURNMENT. With no further business to be addressed, Trustee Snyder moved and Vice President Shea seconded a motion to adjourn the meeting at 4:37 p.m. Unanimously approved.



OAKCREEK
— WISCONSIN —

PUBLIC LIBRARY

January 17, 2022

To: MCFLS Board of Trustees

From: Jill Lininger, Oak Creek Public Library

Summary of LDAC Meeting for December 2, 2021

Location: Zoom Teleconference

Guest Presentation

Courtney Harris, Navigator Supervisor from Covering Wisconsin joined us to talk about discovering Wisconsin's services and how they can partner with member libraries to help WI residents find and sign up for health insurance. They partner with libraries to provide outreach promoting this resource and will also provide training to library staff on how to connect our patrons with their service, as well as, basic information to help answer questions or make a referral. Covering Wisconsin is also interested in creating partnerships where they are stationed in libraries for appointments and walk-ups. Visit coveringwi.org for more information, resource pages and downloaded flyers.

Discussion

Members discussed any possible changes in services with the uptick in COVID cases. Whitefish Bay is considering removing furniture and asking patrons to wear masks again, but nothing has been finalized. No other libraries are discussing changes at this time.

Deb Marret reviewed the upcoming Level Up Learning campaign MCFLS will be undertaking in the new year. This campaign will highlight system wide resource including; Gale Courses, Transparent Languages, and Learning Express throughout the County. Advertisements will be taken out on Milwaukee County Transit System busses and bus stops in January and February 2022.

Amy Krahn, director at the St. Francis Public Library will be the 2022 LDAC chair. LDAC meetings will remain virtual for the time being.

Technology

Matt Murphy from MPL highlighted MPL's new special collections software, AEON. AEON is an automated request and workflow management software specifically designed for special collections, reading rooms and archives. It interfaces with CountyCat so that patrons may access AEON request software through CountyCat. Slow rollout of the product will start in December with more collections coming online in the coming months.

Jennifer Schmidt discussed Patron Point, a patron engagement platform that can

help MCFLS with online patron self-registration and renewal, address verification, and online communication. Patron Point can full automate electronic engagement with patrons based on the patron behaviors and opt in/out choices.

By automating many of the tasks that MCFLS and local library staff are currently doing manually, Patron Point has the potential to save staff time and money and will allow member libraries to merge our marketing efforts with patrons that are already engaging with us in other ways. The software can be customized by local library so member libraries may opt in/out of specific services. Steve scheduled a Demo for later in December for member libraries to learn more.

Informational

Steve provided an update on Kanopy subscriptions for member libraries. Pricing is being brokered by the state, costs are based on card holder accounts and monthly usage limits. Libraries wishing to sign up for Kanopy would do so independently of MCFLS.

Additional Business

MCFLS is in the process of replacing the 9 remaining Gateway routers at member libraries.

League of WI Municipalities is currently conducting a wage study and are including library directors this year. DPI will also be using ARPA money to do a library staff salary compensation in the near future.

Library Legislative Day will be in person in 2022 with readiness to pivot to virtual if needed. MCFLS will create talking points for staff and Trustees. Even if you cannot attend, directors and especially Trustees, are encouraged to write your elected officials a handwritten note highlighting what your library does.

Member Library Updates

- Cudahy recently hired a new children's librarian.
- Shorewood hired several desk clerks and were very impressed with the caliber of candidates they received.



**ST. FRANCIS
PUBLIC LIBRARY**

"Bringing People, Information, and Ideas Together"

4230 S. Nicholson Ave.
St. Francis, WI 53235
(414) 481-7323
www.stfrancislibrary.org

To: MCFLS Board of Trustees
From: Amy Krahn, St. Francis Public Library
Summary of LDAC Meeting, January 6, 2002
Location: Zoom teleconference

Discussion

Due to the recent surge in COVID cases, member libraries have been making changes to how services are provided to patron, up to and including closing buildings temporarily due to staffing shortages. It was decided not to make any system-wide changes at this time.

Steve provided a copy of his responses to the State Aid Survey for Systems and member libraries provided feedback. The importance of noting the unique situation of our system regarding population density and socioeconomic levels was stressed.

Directors approved extending the term for digital cards to 12 months so that users could take advantage of some online educational resources, currently being promoted through the Level Up campaign, without being cut off in the middle of a course.

Technology

Member libraries will experience increased costs for Microsoft licensing due to changes from TechSoup, our current provider. Steve assured directors that MCFLS will seek the best price from state contracts and/or TechSoup.

MCFLS will migrate to a new CountyCat mobile app in the first part of 2022. The Innovative Mobile App has improved functionality with features that member libraries were seeking and will offer MCFLS the best options over time. The change will appear to patrons as an update, rather than as a completely new app requiring installation.

Steve informed directors that ARPA funds for technology purchases are not yet available. He cautioned directors not to make any purchases until MCFLS is able to take reimbursement requests.

Informational

MPL has negotiated a new contract with Baker & Taylor, with most terms being extended to suburban libraries.

MCFLS sought feedback from members on a proposed outreach kit that would be made available to member libraries for use at off-site outreach events. Kits may include tables, chairs, promotional materials, table-top banners, etc.

Steve provided the directors with information regarding the State Annual Report and when it will be available to directors. MCFLS staff will again provide individual libraries with information and instructions and will pre-fill sections of the report. Directors were reminded to ensure that they could get Board approval prior to the deadline of March 1st.

Member Updates

Alice Sedgewick introduced herself as the interim director at North Shore.

