

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, March 21st, 2022

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. Adoption of agenda

Action

3. Approval of minutes: the MCFLS Board of Trustees meeting on February 28th, 2022

Action [Attachment A](#)

4. Public comment

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

MCFLS Standing Committee Reports

5. Library Directors Advisory Council

- a. Report of the March 3rd, 2022 meeting

[Attachment B](#)

6. MCFLS Finance and Personnel Committee

- a. 2021 and 2022 Director Goals for Evaluation

[Attachment C](#)

- b. Meeting minutes from March 10th

[Attachment D](#)

7. MCFLS Legislative and System Services

- a. Recommendation to approve the 2021 System Annual Report

Action

[Attachment E](#)

- b. Meeting minutes from March 10th

[Attachment F](#)

Administrative reports requiring action

8. Financial Report – February 2022

Action

[Attachment G](#)

Administrative Informational Items

9. Director's Report

[Attachment H](#)

Executive Session—System Director Evaluation

10. Motion to Move into Executive Session.

11. In Executive Session. Pursuant to Wisconsin Statutes 19.85(1)(c) "Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility."

12. Motion to Move Out of Executive Session.

Next meeting date: Scheduled for Monday, April 18th at 3:30 pm via Zoom online meeting software.

Milwaukee County Federated Library System
Board of Trustees
Regular Monthly Meeting held Monday, February 28, 2022
Zoom Meeting

ROLL CALL

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

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

Others: Amy Krahn, LDAC Chair and St. Francis Public Library
Joan Johnson, Milwaukee Public Library
Anne Rasmussen, Milwaukee Public Library & Inclusive Services Liaison
Marian Royal, 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 3:30 p.m.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the January 24, 2022 meeting which are shown as Attachment A of the agenda packet. Being no corrections noted, Trustee Suelzer moved and Trustee Snyder seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. President Ziehler referred to the summary of the February 3, 2022 shown as Attachment B of the agenda packet. LDAC Chair Krahn reviewed her report and responded to questions from the Board. Trustee Johnson moved and Trustee Deluhery seconded a motion to accept the report and place it on file. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Reports – January 2022. President Ziehler referred to the January 2022 financial report which is shown as Attachment C of the agenda packet. Judy Kaniasty noted that the West Milwaukee revenue

was received in February so that will be reflected on next month's report. Trustee Snyder moved and Trustee Suelzer seconded a motion to approve the January 2022 financial report as presented. Unanimously approved.

Resource Library Report. President Ziehler welcomed Milwaukee Public Library City Librarian Joan Johnson who reviewed annual information which was distributed prior to the meeting and it is shown as Exhibit 1 attached to these minutes. Joan Johnson noted that services were down due to the pandemic but funds were invested in more online digital content in order to serve patrons as best they could. Sunday hours will resume beginning this coming weekend. Vice President Shea moved and Trustee Suelzer seconded a motion to accept the Resource Library Report that was presented. Unanimously approved. Joan Johnson did introduce Marian Royal, Head of Central Library who will present this report next year.

Recommendation from LDAC to adopt DPI Statement on Inclusive Services. Director Hesper introduced Anne Rasmussen from Milwaukee Public Library, who is serving as the MCFLS Liaison for Inclusive Services as part of the Resource Library Agreement. Anne Rasmussen asked the MCFLS Board to consider adopting the DPI Inclusive Services Statement which is shown as Attachment D of the agenda packet. Director Hesper noted that the LDAC endorses the statement and MCFLS Board approval would give the Inclusive Services Team the backing to do its work both locally and statewide; all libraries will interpret what makes sense to them. Anne Rasmussen added that Milwaukee Public Library will be performing internal system level structures review to eliminate inequitable practices, train staff about micro aggressions so all get a positive welcome experience through staff awareness training and plan programs for patrons such as author talks in the community at large. After discussion, Trustee Snyder moved and Vice President Shea seconded a motion that the MCFLS Board adopt the DPI Inclusive Services Statement shown as Attachment D and they asked that Director Hesper issue a statement strongly encouraging member library boards to consider adopting it themselves. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS.

Upcoming Subcommittee Meetings. President Ziehler noted that the first meetings of the resurrected committees are planned. Director Hesper noted that he would be sending draft agendas to the Chairs for consideration and official agendas should be distributed before the end of the week.

- a. Finance and Personnel: March 10, 2022 at 9 a.m.
- b. Legislative and System Services: March 10, 2022 at 3 p.m.

Letter confirming Milwaukee County allocation to MCFLS. Director Hesper referred to Attachment E of the agenda packet which is the customary notification from the County. No additional funds will be added to the traditional \$66,650 amount received in 2022.

Library Legislative Day report. Director Hesper reported that he attending the February 8 event in Madison and he met with six Legislators and distributed handouts to twelve more. The focus was gratitude for the increased funding in 2022 and 2023 and next year's focus will be on funding again for the next biennium. The need for more attendees at this annual event needs to be addressed and in particular those not employed by libraries which holds more weight. Director Hesper shared that he had his picture taken with the Governor and he received a Commendation honoring MCFLS for library services to the public in especially challenging times the past two years.

Patron Point service. Director Hesper reviewed Attachment F of the agenda packet which is an overview and timeline for implementation of the marketing automation solution for public libraries which provides numerous features and uses to drive up digital usage and community engagement through email contact with patrons which is integrated with the ILS software. Patrons can be segmented into numerous categories and MCFLS as well as individual member libraries can send communications for various reasons, such as getting the public back into libraries. The aim is to save staff time doing what they currently do manually or through other means. Director Hesper emphasized that he will be considerate of patron privacy. There are other libraries in the country using this product and it is comforting knowing that staff that worked for Innovative Interfaces created this product and began their own business. The product works with our ILS as well as the other products we would consider moving to as well. The cost is \$35,000 the first year and \$28,000 annually thereafter. Jen Schmidt added that the current MCFLS online registration form and process is less than desirable and this product will be an improvement that she is looking forward to for both staff and patrons.

Director's Report. President Ziehler referred to the Director's Report; Director Hesper reviewed his report which is shown as Attachment G of the agenda packet. President Ziehler requested an updated Roster of the Board; it was noted that Vice President Shea's term is up for renewal in May and Director Hesper commented that he has been in contact with the County regarding that appointment already. Trustee Snyder asked that a talking point document be prepared and shared with the Board outlining what lessons and surprises may have been learned from the pandemic relative to library services. Trustee Johnson expressed his pleasure in learning about Kanopy which he feels is a great library offering at some member libraries.

NEXT MEETING. Scheduled for Monday, March 21, 2022 beginning at 3:30 p.m. via Zoom online meeting software. President Ziehler noted that the Board will discuss the possibility of returning to in-person meetings at a future meeting since action was taken to offer online meetings for the first six months of 2022.

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



MEMO

February 25, 2022

To: Milwaukee County Federated Library System Board of Trustees

Cc: Michelle Bria, Milwaukee Public Library Board President
Steve Hesser, MCFLS Executive Director

Fm: Joan Johnson, Milwaukee Public Library Director

RE: 2021 - Resource Library Annual Report

The Milwaukee Public Library (MPL) is honored to serve as the Resource Library for the Milwaukee Federated Library System, providing backup reference, consulting and other services included in the 2020-2024 Resource Library Agreement (Agreement) effective January 1, 2020.

As agreed, an annual activities dashboard report has been prepared and is part of your packet today. Though covered under a separate agreement, we have included data for Interlibrary Loan (ILL) services offered to member libraries as additional information.

In 2021, with no end in sight for the Covid-19 pandemic, libraries continued to emphasize digital access to resources and content, and other contactless services until it's safe to fully reinstate all in-person services. MPL continued its increased investments (+38%) in purchases of downloadable digital content for the Overdrive Advantage account serving Milwaukee County. In 2021 MPL invested \$369,587 for city and county residents to meet the increasing demand.