M.C.F.L.S.
Financial Report
For the Eleven Months Ending
November 30, 2021

		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
1						
2						
3	General Revenues					
4	State Aid Revenue	\$ 2,855,319	\$ 2,855,319	(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	\$ 737	(14.74)	\$ 4,263	(85.26)
8	Member Forms/Supplies Rev (62)	\$ 20,600	\$ 18,115	(87.94)	\$ 2,485	(12.06)
9	Member Postage Revenue (61)	\$ 23,800	\$ 8,098	(34.03)	\$ 15,702	(65.97)
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-Basi	\$ 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	\$ 11,862	(79.08)	\$ 3,138	(20.92)
15	Member Special Projects Rev (77)	\$ 75,000	\$ 96,862	(129.15)	\$ (21,862)	29.15
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 (45)	\$ 8,600	\$ 5,701	(66.29)	\$ 2,899	(33.71)
20	TNS Calls/Notices Revenue (46)	\$ 1,224	\$ 1,147	(93.71)	\$ 77	(6.29)
21	Carryover Revenue	\$ 59,805	\$ 59,805	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 36,457	\$ 32,883	(90.20)	\$ 3,574	(9.80)
23	LSTA Technology Grant Rev (88)	\$ 4,737	\$ 4,834	(102.05)	\$ (97)	2.05
24	Member Digital Content Rev (89)	\$ 247,712	\$ 247,713	(100.00)	\$ (1)	0.00
25	Member PC Mngmt License Rev (92)	\$ 2,545	\$ 2,360	(92.73)	\$ 185	(7.27)
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	\$ 4,551,613	(99.68)	\$ 14,427	(0.32)
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	\$ 135,958	(77.69)	\$ 39,042	(22.31)
35	Total Special Revenues	\$ 256,467	\$ 217,425	(84.78)	\$ 39,042	(15.22)
36						
37	Total Revenues	\$ 4,822,507	\$ 4,769,038	(98.89)	\$ 53,469	(1.11)
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	\$ 171,588	92.53	\$ 13,861	7.47
43	Salaries Expense	\$ 347,574	\$ 323,785	93.16	\$ 23,789	6.84
44	Telephone Renewal Expense	\$ 608	\$ 578	95.07	\$ 30	4.93
45	Member Ecom Transaction Ex (19)	\$ 8,600	\$ 5,254	61.09	\$ 3,346	38.91
46	TNS Calls/Notices Expense (20)	\$ 1,224	\$ 1,156	94.44	\$ 68	5.56
47	Conference/Training Expense	\$ 5,000	\$ 2,265	45.30	\$ 2,735	54.70
48	Memberships Expense	\$ 8,000	\$ 3,825	47.81	\$ 4,175	52.19
49	Continuing Education Expense	\$ 9,000	\$ 6,383	70.92	\$ 2,617	29.08
50	Office Supplies Expense	\$ 1,500	\$ 1,095	73.00	\$ 405	27.00
51	Copy Machine Maint. Expense	\$ 2,000	\$ 545	27.25	\$ 1,455	72.75
52	MCFLS Printing Expense	\$ 500	\$ 311	62.20	\$ 189	37.80
53	MCFLS Printing for Mem Expense	\$ 5,000	\$ 2,088	41.76	\$ 2,912	58.24
54	MCFLS WI Pub Lib Consortium Ex	\$ 5,855	\$ 5,855	100.00	\$ -	0.00
55	MCFLS Buying Pool	\$ 140,000	\$ 85,000	60.71	\$ 55,000	39.29
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	\$ 269	44.83	\$ 331	55.17
61	Member Postage Expense (9)	\$ 20,600	\$ 10,458	50.77	\$ 10,142	49.23

M.C.F.L.S.
Financial Report
For the Eleven Months Ending
November 30, 2021

62	Member Forms/Supplies Exp (8)	\$ 23,800	\$ 30,417	127.80	\$ (6,617)	(27.80)
63	Telephone Expense	\$ 6,000	\$ 3,699	61.65	\$ 2,301	38.35
64	Meetings Expense	\$ 1,000	\$ 189	18.90	\$ 811	81.10
65	Insurance Expense	\$ 11,700	\$ 10,744	91.83	\$ 956	8.17
66	Legal Expense	\$ 2,000	\$ 161	8.05	\$ 1,839	91.95
67	Audit Expense	\$ 13,000	\$ 12,250	94.23	\$ 750	5.77
68	Payroll Service Expense	\$ 5,400	\$ 3,664	67.85	\$ 1,736	32.15
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	\$ 4,300	28.67	\$ 10,700	71.33
73	OCLC Expense (10)	\$ 133,944	\$ 134,121	100.13	\$ (177)	(0.13)
74	MCFLS Computer Room Equipment	\$ 10,000	\$ 1,211	12.11	\$ 8,789	87.89
75	MCFLS Software Expense	\$ 6,500	\$ 3,987	61.34	\$ 2,513	38.66
76	MCFLS Equipment Expense	\$ 36,000	\$ 9,123	25.34	\$ 26,877	74.66
77	Member Special Projects Ex (15)	\$ 75,000	\$ 90,156	120.21	\$ (15,156)	(20.21)
78	Sorting and Delivery Expense	\$ 291,700	\$ 237,538	81.43	\$ 54,162	18.57
79	South Central Delivery Expense	\$ 10,928	\$ 10,928	100.00	\$ -	0.00
80	MPL Resource Contract Expense	\$ 178,457	\$ 133,843	75.00	\$ 44,614	25.00
81	MPL Rent Lease Contract Exp.	\$ 129,815	\$ 97,361	75.00	\$ 32,454	25.00
82	ILS Expense	\$ 36,450	\$ 27,338	75.00	\$ 9,112	25.00
83	MCFLS Catalog Cont Exp to MPL	\$ 256,979	\$ 192,734	75.00	\$ 64,245	25.00
84	Member Catalog Contract Ex (16)	\$ 187,546	\$ 140,660	75.00	\$ 46,886	25.00
85	MCFLS Collection Dev Tool Exp	\$ 25,935	\$ 25,935	100.00	\$ -	0.00
86	Internet Expense	\$ 21,635	\$ 20,554	95.00	\$ 1,081	5.00
87	Contingency Expense	\$ 73,148	\$ 4,371	5.98	\$ 68,777	94.02
88	LSTA Technology Grant Ex (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	\$ 2,485	12.43	\$ 17,515	87.58
91	Cooperative Purchasing Sub Exp	\$ 2,388	\$ 2,388	100.00	\$ -	0.00
92	Member PC Mngmt License Ex (25)	\$ 1,876	\$ 1,876	100.00	\$ -	0.00
93	Member MKE Mixer Exp (26)	\$ 1,400	\$ 979	69.93	\$ 421	30.07
94	Member Replacement Fines Exp (27)	\$ 7,000	\$ 2,905	41.50	\$ 4,095	58.50
95	Member OverDrive Advan Exp (28)	\$ 405,000	\$ 405,000	100.00	\$ -	0.00
96	MCFLS OverDrive Adv Exp	\$ 15,000	\$ 15,000	100.00	\$ -	0.00
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	\$ 2,985,402	85.06	\$ 524,170	14.94
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	\$ 135,958	77.69	\$ 39,042	22.31
107	Total Special Expenditures	\$ 1,312,935	\$ 1,273,892	97.03	\$ 39,043	2.97
108						
109	Total Expenditures	\$ 4,822,507	\$ 4,259,294	88.32	\$ 563,213	11.68
110						
111	Revenue/Expenditures +/-		\$ 509,744			

For the Twelve Months Ending December 31, 2021

		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
1						
2						
3	<u>General Revenues</u>					
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	\$ 741	(14.82)	\$ 4,259	(85.18)
8	Member Forms/Supplies Rev (62)	\$ 20,600	\$ 21,601	(104.86)	\$ (1,001)	4.86
9	Member Postage Revenue (61)	\$ 23,800	\$ 10,582	(44.46)	\$ 13,218	(55.54)
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-Basi	\$ 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	\$ 13,703	(91.35)	\$ 1,297	(8.65)
15	Member Special Projects Rev (77)	\$ 75,000	\$ 101,540	(135.39)	\$ (26,540)	35.39
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 (45)	\$ 8,600	\$ 6,547	(76.13)	\$ 2,053	(23.87)
20	TNS Calls/Notices Revenue (46)	\$ 1,224	\$ 1,385	(113.15)	\$ (161)	13.15
21	Carryover Revenue	\$ 59,805	\$ 59,805	(100.00)	\$ -	0.00
22	Staff Benefits/Co-Pay Revenue	\$ 36,457	\$ 36,219	(99.35)	\$ 238	(0.65)
23	LSTA Technology Grant Rev (88)	\$ 4,737	\$ 4,834	(102.05)	\$ (97)	2.05
24	Member Digital Content Rev (89)	\$ 247,712	\$ 247,713	(100.00)	\$ (1)	0.00
25	Member PC Mngmt License Rev (92)	\$ 2,545	\$ 2,646	(103.97)	\$ (101)	3.97
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	<u>Total General Revenues</u>	\$ 4,566,040	\$ 4,568,812	(100.06)	\$ (2,772)	0.06
30						
31	<u>Special Revenues</u>					
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	\$ 135,958	(77.69)	\$ 39,042	(22.31)
35	<u>Total Special Revenues</u>	\$ 256,467	\$ 217,425	(84.78)	\$ 39,042	(15.22)
36						
37	<u>Total Revenues</u>	\$ 4,822,507	\$ 4,786,237	(99.25)	\$ 36,270	(0.75)
38						
39		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
40						
41	<u>General Expenditures</u>					
42	Fringe Benefits Expense	\$ 185,449	\$ 175,653	94.72	\$ 9,796	5.28
43	Salaries Expense	\$ 347,574	\$ 353,910	101.82	\$ (6,336)	(1.82)
44	Telephone Renewal Expense	\$ 608	\$ 636	104.61	\$ (28)	(4.61)
45	Member Ecom Transaction Ex (19)	\$ 8,600	\$ 6,398	74.40	\$ 2,202	25.60
46	TNS Calls/Notices Expense (20)	\$ 1,224	\$ 1,271	103.84	\$ (47)	(3.84)
47	Conference/Training Expense	\$ 5,000	\$ 3,162	63.24	\$ 1,838	36.76
48	Memberships Expense	\$ 8,000	\$ 3,825	47.81	\$ 4,175	52.19
49	Continuing Education Expense	\$ 9,000	\$ 6,383	70.92	\$ 2,617	29.08
50	Office Supplies Expense	\$ 1,500	\$ 1,251	83.40	\$ 249	16.60
51	Copy Machine Maint. Expense	\$ 2,000	\$ 606	30.30	\$ 1,394	69.70
52	MCFLS Printing Expense	\$ 500	\$ 311	62.20	\$ 189	37.80
53	MCFLS Printing for Mem Expense	\$ 5,000	\$ 2,088	41.76	\$ 2,912	58.24
54	MCFLS WI Pub Lib Consortium Ex	\$ 5,855	\$ 5,855	100.00	\$ -	0.00
55	MCFLS Buying Pool	\$ 140,000	\$ 140,000	100.00	\$ -	0.00
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	\$ 269	44.83	\$ 331	55.17
61	Member Postage Expense (9)	\$ 20,600	\$ 10,458	50.77	\$ 10,142	49.23