Most notably, MPL agreed to assign two staff members to fill the system liaison roles for Youth Services and Inclusive Services. These liaisons work both internally within MCFLS and externally with the Department of Public Instruction and other systems to facilitate communication and bring back ideas and best practices. **Kelly Wochinske** is the Youth Services Area Manager for MPL and serves as the MCFLS Youth Services Liaison. **Anne Rasmussen** is Associate Director of Strategic Initiatives and Public Services at MPL and serves as the MCFLS Inclusive Services Liaison. They are thrilled to be assisting member libraries and providing leadership in these areas.

The following summarizes additional highlights from the report:

Access to Digital Resources

The LibraryNOW library card campaign continues to be an important resource for students and teachers who frequently must resort to using remote learning tools due to unexpected school closures. With 24/7 access to most online library resources, the MPL is helping them stay connected via their virtual MPL accounts. In 2020/2021, the program served over 77,000 students¹ and includes about 284 non-Milwaukee students. A detail by city is shown on the dashboard.

Interest in the MPL Digital Library & Recollection WI page continues to build with increased visits for the 2nd consecutive year, servicing 7,612 MCFLS patron requests in 2021.

¹ LibraryNOW Update as reported by MCFLS staff on 12/6/21

Training and Consulting

In 2021 all sessions were held virtually, serving about 550 MCFLS patrons across several topics and themes listed on the dashboard.

Reference transactions, retrievals and circulation

With partial MPL hours and services reinstated, reports show a rebound in patron use as compared to 2020. In a combined total for all of these services, there was a 111% increase overall, servicing 12,958 MCFLS patron requests.

Retrieval requests are received by phone and in-person for materials stored in open and closed stacks, servicing over 2900 MCFLS patron requests (including Ditto).

291,232 MPL-owned items were checked out by patrons who picked up their items at suburban locations. In the reverse, the dashboard shows that the number of items owned by suburban locations that were checked out at MPL locations was 124,040 items. This ratio has remained fairly consistent the past three years. The data does not include when an item is checked out from its home-based branch, or the residency of the patrons.

Unique Public Computer Users

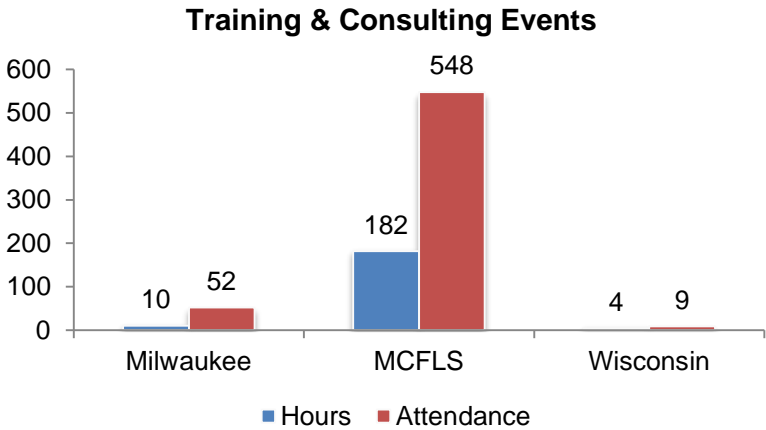
Similar to 2020, the dashboard shows modest use of MPL desktops and laptops by MCFLS patrons detailed by city.

Tours, Programs and Outreach

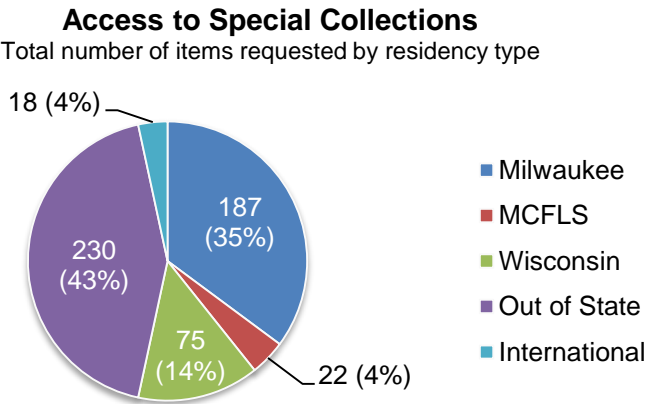
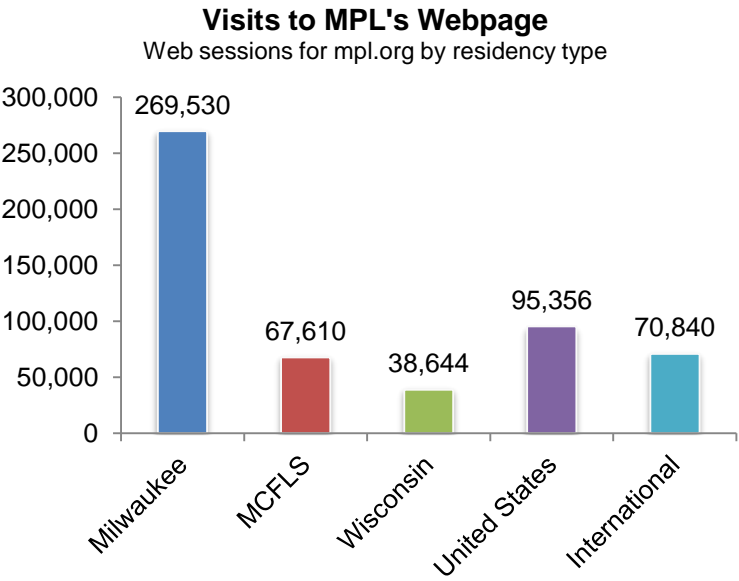
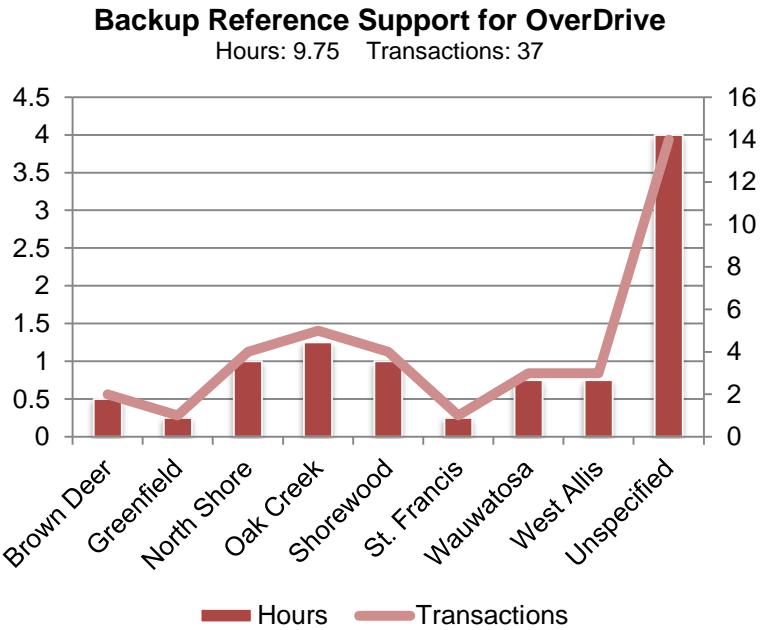
There was no in-person indoor programming in 2021. The amount of virtual programming decreased due to the need to redeploy staff after partially reinstating MPL hours, browsing and selected services, however the audience for virtual programs grew by 25%. MPL does not have an automated process for collecting residency data for virtual attendees. There are few exceptions and one is for our most popular program, the Rain Barrel Workshops which require online registration using Event Brite to capture residency information to facilitate the distribution of free supplies to the participants. The dashboard shows 107 MCFLS patrons, nearly half of all attendees, participated in 2021.