M.C.F.L.S.
Financial Report
For the Twelve Months Ending December 31, 2021

62	Member Forms/Supplies Exp (8)	\$ 23,800	\$ 17,181	72.19	\$ 6,619	27.81
63	Telephone Expense	\$ 6,000	\$ 5,950	99.17	\$ 50	0.83
64	Meetings Expense	\$ 1,000	\$ 194	19.40	\$ 806	80.60
65	Insurance Expense	\$ 11,700	\$ 3,727	31.85	\$ 7,973	68.15
66	Legal Expense	\$ 2,000	\$ 1,589	79.45	\$ 411	20.55
67	Audit Expense	\$ 13,000	\$ 12,250	94.23	\$ 750	5.77
68	Payroll Service Expense	\$ 5,400	\$ 4,285	79.35	\$ 1,115	20.65
69	III Software Support Expense	\$ 226,835	\$ 226,835	100.00	\$ -	0.00
70	III TNS Subscr Exp	\$ 12,224	\$ 6,112	50.00	\$ 6,112	50.00
71	Member Telecomm. Expense (11)	\$ 16,800	\$ 16,900	100.60	\$ (100)	(0.60)
72	MCFLS Telecomm. Maint. Expense	\$ 15,000	\$ 4,577	30.51	\$ 10,423	69.49
73	OCLC Expense (10)	\$ 133,944	\$ 134,121	100.13	\$ (177)	(0.13)
74	MCFLS Computer Room Equipment	\$ 10,000	\$ 5,711	57.11	\$ 4,289	42.89
75	MCFLS Software Expense	\$ 6,500	\$ 4,097	63.03	\$ 2,403	36.97
76	MCFLS Equipment Expense	\$ 36,000	\$ 22,588	62.74	\$ 13,412	37.26
77	Member Special Projects Ex (15)	\$ 75,000	\$ 90,156	120.21	\$ (15,156)	(20.21)
78	Sorting and Delivery Expense	\$ 291,700	\$ 308,386	105.72	\$ (16,686)	(5.72)
79	South Central Delivery Expense	\$ 10,928	\$ 10,928	100.00	\$ -	0.00
80	MPL Resource Contract Expense	\$ 178,457	\$ 178,457	100.00	\$ -	0.00
81	MPL Rent Lease Contract Exp.	\$ 129,815	\$ 129,815	100.00	\$ -	0.00
82	ILS Expense	\$ 36,450	\$ 36,450	100.00	\$ -	0.00
83	MCFLS Catalog Cont Exp to MPL	\$ 256,979	\$ 256,979	100.00	\$ -	0.00
84	Member Catalog Contract Exp (16)	\$ 187,546	\$ 187,546	100.00	\$ -	0.00
85	MCFLS Collection Dev Tool Exp	\$ 25,935	\$ 25,935	100.00	\$ -	0.00
86	Internet Expense	\$ 21,635	\$ 20,139	93.09	\$ 1,496	6.91
87	Contingency Expense	\$ 73,148	\$ 4,825	6.60	\$ 68,323	93.40
88	LSTA Technology Grant Ex (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	\$ 36,436	182.18	\$ (16,436)	(82.18)
91	Cooperative Purchasing Sub Exp	\$ 2,388	\$ 2,388	100.00	\$ -	0.00
92	Member PC Mngmt License Ex (25)	\$ 1,876	\$ 1,876	100.00	\$ -	0.00
93	Member MKE Mixer Exp (26)	\$ 1,400	\$ 979	69.93	\$ 421	30.07
94	Member Replacement Fines Ex (27)	\$ 7,000	\$ 2,905	41.50	\$ 4,095	58.50
95	Member OverDrive Advantage Ex (28)	\$ 405,000	\$ 405,000	100.00	\$ -	0.00
96	MCFLS OverDrive Adv Exp	\$ 15,000	\$ 15,000	100.00	\$ -	0.00
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	\$ 3,383,864	96.42	\$ 125,708	3.58
101						
102	Special Expenditures					
103	Milw Co Advantage Ex (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	\$ 135,958	77.69	\$ 39,042	22.31
107	Total Special Expenditures	\$ 1,312,935	\$ 1,273,892	97.03	\$ 39,043	2.97
108						
109	Total Expenditures	\$ 4,822,507	\$ 4,657,756	96.58	\$ 164,751	3.42
110						
111	Revenue/Expenditures +/-		\$ 128,481			

Proposed MCFLS Standing Committee Assignments

Finance and Personnel Committee

Membership

- Ald. Nik Kovak (Chair)
- Elizabeth Suelzer
- Sup. Steven Shea
- Paul Ziehler (ex officio)

Meeting Schedule

- February 2022 (coordinate evaluation of System Director)
- June or July 2022 (review of audit findings with system staff and auditor)
- September 9th 2022 (review of proposed MCFLS budget)

Bylaws

The Finance and Personnel Committee shall be composed of at least three members of the Board and the System Director. The functions of the Committee will be as follows:

- Prepare and recommend to the Board the final draft of the System budget.
- Monitor System expenditures, including the annual audit of accounts.
- Direct the negotiation and recommend to the Board all System contracts, including the MCFLS Member Agreement and the collective bargaining agreement.
- Coordinate the annual evaluation of the System Director.
- Review and recommend to the Board the adoption of System personnel policies.

Legislative and System Services Committee

Membership

- Guy Johnson (Chair)
- Howard Snyder
- Monica Deluhery
- Paul Ziehler (ex officio)

Meeting Schedule

- February 18th (review of annual report in advance of February 28th full Board meeting)
- April 8th (review of system bylaws)
- September 30th (review of system plan for the next year)

Bylaws

The Legislative and System Services Committee shall be composed of at least three members of the Board and the System Director. The functions of the Committee will be as follows:

- Review and recommend to the Board policies and proposed actions regarding the System service program.
- Review and recommend to the Board the System legislative policies.
- Revise and recommend to the Board the adoption of System Bylaws.

Proposal to Increase Public Information Coordinator Hours from 25 to 30 Hours Per Week

Impact on System and Employee

Impact on MCFLS

- Increase from 25 to 30 hours a week: $\$25 \times 5 = \$125.00 \times 52 \text{ weeks} = \$6,500$ for wages per year
- WRS = $\$6,500 \times .0675\% = \438.75 more for employer portion per year
- Employer Taxes - $\$17 \times 26 = 442.00$ per year
- Dental = $\$51.10 \times 12 \text{ months} = \613.20 per year
- Dental Copays = $25\% = \$12.78 \times 12 = \153.36 per year
- Health = 63% (\$548.24) paid by MCFLS instead of 50.5% (\$439.46) = $\$1.08.78 \times 12 = \$1,305.36$ more for the year
- Life = $\$6,000$ more worth of insurance @ 22 cents/\$1,000 = $\$1.32 \times 12 \text{ months} = \15.84 for the year more
- Sick Leave = .55 hour more per pay period = 14.3 hours = $\$429.00$ value if all paid out per year

Total Additional Cost for MCFLS: \$9,590.79

Impact on Employee

- Work 5 more hours a week for \$6,500 more in annual wages
- WRS – same as MCFLS so pay \$438.75 more towards larger pension
- Payroll Taxes: $\$16.83$ per pay period ($\$13.64=\text{SS}$; $\$3.19=\text{Medicare}$) $\times 26 = \$437.58$ more paid
- Dental Copay = $25\% = \$12.78 \times 12 = \153.36 for new coverage
- Health = 37% (\$321.98) paid instead of 49.5% (\$430.76) = $\$108.78 \times 12 = \$1,305.36$ less for the year
- Life = $\$6,000$ more worth of insurance @ 22 cents/\$1,000 = $\$1.32 \times 12 \text{ months} = \15.84 for the year for more coverage
- Sick Leave = .55 hour more per pay period = 14.3 hours = $\$429.00$ value if all paid out per year or larger carryover balance

Total Additional Benefit for Employee: \$7,188.83

The MCFLS Director proposes to increase the number of hours for the Public Information Coordinator role based on system needs and the amount of increasing work now anticipated for the position. The proposal is to use ongoing savings from the MPL Lease (roughly \$35,000) not reflected in the 2022 budget to fund this increase in hours.



709 North Eighth Street
Milwaukee, WI 53233

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

January 25th, 2021

To: MCFLS Board of Trustees
From: Steve Heser, Director
Re: 2021 Director Goals

1. Recruit, hire and train a new Network Administrator/PC Support Specialist. Ensure member library technology needs are met in the interim by collaborating with network consultants and directors.

This was accomplished and Eric Henry hired April 2021. Worked with Digicorp to help with PC projects for Brown Deer, Greendale and Franklin.

2. Assist member libraries and communities in recovering from the pandemic by collaborating with DPI and other systems and exploring available grant opportunities or other funding sources.

Worked with DPI and collaborated with systems on several projects related to CARES and ARPA. Recently MCFLS was awarded with two successful ARPA grant projects and will continue to look for more opportunities to assist member libraries.

3. Promote system-wide resources and services.
 - a. Finish work on the system marketing plan with assistance from STIR and MAC committee.

Completed in May 2021.

- b. Hire a contract worker to implement activities within the marketing plan.

Deb Marett was hired on as a regular part-time staff member in August 2021 in her role as Public Information Coordinator.

- c. Continue to work with LD&L and state groups on library advocacy efforts

Ongoing. LD&L work resulted in significant additional state aid funding for the MCFLS and member libraries.

4. Assist in leading an evaluation of the library software market for a possible change from our current software Sierra. Engage with vendors to have reviews of their products with system and member library staff. Arrive at a recommendation by the end of 2021.

Currently ongoing. Significant progress has been made by Library Systems Administrator Jen Schmidt on this process. We anticipate a recommendation from the ILS Review team to be made in the first quarter of 2022.

5. Formalize system coordination of youth and inclusive services through a contract with one or two member libraries.

After consultation with City Librarian Joan Johnson, MPL has agreed to take on liaison responsibilities for the system with regard to Youth and Inclusive Services as part of the Resource Library contract.

6. Identify and compile system-wide data, including gathering feedback from users, that could inform standardization discussion and decision making.

Ongoing. Efforts to standardize how fee cards have been used within the county were not successful, but system staff will continue to work with any interested member libraries that want to continue working on some standardization.

7. Seek out realtor assistance in developing comparable alternatives to the current lease. Work with MPL on reviewing the data and report to the MCFLS Board by July 2021.

While we did not receive much in the way of realtor assistance, we did have enough data to share with MPL and were able to renegotiate a 27% reduction in system lease costs for 2022 and 2023.



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

PH: 414-286-8149

FAX: 414-286-3209

January 24th, 2022

To: MCFLS Board of Trustees

From: Steve Heser, Director

Re: 2022 Director Goals

1. Assist in the implementation of the Patron Point patron engagement platform and include communication with MCFLS Board and LDAC as part of the rollout process. With the assistance of system staff, identify a timeline for implementation of specific areas of the product in early 2022.
2. Revise existing job descriptions for Network Administrator and PC Support Specialist roles providing information technology support through MCFLS. When completed, assist in the recruitment and hiring of a new part-time PC Support Specialist to assist member libraries.
3. Lead the implementation of a revised InfoPass service allowing resource sharing among multi-type (academic, public, special, K-12) libraries. MCFLS will serve as the service provider/project manager and fiscal agent for the project, fulfilling our statutory obligation to promote cooperation with multi-type libraries in our service area.
4. With MCFLS Board approval, establish guidelines for process and discussion regarding any possible changes to the structure of reciprocal borrowing within MCFLS.
5. Provide a smooth transition to an improved version of the CountyCat Mobile app before our current contract expires on July 30th, 2022.
6. Continue to guide the system's marketing efforts with the help of system staff, particularly the Public Information Coordinator. Implement campaigns currently planned and take advantage of local or statewide opportunities to draw residents to our libraries.
7. Procure the services of a network security consultant to advise the system and member libraries on best practices related to safeguarding system and library networks.