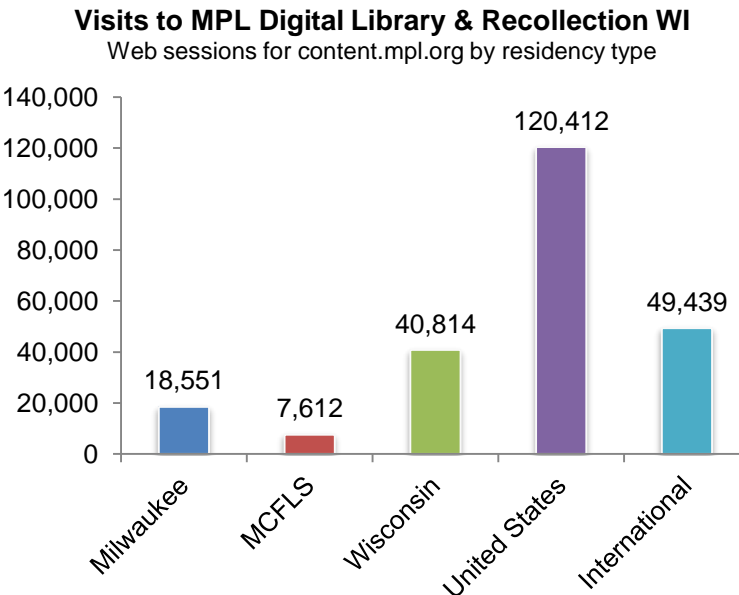
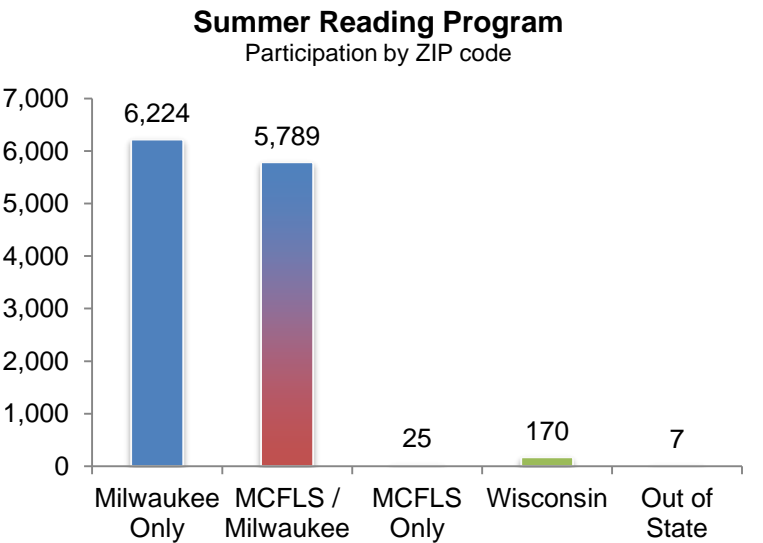
2021 Resource Library Dashboard



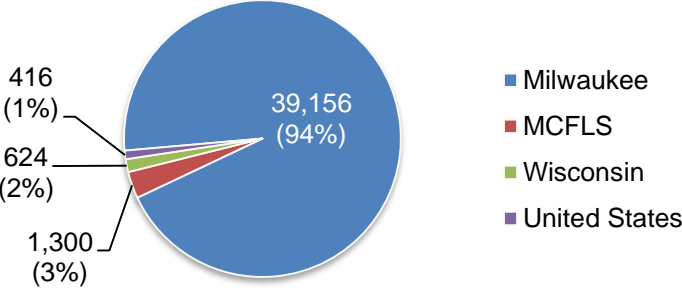
- Building Projects, Circulation Services Meetings, ILS Reviews, Inclusive Services Liaison, Patents, Programming, Serving Older Adults Meetings, St. Marcus Meeting



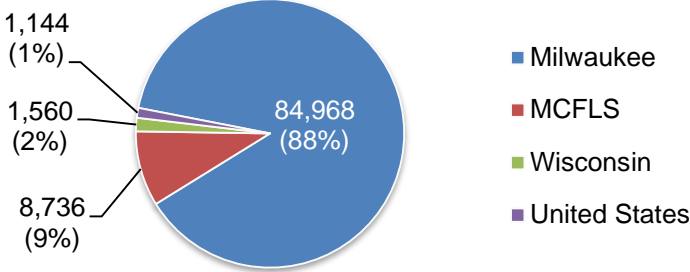
- Archives – City, Archives – MPL, Great Lakes Marine Collection, Historic Milwaukee Performing Arts Collection, Historic Photographs, Humanities Clippings, Local History Collection, Milwaukee Road Collection, Wisconsin Architectural Archive



In-person Reference Transactions¹

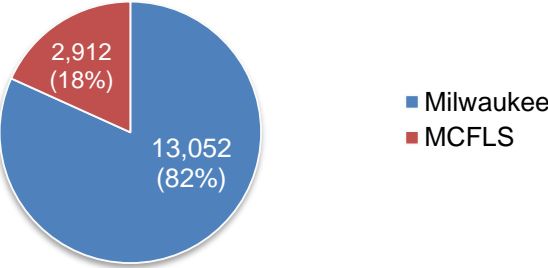


Electronic Reference Transactions¹



Retrievals²

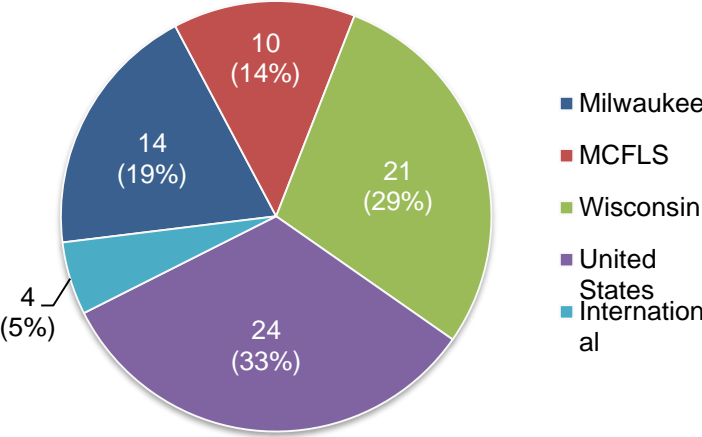
Circulation of phone, reference and tier requests



¹ Two-week survey ² One-week survey

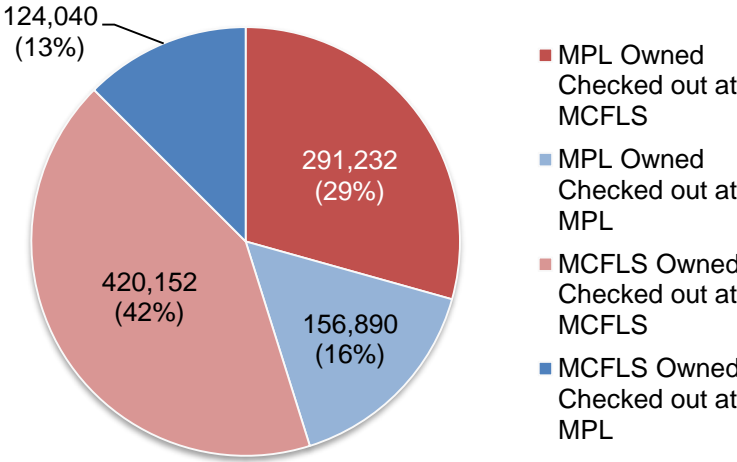
DITTO Requests

Orders for reproduction and document delivery



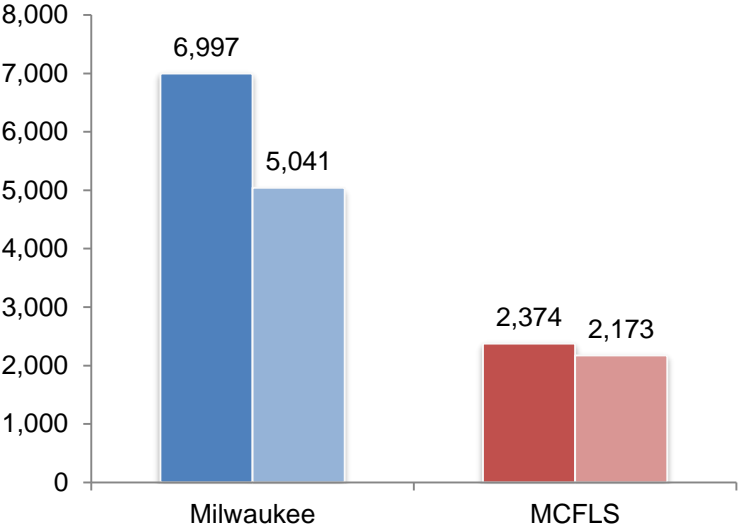
Material Checkouts at Non-Owning Locations