Level Up Learning Campaign

Phase 1 – Set up / running early 2022

- MCTS Bus Shelters – 15 – 4 designs
- MCTS Bus Interior Placards – 250 – 4 designs, 1 in Spanish
- Posters for all member libraries and community public locations (waiting rooms, gyms, coffee shops, etc)
- Social Media ads will run on FB and IG
- All ads/posters will show a QR code to visit the landing page or sign up for a library card.
- Landing page (www.LevelUpLearning.info) will then direct the visitor to the various platforms (Gale Courses, Transparent Language, etc)
- Automated emails set up for Gale Courses enrollees – reminding them twice to log in & finish the course.
- Took Kit built for member libraries containing logos, web banners, social posts, etc.
- Press Releases sent to county media



Level UP Learning

Your Future is Waiting

All you need is a library card!



Check it out!
Scan here to get started choosing a class.

Don't have a library card?

Scan here to sign up for one!




FREE online classes through the public libraries of Milwaukee County

- Career Development
- Job Search Skills
- Computer Skills
- Hobbies / Special Interests
- Tutoring and Test Prep
- Foreign Languages
- Improve Your English

www.LevelUpLearning.info








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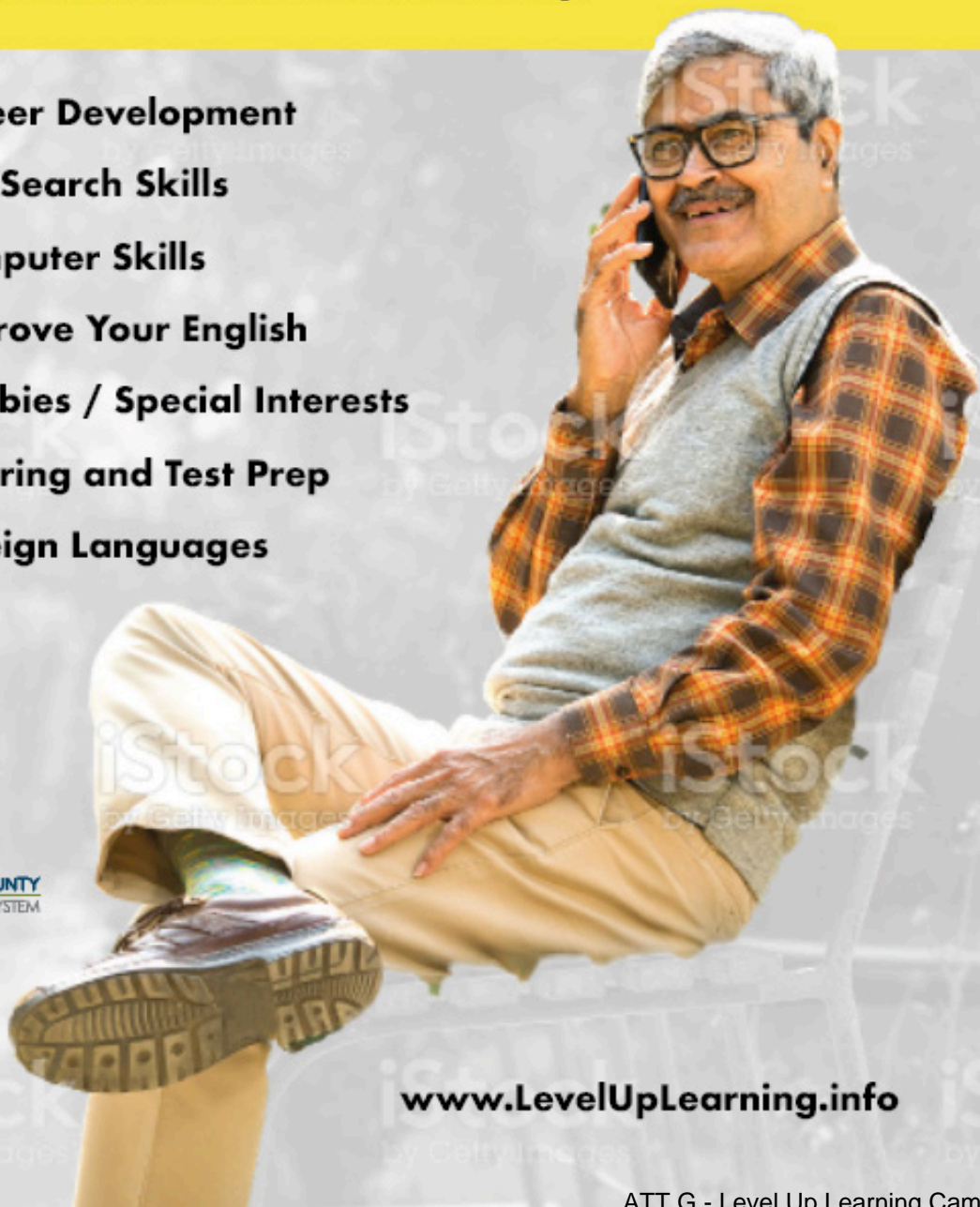


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BUS SHELTER MOCKUP



BUS SHELTER MOCKUP





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Get started building your new future today!

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FEDERATED LIBRARY SYSTEM**



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Don't have a library card?
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**MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM**

BUS INTERIOR PLACARDS

****This will be translated into Spanish.**



FREE online classes through the public libraries of Milwaukee County

Needs to improve his English to get more customers

The Level Up Learning platform has FREE classes, written in Spanish, that teach English vocabulary and grammar. Start building your new future today!

www.LevelUpLearning.info



All you need is a library card!



Check it out!
Scan here to get started choosing a class.

Don't have a library card?

Scan here to sign up for one! 