Does not incl. materials checked out at owning locations



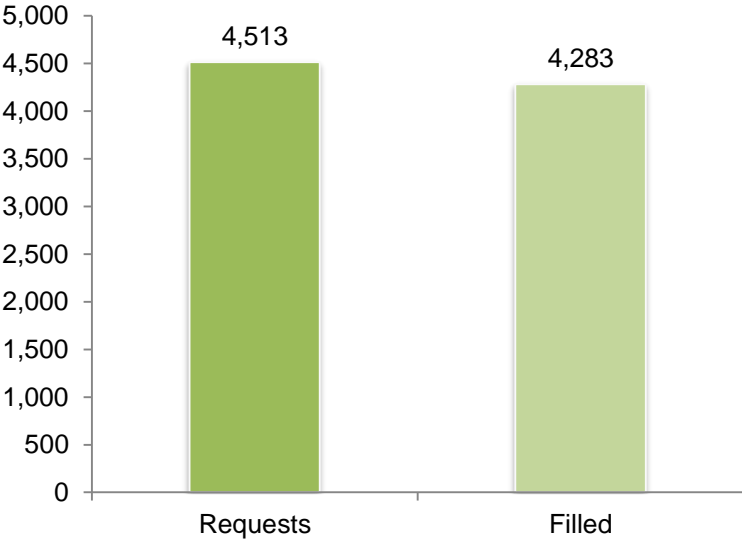
Interlibrary Loan

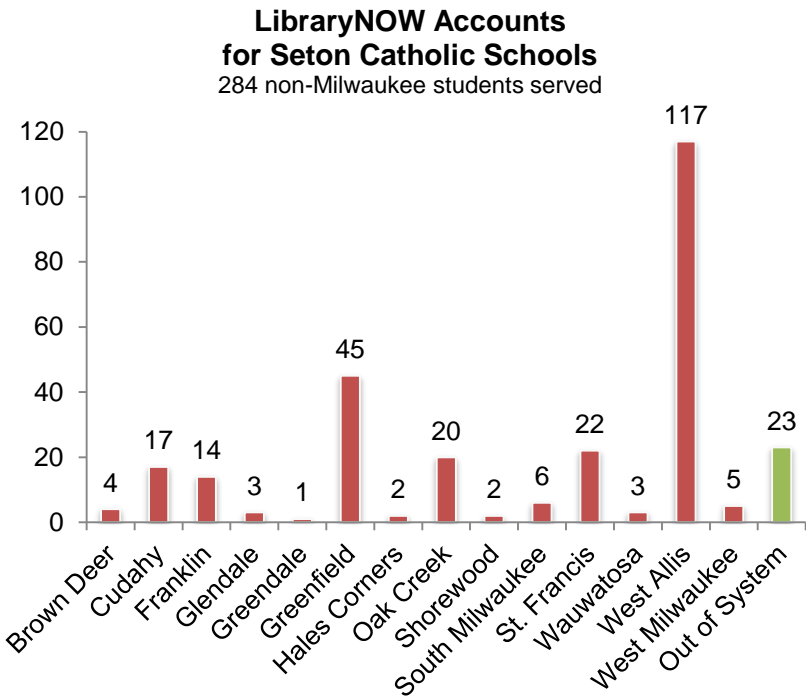
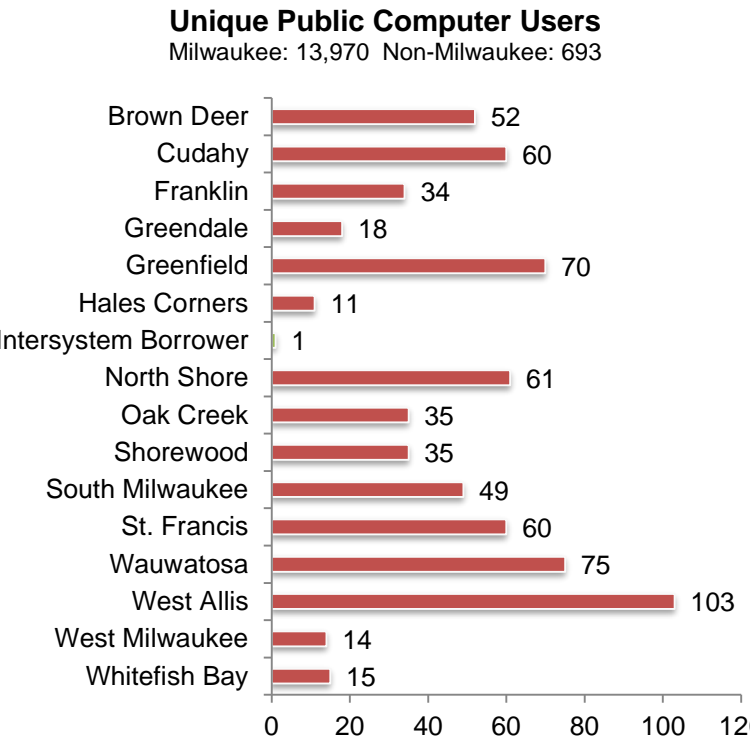
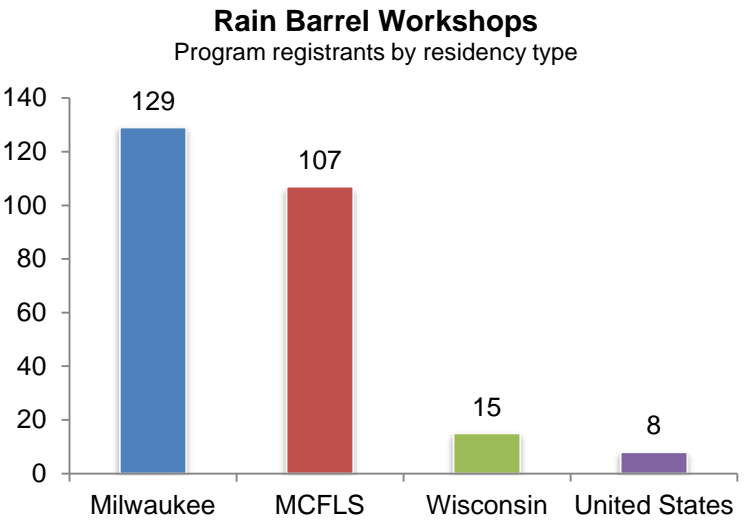
Requests and filled requests



Interlibrary Loan

State Contract







**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, March 3, 2022
Location: Zoom teleconference

DISCUSSION

Annual Reports: Steve thanked the directors for getting all the state annual reports in by the deadline.

Member Library Updates related to COVID: MPL reported some changes at their Central location. They have brought back Sunday hours and opened their meeting and program rooms. They have also moved to making masks optional.

Staffing Open Positions: Member libraries reported that they were not having issues filling position due to COVID, although a few reported that low wages and part-time positions made it hard to fill positions and retain staff, resulting in a lot of turnover. COVID did lead to many companies raising wages, which has put us at a disadvantage.

Materials Challenges: Although DPI is getting more reports of an increase in challenges to library materials, member libraries did not report any recent challenges, although several have been updating their policies and procedures. There was discussion about language libraries have added to their policies, as well as discussion about possible challenges to digital collections where we do not have selection control.

TECHNOLOGY

Survey on copier services: Steve reported back on the survey results for a system contract or pricing. After discussion, it was decided not to pursue a system contract and instead to use the State Contract system for getting consistent and low pricing. Steve forwarded info to library directors and offered to assist them.

Proposed change to Residence field in Sierra: MCFLS staff is recommending changing the "Residence" field in Sierra to the more user friendly "Home Library", "Preferred Library", or "PickUp Library". The change would allow patrons to go into their CountyCat record and select a default library that they typically use to pickup materials, instead of having to select a library each time they place a hold. The "Region" field would then be changed to "Residence" and used for reports. One issue is that the current "Residence" field is used to run the Owning/Home report for reciprocal borrowing. Steve has done test runs using a SQL report and gotten very close approximations of the Home/Owning report.

Directors had some questions about how this would affect searching in the catalog and marketing/promotions through Patron Point. They also wanted to see some data for a few months, comparing the SQL report to the Home/Owning report. This will be brought back to LDAC in June when Steve is able to gather a few months of data and get answers to the other questions.

Udemy Video Courses: This new online resource has been rolled out and has been added to the MCFLS resources page. Kellie Nimphius is working on some instructional videos for signing up and using Udemy and Deb Marett will promote it on social media. Udemy is a video-based, on-demand alternative to Gale Courses which is more user friendly and has a large collection of technology, business, personal development, and other courses.

Cybersecurity: Library directors will now get regular reports on staff usage and performance using the InfoSec cybersecurity training. Because there is limited content available, there was discussion about how to continue. It was decided that reducing the frequency of the training sessions would be a good option, since it would allow new staff members to receive training and provide a refresher for current staff without seeming too repetitive. Phishing test emails would continue to be sent out regularly, based on performance.

ARPA technology grants: Steve indicated that the delay in releasing these funds is that the process is more complicated and different from other grants. If a library has an urgent need for the technology they plan on purchasing, they can speak to Steve and be reimbursed later.

Patron Point: Steve discussed the slow rollout of this product and said MCFLS would be starting with using it to replace our current process for card renewal emails. A few directors had the opportunity to see an intro webinar and Steve provided a link to the recording and some sample emails.

INFORMATIONAL

Outreach kits: Steve provided staff with information about the items included in the outreach kits, along with images of the promotional swag. Staff will be able to request kits through the MKE Mixer process. Steve encouraged staff to recommend additional items that may be useful.

MEMBER LIBRARY UPDATES

North Shore: Susan Draeger-Anderson reported that they are gearing up to begin a major fundraising campaign for a new building and have recruited two co-chairs for their fundraising committee: Bud Selig and Marianne Lubar. She also reported that they have closed their Director job posting and have begun the review process.

Hales Corners: Stephanie Lewin-Lane introduced herself as Hales Corners' new Director.



**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.

Milwaukee County Federated Library System
Finance & Personnel Committee
Minutes of Meeting held Thursday, March 10, 2022
Zoom Meeting Software

Present: Treasurer Nik Kovac, Chair
Vice President Steven Shea
Trustee Elizabeth Suelzer

MCFLS Staff: Steve Hesel, Director
Judy Kaniasty, Business Manager

Call to Order. Treasurer Kovac called the meeting of the Milwaukee County Federated Library System Board of Trustees Finance & Personnel Committee to order at 9:02 a.m.

Adoption of Agenda. Trustee Suelzer moved and Vice President Shea seconded a motion to adopt the agenda as presented. Unanimously approved.

FINANCE AND PERSONNEL – ADMINISTRATIVE REPORTS REQUIRING ACTION OR DISCUSSION

Review of System Bylaws Pertaining to Finance and Personnel Activities. Director Hesel reviewed the components of the MCFLS Bylaws that pertain specifically to the Finance & Personnel Committee which are shown as Attachment A of the agenda packet for informational purposes and questioned whether there were any changes to be considered. Nothing was noted as needing immediate attention and Director Hesel commented that he would recommend that the entire Bylaws document would be reviewed at some point this year since it has been a good number of years since that exercise had been done.

Review of MCFLS Director Evaluation Survey Results and Annual Goals. Business Manager Kaniasty reported that 23 responses had been received which is excellent and she proposes to send the results to the Board prior to the March 21 Board Meeting so all have time to review before discussing in Closed Session. Although discussed later in the meeting, it is being reported here, that Director Hesel referred to Attachment B of the agenda packet noting that his accomplishments relating to his 2021 goals was attached to, but not discussed, at the January Board meeting and would be found helpful by those evaluating his goals. It was suggested that this document be forwarded to the full Board prior to the March 21 meeting so they can be considered during the Closed Session.

Business Manager Judy Kaniasty is Planning to Retire in September 2022. Director Hesel reported that Business Manager Judy Kaniasty plans to retire and referred to the proposed timeline and areas of focus for succession plan shown as Attachment C of the agenda packet. As with the past few new hires, Indeed will be used to seek qualified candidates. The Committee expressed their approval of the proposed plan as outlined.

ADMINISTRATIVE INFORMATIONAL ITEMS

Proposed Change to Sierra Would Alter Method of Data Gathering Related to Reciprocal Borrowing Reports. Director Hesel reviewed the details of Attachment D of the agenda packet and reported that the LDAC has discussed the topic and will discuss again after directors think about it more and discuss with whomever they feel the need to. Since the minor glitch is the counting of a small number of in-house circulations of non-traditional items, it was wondered whether those items should be included for reciprocal borrowing purposes. Director Hesel will discuss that idea with the LDAC to be further discussed and reported back to the MCFLS Board.

Interest Collected from the County is Expected to be Around -\$800 for 2021. Director Hesel reported that the County has reported that interest for the fourth quarter trust account experienced a loss which will wipe out all interest earned for the year plus a negative \$800+ and he wanted to share that with the Board. Trustee Shea agreed to look into this for the Board and see what the best strategy might be to help understand the situation and to see how it can be avoided in the future.

Costs for Cyber Insurance is Expected to Go Up and Requirements for Coverage Increased. Director Hesel reviewed Attachment E of the agenda packet and noted that other Systems in the state are also seeing increases in their premiums due to increased cybersecurity attacks around the world. Director Hesel reported that the renewal cost increase is \$560 a year (from \$3,932 to \$4,494) and that no extra requirements have been added. Director Hesel added that he will review the policy to make sure MCFLS has total coverage.

Vice President Shea requested further discussion of the Director's Goals which was not discussed earlier under that agenda topic. The minutes reflect the discussion in agenda order above.

NEXT MEETING. Scheduled for June or July 2022 via Zoom to review System audit findings. Chair Kovac suggested adding a standing agenda item on all future agendas entitled Possible Items for Future Meetings.

ADJOURNMENT. With no further business to be addressed, Chair Kovac adjourned the meeting at 9:38 a.m.