FREE online classes through the public libraries of Milwaukee County

Hasn't had to write a resume in 15 years.

The Level Up Learning platform has FREE classes on job search skills, resume writing, preparing for a job interview, and computer skills. What do YOU want to do? Get started building your new future today!

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All you need is a library card!



Check it out!
Scan here to get started choosing a class.

Don't have a library card?

Scan here to sign up for one! 



Questionnaire

Wisconsin Library System Leaders

1. Are there system goals that are not reflected in System Plans that are submitted to DPI? If so, what are they?

This is made clear in our system plan, but we feel our most important near-term goal is to help bring awareness and advocacy for our libraries as they emerge from the pandemic. This is part of our larger goal of marketing libraries and resources within the system.

Other goals not explicitly stated but part of our long term planning include:

- a. More system funding for resources that all residents have access to. For example, Gale Courses and Udemy. This ties into a major system goal related to marketing of our member libraries and services county-wide. [Strategic plan goal]
 - b. Better organized staff training on the ILS and other system resources [Ongoing strategic plan goal].
 - c. Establishing priorities for system-wide data collection and compilation. For example, salaries and benefit information or in-building vs remote use of library resources. [Strategic plan goal]
 - d. System support for youth and inclusive services programming. [Strategic plan goal]
 - e. Cloud hosting of all essential technology services, including the ILS platform. Cloud hosting could also provide a path to remove unnecessary bottlenecks in our network architecture for services like internet and (hosted ILS).
2. Have you developed a prioritization for system goals that is not reflected in the System Plans?

Most of these goals are part of our 2020-2024 strategic plan available here:

<http://www.mcfls.org/MCFLS-2020-24-Strategic-Plan.pdf>. This provides a good overview of the goals that were established for the system with the help of the MCFLS Board, system staff and member library directors. We're working off this plan and prioritizing marketing and advocacy efforts as well as the user experience, which directly impacts services provided by member libraries to their patrons.

I've listed the system goals in question 1 in the priority that we have been addressing them. Some are ongoing, but those at the top are the most important.

3. What types of expenditures or programs are supported most heavily by state aid? Are they for essential services or services that are value-added?

Here's a breakdown of expenditures or programs supported most heavily by state aid at MCFLS:

- Technology. For 2022, state aid is being used to pay for \$735,741 of these expenses. The highest expense here is for the MCFLS portion of the cataloging contract which runs through 2024 (\$297,098). We apply 9% of state aid toward that contract and the remainder is paid by member libraries. The second highest is catalog enhancement expenses (\$141,829) which includes our discovery layer Encore (\$36,317), mobile app (\$31,000) and Patron Point subscription (first year is \$40,000 with implementation). The cataloging contract is a system obligation, and while the second is listed as an 'enhancement' these services such as the discovery layer and mobile app are considered essential by member libraries and patrons alike. Patron Point is considered a key part of our marketing and patron engagement plan. It should be noted that we receive far more (\$966,517) from member libraries and other sources to meet our technology needs.

- Electronic Resources. For 2022, our expenses here are \$249,039. The largest amount is for our digital buying pool line (\$145,000) which is currently used to support resident use of the hoopla streaming content service. The database line includes state aid to pay for three resources: Gale Courses, Udemy and Transparent Language. All three are being absorbed by the system starting 2022 and will be a part of our future marketing campaigns. By permitting the system to pay for all three, we can market the resources to all residents in the county. We consider these both to be essential services, but particularly the database line which is critical to our marketing efforts.

- Delivery Services. For 2022, our delivery expenses are budgeted to be roughly \$291,700. This service is paid for completely by the system and provides for five day a week delivery service and a 24-48 hour turnaround. We are billed daily based on the current price of gasoline, so that cost may vary, but it's hovered around that price point for about 10 years. This is an essential service to member libraries and patrons.

- Direct Payment to Members for Nonresident access. This payment (\$1,104,612) is made to system members to compensate them for service to non-residents within MCFLS. The payment is made out of a percentage of state aid (currently 36%) and is tied to our ILS, Resource Sharing and Technology Agreement which runs through 2024. Some member libraries use these funds as part of their operating expenses, making this an important part of their budget. Most will argue that this is an essential service for that reason.

- Administration. Administration makes up around \$375,000 of our budget for 2022. \$173,000 of this amount is represented by staff salaries and over a third represents our lease for our office space (\$129,815), although we have reduced that amount by 27% for 2022 (negotiated after the system plan was submitted). Our members and system would consider these to be essential services.

4. What types of activities do you feel create the strongest impact on your budget expenditures? Are these for residents of your district, residents in nearby districts, or patrons from out of the area?

Our system typically performs activities that focus on improving services solely for our member libraries and their patrons. We collaborate on projects wherever possible to realize economies of scale, but our primary focus are public libraries and their residents in Milwaukee County.

Technology and electronic resources. With a smaller system staff compared to most in the state, MCFLS has historically offered value to member libraries through strong technology services. Technology costs continue to be a large burden for the system and members alike. Vendors we work with almost always use population as their sole factor in determining our costs; this in turn restricts our ability to sign on to additional services. For example, in 2019 our system sought to transition to a cloud-based ILS platform rather than host on premise servers. The additional cost of \$40,000 was prohibitive and we elected to host these servers, but that action puts us behind most other systems that have been in the cloud for many years.

To free up funding in 2016 for system activities, members agreed to take on 100% of ILS maintenance (the system had previously covered 16%) and have always covered OCLC costs. These two alone make up over \$370,000 in expenses that don't involve state aid. The system is constantly looking at ways to reduce this expense for members. We signed a 3 year contract with Innovative in 2019 for zero maintenance increases and have reached out to OCLC numerous times to ask for reductions. Although the costs are divided among members based on usage, it's still very high.