Wisconsin Department of Public Instruction
**2021 PUBLIC LIBRARY SYSTEM
ANNUAL REPORT**
PI-2404-A (Rev. 2-21)

INSTRUCTIONS: Complete and return a signed, scanned copy of the original board-approved system annual report by **MARCH 1, 2022**, to:

LibraryReport@dpi.wi.gov

Required by Wis. Stat. §§ 43.05(4) and 43.58(6)

I. GENERAL INFORMATION						
1. System Name Milwaukee County Federated Library System		2. System Director Name Steve Heser		3. Certification Grade Grade 1	4. Date Certification Expires 2023-02-28	
5. Street Address 709 N. 8th St.				6. Phone Area/No. (414) 286-8149	7. Fax Number Area/No. (414) 286-3209	
8. Mailing Address PO Box		9. System Website URL www.mcfls.org		10. Director System Email Address steve.heser@mcfls.org		
11. City / Village / Town Milwaukee			12. County Milwaukee		13. ZIP Code 53233-2414	
14. Number of Public Libraries Participating in the System 15		15. Does System Operate a Books-by-Mail Program No		16. Number of Book-mobiles Owned 0	17. Estimated System Area Public Library Registered Borrowers 614,686	
18. DUNS Number 186931192						
II. SYSTEM COLLECTION						
	No. Owned / Leased	Number Added		No. Owned / Leased		No. Owned / Leased
1. Books in Print	0	0	4. Electronic Collections <i>Number available to members</i>	0	7. Licensed Electronic Video Materials <i>Units (copies) available to members</i>	0
2. Audio Materials	0	0	5. Licensed E-books <i>Units (copies) available to members</i>	0	8. Subscriptions <i>Exclude those in electronic format</i>	0
3. Video Materials	0	0	6. Licensed Electronic Audio Materials <i>Units (copies) available to members</i>	0		
III. SYSTEM SERVICES						
Circulation Transactions <i>Circulation includes items checked out by the system directly to the users. Count one for each item loaned directly to users from the system or any program administered by the system; e.g., bookmobiles, books-by-mail, etc. Do not count direct circulation from the system resource library or system member libraries.</i>				1. Total Circulation 0	2. Interlibrary Loans <i>System interlibrary loan transactions</i> a. Items Loaned 0 b. Items Received 0	
3. System Electronic Resources Use <i>Number of uses of system licensed electronic resources</i>						
a. E-book 420,797		b. E-audio 325,427		c. E-video 24,356		d. Electronic Collection Retrievals -1

IV. SYSTEM BOARD AND ORGANIZATION

List the members of the system board as of the date of this report. List the president first. Indicate vacancies. Report changes to the Division for Libraries and Technology as they occur. When reporting changes, indicate departing board members.

First Name	Last Name	Street Address	City	ZIP Code	Email Address
1. President Paul	Ziehler	8103 W. Raymond Ln.	West Allis	53219	paulziehler@gmail.com
2. Howard	Schneider	3269 N. Summit Ave.	Milwaukee	53211	hisnyder84@gmail.com
3. Elizabeth	Suelzer	2144 S. 76th St.	West Allis	53219	esuelzer@gmail.com
4. Guy	Johnson	3942 N. Oakland Apt 230	Shorewood	53211	gwj2423@gmail.com
5. Nik	Kovac	2961 N. Bremen St.	Milwaukee	53212	nkovac@milwaukee.gov
6. Steven	Shea	901 N. 9th St, Room 201	Milwaukee	53233	n.Shea@milwaukeecountywi.gov
7. Monica	Deluhery	8848 Jackson Park Blvd.	Wauwatosa	53226	hailtmonica.deluhery@gmail.com
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					
23.					

V. PUBLIC LIBRARY SYSTEM INCOME						
1. County Government						
a. System Member County Appropriations Received by Library System				b. Other County Payments Received		
County Name	Amount	County Name	Amount	County Name	Amount	
Milwaukee	\$116,650					
		Subtotal 1a	\$116,650	Subtotal 1b		
2. State Aid to Public Library Systems					\$2,855,319	
3. Other State Funded Programs <i>List individually. Attach listing if necessary.</i>						
a.						
b.						
c.						
				Subtotal 3	\$0	
4. Federal Aid <i>Program name and project number. List each program individually. Attach listing if necessary.</i>						
a.	LSTA Cares Act	\$4,834	f.			
b.			g.			
c.			h.			
d.			i.			
e.			j.			
				Subtotal 4	\$4,834	
5. Contract Income from Other Governmental Units, Libraries, Library Agencies, Library Systems, etc. <i>List names individually. Attach listing if necessary.</i>						
a.	Revenue received from member libraries	\$750,103	f.			
b.	West Milwaukee	\$91,619	g.			
c.	Member database contract	\$733,754	h.			
d.			i.			
e.			j.			
				Subtotal 5	\$1,575,476	
6. Other Income						
Unexpended State Aid from Previous Year(s)	Interest Earned from State Aid Funds Investments	All Other Unexpended Funds from Previous Year(s)	Interest Earned from Other Fund Investments	Gifts and Endowments to the System	All Other Sources	Subtotal 6
\$0	\$741	\$59,805	\$0	\$0	\$173,562	\$234,108
7. Total Income <i>Add 1 through 6</i>						\$4,786,387

VI. PUBLIC LIBRARY SYSTEM EXPENDITURES <i>Report system expenditures from all sources.</i>				
	System State Aid**	Other State and Federal Aid*	All Other***	Annual Total
1. Salaries and Wages	\$353,910	\$0	\$0	\$353,910
2. Employee Benefits	\$175,653	\$0	\$0	\$175,653
3. System Collection Expenditures				
a. Printed Material	\$0	\$0	\$0	
b. Electronic Material	\$176,883	\$0	\$455,000	
c. Audiovisual Material	\$0	\$0	\$0	
d. All Other Material	\$0	\$0	\$0	
Subtotal <i>Collection Expenditures</i>	\$176,883	\$0	\$455,000	\$631,883
4. System Contract Expenditures <i>Attach a brief description of contracts; i.e., recipient, amount, and purpose.</i>	\$1,662,625	\$0	\$1,732,232	\$3,394,857
5. System Payments to Member Libraries <i>Attach lists of individual payments.</i>	\$0	\$0	\$0	\$0
6. All Other Operating Expenditures	\$91,794	\$4,834	\$4,825	\$101,453
7. Total Operating Expenditures	\$2,460,865	\$4,834	\$2,192,057	\$4,657,756
8. System Capital Expenditures	\$0	\$0	\$0	\$0

* Report expenditures from federal grant funds and state funded programs other than state aid to public library systems.

** Report expenditures from report year public library system state aid, state aid funds carried forward to report year, and any interest earned from those funds.

*** Report expenditures from county appropriations, contract income, gifts and endowments, and any carryover from those sources. Also include expenditures from interest earned from those sources.

VII. SYSTEM MEMBER COUNTY APPROPRIATIONS FOR LIBRARY SERVICE					
Report the total amount appropriated for public library service for each county in your system. Include all funding, including those paid to a library system or another county's public libraries. Report the amounts for the report year. Attach the page(s) of each county budget that show the amounts below.					
County Name	Amount	County Name	Amount	County Name	Amount
1. Milwaukee	\$66,650	5.		8.	
2.		6.		9.	
3.		7.		10.	
4.					

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE

The following statement certifies that your public library system complied with all statutory requirements for public library systems for the report year. Indicate your system's compliance with each of the system requirements.

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

Membership Agreements

☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4. with all member libraries.

☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Resource Library Agreement

☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.