To help relieve some of this burden the system has used state aid to provide access to electronic resources or databases such as hoopla. Starting in 2022 the system is covering all costs for Gale Courses and Udemy, a video-based course service (total cost around \$91,500). Our system is doing this in part to offer an additional resource and help member libraries who had been covering 2/3 of Gale Courses costs prior to 2022. By covering all costs, we can more effectively market a resource that allows access to all Milwaukee County residents.

Delivery. As mentioned previously, our system and members feel delivery is essential to the operation of resource sharing within the county. Although the county is a relatively small geographic area, our delivery volume is very high and this is reflected in our delivery costs. We aren't billed by volume, but that cost per day (roughly \$1,100 – varies based on gasoline prices) almost certainly factors volume and hours needed to perform tasks into the calculation.

System contracts. MCFLS has three large system contracts that are all paid out of and based on percentages of state aid the system receives. In total these contracts make up just over 52% of our state aid allotment in a given year. Two of the three are direct contracts with Milwaukee Public Library: the resource library contract (6.25% of state aid) and cataloging contract. MCFLS

puts aside 9% of state aid toward the cataloging contract. The remainder is paid for by member libraries. The largest of the three is part of the ILS, Resource Sharing and Technology agreement and tied to direct payment to libraries for nonresident access. For 2022, this contract makes up roughly 37% of state aid. As stated previously, some member libraries rely on this funding to make up shortfalls in other areas. Although it is a large amount, member libraries rely on this funding.

5. Do you feel that the state aid system allows you to deliver more services or better services for your patrons? If so, are there improvements that could be made to the system? If not, please explain how or why.

We feel that it's a combination of the two, but in all honesty we've always felt that our primary focus is services to our member libraries. They in turn serve their patrons and we rely on libraries to be their voice. We know some systems feel they are public-facing and we do provide services to residents, but we feel our primary role is to provide support behind the scenes.

The state aid system provides nearly all our system funding in a given year, so it's a critical source for both MCFLS and member libraries. The longer I've been with MCFLS, the more apparent it is that the state aid system supplies much-needed support for member libraries that are facing constant battles for funding with their municipalities. In Milwaukee County many of our communities are landlocked and receiving additional funding or just keeping funding flat is extremely difficult. They look to the system to provide economies of scale and economic relief to provide for their own communities.

We feel that there can always be improvements made to the state aid system, but we rely on it so much I am very concerned that any major changes would impact Milwaukee County severely. We don't have much in terms of county assistance to fall back on, despite our attempts to work with them. Milwaukee County is in dire straits financially and is in no position to assist us should we be looking at future shortfalls.

6. Aid systems in some states attempt to “equalize” resources across districts or regions through incorporating elements into funding formulas that reflect differences in tax bases (like school funding formulas). Would you support such an element in the state aid formula, and why or why not?

Equity among systems is a worthy goal for the state and DPI to pursue, but I would urge us to expand our definition of equity to include economic and social factors that place a strain on providing system services to member libraries. Population should always be a major factor in determining allocations. I've stated before that it's a major factor in how our expenditures are structured. But I also believe that factors such as income and poverty levels, unemployment rates and the impact of racial inequality should be considered when we think about the cost of providing library services.

7. Have you done surveys of patrons to ask about their satisfaction with services? If so, what types of responses have you gotten? Are there services or parts of the libraries that commonly elicit satisfaction or dissatisfaction?

Although we have not done a system-wide survey recently, this is on our strategic plan roadmap and dovetails well with our system goal of more patron engagement and better user experiences. Anecdotally, we can relay that services related to technology get the most response through our Helpdesk. If and when issues arise with areas like the mobile app or access to OverDrive, we tend to hear about those the most at the system level. Generally patrons enjoy access to these resources.

Can you share any results from recent surveys done by your library?



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January 24th, 2022

December 2021/January 2022 Director's Report

Summary of activities

1. Participated in ILS demonstrations for Innovative Interfaces software (Sierra and Polaris) over the course of two weeks to assist our ILS Review team in our decision-making. Our next steps are to arrange conference calls with current users of these ILS systems to talk about their experiences managing large public library systems with this software.
2. Provided an orientation session online for interim director Martha Riel at Hales Corners and discussed some of the issues specific to her library.
3. I continue to meet monthly with representatives from the Department of Workforce Development and MPL to discuss ways to collaborate. Currently, we are looking forward to promoting in-person info sessions at several suburban libraries starting in February.
4. Participated in an interview for MPL's open position for Associate Library Director.
5. Met with a small working group to discuss changes to the WPLC by-laws. That group is expected to finish work in February.
6. Performed remote work evaluations for all MCFLS staff in December. Staff are performing extremely well in this new environment and productivity remains high despite the challenges. We will review remote work each December moving forward.
7. Sat down online with new MCFLS Trustee Monica Deluhery on December 23rd to provide an orientation to MCFLS, including discussion of our organization and current issues.
8. Organized a meeting of our cybersecurity group to discuss changes in the program. We've recently added the library name to all user accounts so we can target our staff more effectively and test their skills in identifying malicious emails.
9. Deb and I will be meeting twice a month to discuss recent marketing activities. Currently we are very involved in the Level Up Learning campaign that is spelled out in our marketing plan, but we're also developing assets and toolkits for Brainfuse, Library Legislative Day and the LAWDS project.
10. Met again with our multi-type InfoPass team made up of public and academic libraries to review documents for a reboot of InfoPass. WILS is close to finishing up final edits to documents and will assign project management and fiscal agency of InfoPass over to MCFLS in Q1.
11. With the help of system staff, organized and retrieved data and developed instructions for member libraries to use in filling out the DPI state annual report.

Upcoming Activities

1. Assist member libraries in completing the annual report that is due March 1st. Work on the system annual report also due that same date.
2. Attend Library Legislative Day in person on February 8th.
3. Assist with implementation of the Patron Point product for improved patron engagement.