☒ Signed copies of the report year and current year resource library agreements have been filed with the division.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Reference Referral and Interlibrary Loan

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

- | | |
|--|---|
| <input type="checkbox"/> Reimbursed member libraries for ILL | <input checked="" type="checkbox"/> Maintained a shared database of member library bibliographic records and holdings |
| <input type="checkbox"/> Maintained ILL Clearinghouse | <input checked="" type="checkbox"/> Utilized WISCAT to promote interlibrary loan |
| <input checked="" type="checkbox"/> Contracted for ILL Clearinghouse | <input type="checkbox"/> Maintained a system interlibrary loan plan |

Inservice Training

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

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Conducted workshops for member library staff and trustees | <input checked="" type="checkbox"/> Provided scholarships and grants for member library staffs |
| <input checked="" type="checkbox"/> Maintained a calendar of CE events | <input type="checkbox"/> Maintained a professional collection for system and member library staffs. |

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

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Public library administration and governance | <input checked="" type="checkbox"/> Technical services | <input checked="" type="checkbox"/> Legal issues |
| <input checked="" type="checkbox"/> Adult services | <input checked="" type="checkbox"/> Interlibrary loan and resource sharing | <input checked="" type="checkbox"/> Public relations |
| <input checked="" type="checkbox"/> Youth services | <input checked="" type="checkbox"/> Staff development (certification, CE, etc.) | <input checked="" type="checkbox"/> Reference and information services |
| <input checked="" type="checkbox"/> Library automation | <input checked="" type="checkbox"/> Planning and evaluation, standards | <input checked="" type="checkbox"/> Inclusive services |
| <input checked="" type="checkbox"/> Building and remodeling | <input checked="" type="checkbox"/> Collection development | |

Delivery and Communication

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

Indicate with a check those services carried out by your system in the report year in conjunction with this service requirement.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Had regular courier or van delivery service | <input type="checkbox"/> Used fax for document delivery/communication |
| <input type="checkbox"/> Provided an 800 number, phone credit card, or accepted collect calls | <input type="checkbox"/> Used mail as primary delivery system |
| ILL transactions sent by: | |
| <input type="checkbox"/> Email | <input checked="" type="checkbox"/> Published a newsletter |

- | | | | |
|--------------------------------|--|---|--|
| <input type="checkbox"/> Email | <input checked="" type="checkbox"/> OCLC | <input checked="" type="checkbox"/> Regional automated system | <input checked="" type="checkbox"/> WISCAT |
|--------------------------------|--|---|--|

Service Agreements

☒ **Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.**

☒ Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate with a check those services provided for in the adjacent library system agreements for the report year.

- | | | |
|--|---|--|
| <input type="checkbox"/> Reciprocal borrowing between systems | <input type="checkbox"/> Delivery | <input type="checkbox"/> Audiovisual services |
| <input type="checkbox"/> Cash payments in cross-system lending | <input type="checkbox"/> Newsletter exchange | <input checked="" type="checkbox"/> Cooperative purchasing |
| <input checked="" type="checkbox"/> Continuing education | <input checked="" type="checkbox"/> Cooperative planning/information exchange | |

Inclusive Services

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

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

Briefly summarize the most significant specific inclusive services initiatives carried out by your system in the report year. Describe the system effort in terms of the way in which the initiative is conducted by the system. Some systems provide direct services, others provide services to support library efforts.

In 2021 the system arranged with Milwaukee Public Library (MPL) to provide leadership on Inclusive Services through the Resource Library contract. MPL has assigned a qualified staff member to act as Inclusive Services liaison for the system, attending state-wide meetings with other system staff and DPI as well as bringing back ideas and best practices to MCFLS. In 2021, this liaison has led initial meetings with interested member libraries to form an Inclusive Services work group and is focusing efforts on these areas: providing guidance to MCFLS member libraries on matters of inclusivity, including to the Inclusive Services Assessment and Guide for Wisconsin Public Libraries; delivering inclusive services tangibles for MCFLS in the form best practices and recommendations, staff training opportunities, and/or patron programming; recommending materials related to inclusive services for purchase by MCFLS or member libraries; and seeking grants and other funding opportunities as appropriate. The system also supports multiple member libraries with Memory Cafe programs including financial support for the South Shore Libraries Memory Cafe. MCFLS has participated in the LibraryNow project (Milwaukee Public Library) since its inception. This project puts access to library resources into the hands of all Milwaukee Public School students, including many under served or marginalized young people.

VIII. LIBRARY SYSTEM EVALUATION AND CERTIFICATION OF COMPLIANCE (cont'd.)

Inclusive Services (cont'd.)

Identify the agency(ies) with which the system had the most contact in terms of a planning effort or project collaboration, or with which member libraries worked. Indicate system services or types of materials involved with, or purchased for, the project. Were any accessibility issues involved? Identify any significant marketing done by the system to support inclusive library service efforts.

Milwaukee Public Library

If the system provided any inclusive services continuing education programs in the report year, identify the topic(s) and speaker(s).

Other Types of Libraries

☒ **Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.**

☒ An advisory committee or planning group including representatives from other types of libraries met and established objectives relating to this requirement for the plan year.

☒ The system has agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. Copies of the most recent agreements have been filed with the Division for Libraries and Technology.

Indicate system services provided to other types of libraries in the report year.

- | | | |
|--|---|---|
| <input type="checkbox"/> Consultation | <input type="checkbox"/> Union list of serials | <input type="checkbox"/> Back-up reference services |
| <input checked="" type="checkbox"/> Continuing education / workshops | <input type="checkbox"/> Directory of libraries | <input type="checkbox"/> Newsletter |
| <input checked="" type="checkbox"/> ILL (Direct) | <input checked="" type="checkbox"/> Delivery services | <input type="checkbox"/> Technical services |

Library Technology and Resource Sharing Plan

☒ **Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every 5th January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.**

☒ Member public libraries and other types of libraries in the system area had an opportunity to review and comment on the plan.

☒ The public library system's current technology and resource sharing plan has been filed with the Division for Libraries and Technology.

Other Service Programs

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

List and evaluate each service program carried out under this statute in the report year. Do not lump miscellaneous activities under a single "other" program.

Administration

☒ The system did not expend more than 20 percent of the state aid received in the report year for administration.

IX. COLLABORATIVE ACTIVITIES

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

Regular state meetings with DPI and other system directors have produced a great deal of collaboration opportunities in 2021. Chief among them was the chance to collaborate with several systems on ARPA grant proposals through the DPI-led process. MCFLS participated in one grant (led by WRLS) to fund Brainfuse for participating member libraries in our system for 2022. The timing on this was wonderful, since many libraries within MCFLS were on the fence as to how or whether to fund this service, but the grant allows us additional time to market the product and re-evaluate for 2023. MCFLS is also fiscal agent for another ARPA project to provide external materials lockers to libraries in both MCFLS and Bridges. This project could also serve as a model for DPI and we are excited about being able to provide additional resources for member libraries. The hiring of our new Public Information Coordinator, Deb Marett, has provided additional collaboration opportunities throughout the state, both locally with Bridges and also the marketing cohort of other system staff that meets regularly. Deb has benefited greatly and brought back a number of ideas including marketing newsletters for staff as well as ways to provide marketing assets and copy within a clearinghouse that is easily accessible to our own member libraries. Last year MCFLS again led a group of library systems including Bridges, Kenosha, South Central and Winnefox to provide cybersecurity training through a program called InfoSec IQ and paid through LSTA funding for three years. This on the heels of a very successful cybersecurity collaboration with many of the same systems in 2019/20. Staff are tested and trained regularly each month to be better aware of malicious threats through email. We hope that our group will act as a model for similar projects across the state. The system's participation in the Dell purchasing group statewide has saved our members a great deal of money on the purchase of new computers and hardware. We've seen more investment by libraries in technology as a result, improving their ability to serve patrons with up-to-date resources. MCFLS continues to contribute to statewide projects through the WLA. The system funded multiple scholarships to the WLA Leadership Institute and offered continued financial support for WLA lobbying activities at the state level. The system will continue to collaborate with other systems to provide support for Trustee Training Week which continues to grow in popularity. The system also offers financial support for the Wild Wisconsin Winter Web Conference. The collaboration with SEWI to provide high quality continuing education for our member libraries is extremely valuable and a model for the state. The system also collaborates and offers tech support and assistance for Tech Days each September.

Cost Benefit. <i>For each activity above, list the activity name and estimated cost benefit realized.</i>	
Activity	Amount
1. WPLC OverDrive Collection	1,440,944
2. InfoSec Cybersecurity Training	13,424
3. Wild Wisconsin Winter webinar series	5,000
4. Marketing collaboration	5,000
5. Tech Days	2,500
6. WLA Projects	10,000
7. Trustee Training Week	1,500
8.	
9.	
10.	
Cost Benefit Total	1,478,368

X. PUBLIC LIBRARY SYSTEM ANNUAL PROGRAM EXPENDITURES

Program Expenditures Provide a summary of your public library system expenditures by system service program and fund source for the report year.

Program	System Aid, Carryover, and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference and Interlibrary Loan See note				
1. Technology	580,682	4,834	891,484	1,477,000
2. Reference	178,457	0	0	178,457
3. Interlibrary Loan	36,450	0	0	36,450
4.				
5. Electronic Resources	182,738		783,563	966,301
Subprogram Total	978,327	4,834	1,675,047	2,658,208
Continuing Education and Consulting Service See note				
1. Continuing Education	23,829	0	0	23,829
2. Consulting	56,549	0	0	56,549
Subprogram Total	80,378	0	0	80,378
Delivery	331,540	0	0	331,540
Inclusive Services	6,961	0	0	6,961
Library Collection Development	0	0	0	0
Direct Payment to Members for Nonresident Access	1,056,467	0	31,467	1,087,934
Direct Nonresident Access Payments Across System Borders				
Library Services to Youth	848			848
Public Information	70,311	0	0	70,311
Administration	374,567	0	0	374,567
Other System Programs				
1. Multi-type	16,466	0	0	16,466
2. Member Office	0	0	30,544	30,544
3.				
4.				
Grand Totals	2,915,865	4,834	1,737,058	4,657,757
Estimated Expenditures for Technology-Related Services Provided by the System	580,682	4,834	891,484	1,477,000

NOTE: Technology, Reference and Interlibrary Loan, and Continuing Education and Consulting Service Program areas may be divided into subprograms at the discretion of the system.

XI. SYSTEM STAFF

1. Personnel Listing

a. Employees Holding the Title of Librarian as of December 31 of the report year. *Include vacancies if they will be filled within one year*

First Name	Last Name	Position	MLS (ALA)	Annual Salary	Hrs. Worked per Week
Steven	Heser	Director	<input checked="" type="checkbox"/>	\$103,996	40.00
Jennifer	Schmidt	Library Systems Administrator	<input checked="" type="checkbox"/>	\$79,591	40.00
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		

b. Other Paid Staff *Include plant operation, maintenance, and security.*

Position	Total Annual Wages	Hrs. Worked per Week	Position	Total Annual Wages	Hrs. Worked per Week
Network Administrator	\$53,366	40.00			
Business Manager	\$75,186	40.00			
Administrative Assistant	\$24,185	25.00			
Public Information Coordinator	\$11,250	25.00			

2. System Staff Full-Time Equivalents (FTEs) *Divide the total hours worked per week for each category by 40 to determine full-time equivalents.*

a. Persons Holding the Title of Librarian

i. Master's Degree from an ALA Accredited Program FTE	ii. Other Persons Holding the Title of Librarian FTE	Subtotal
2.00	0.00	2.00

b. All Other Paid Staff FTE incl. maintenance, plant operation, and security
3.25

c. Total Library Staff Full Time Equivalents Add Subtotal 2a and 2b
5.25

XII. SYSTEM MEMBERSHIP

Attach a listing of all current public library and county members of the system.

Indicate whether your public library system members have indicated compliance with the following membership requirements. If any of these conditions have not been met, attach a written explanation of the circumstances resulting in noncompliance and a description of actions to be taken to achieve compliance (include timelines). A check indicates that all members have indicated compliance with the requirement.

- ☒ The public library members are established under the provisions of Chapter 43 of the Wisconsin Statutes. [Wis. Stat. § 43.15(4)(c)1]
- ☒ The public library members are authorized by the municipal governing board to participate in the public library system. [Wis. Stat. § 43.15(4)(c)3]
- ☒ The public library members have entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program or from providing remote access to a library's online resources only to residents. [Wis. Stat. § 43.15(4)(c)4]
- ☒ The member public library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction and is present in the library for at least 10 hours of each week that the library is open, less leave time. [Wis. Stat. § 43.15(4)(c)6 and Administrative Code Rules PI 6.03]
- ☒ All counties participating in the system have entered into written agreements with the system as required under [Wis. Stat. § 43.15(4)(b)3]
- ☒ All counties participating in the system have adopted and maintained the plan of library service submitted and approved under Wis. Stat. § 43.11(3) and Wis. Stat. § 43.13(1). [Wis. Stat. § 43.15(4)(b)1]. **On the attached membership listing, indicate the year of the last plan revision.**
- ☒ Each public library member, beginning in 2008, annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer. [Wis. Stat. § 43.15(4)(c)7]
- ☒ Each public library member, beginning in 2008, annually spends at least \$2,500 on library materials. [Wis. Stat. § 43.15(4)(c)8]

XIII. CERTIFICATION OF STATUTORY COMPLIANCE

As of the date of this report, indicate whether the following statutory requirements are being met by the system. If any of these requirements were not met, attach a written explanation of the circumstances resulting in noncompliance and a description of the actions to be taken to achieve compliance (include timelines). Any current written contracts or agreements not previously filed with the division providing evidence of compliance must be enclosed with this report. This report is for compliance as of the date of this report. If compliance is later not maintained in any area reported as being in compliance, notify the Division for Libraries and Technology.

Indicate compliance with the requirements below with a checkmark. Unchecked statutes indicate noncompliance.

- ☒ Library system board is constituted and operated in compliance with Wis. Stat. § 43.17(1) and (2) and Wis. Stat. § 43.19(1)(a) and (b).
 - ☒ Library system board has appointed a head librarian who is responsible for administration of the public library system. [Wis. Stat. § 43.17(4)]
 - ☒ Library system is organized and operated in compliance with Wis. Stat. § 43.15 Standards for public library systems.
- Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section, it shall ensure that all of the following are provided.
- ☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)(4). with all member libraries.
 - ☒ (b) Backup reference, information, and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
 - ☒ (d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.
 - ☒ (e) Inservice training for participating public library personnel and trustees.
 - ☒ (fm) Electronic delivery of information and physical delivery of library materials to participating libraries.
 - ☒ (g) Service agreements with all adjacent library systems.
 - ☒ (h) Professional consultant services to participating public libraries.
 - ☒ (i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.
 - ☒ (k) Promotion and facilitation of library service to users with special needs.
 - ☒ (L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
 - ☒ (m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to the library technology and the sharing of resources. By January 1, 2000, and every 5th January thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
 - ☒ (n) That, if the system reimburses a participating public library for the costs of providing interlibrary borrowing services to an individual who holds a valid borrower's card of another participating public library, the reimbursement shall not exceed the actual costs incurred by the public library in providing such services. The department shall promulgate rules defining "actual costs" for the purposes of this paragraph.

CERTIFICATION

I CERTIFY that to the best of my knowledge the information provided in this annual report and any attachments are true and accurate.

Signature of Public Library System Director ➤	Name of Public Library System Director Steve Hesel	Date Signed
Signature of Public Library System Board President ➤	Name of Public Library System Board President Paul Ziehler	Date Signed

	COMMENTS	
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DRAFT

Milwaukee County Federated Library System
Legislative and System Services Committee
Minutes of Meeting held Thursday, March 10, 2022
Zoom Meeting Software

Present: Guy Johnson, Chair
Monica Deluhery, Trustee
Howard Snyder, Trustee

MCFLS Staff: Steve Hesel, Director
Judy Kaniasty, Business Manger

Call to Order. Chair Johnson called the meeting of the Milwaukee County Federated Library System Board of Trustees Legislative and System Services Committee to order at 3:05 p.m.

Adoption of Agenda. Chair Johnson referred to the agenda. Trustee Snyder moved and Chair Johnson seconded a motion to adopt the agenda as distributed. Unanimously approved.

LEGISLATIVE AND SYSTEM SERVICES – ADMINISTRATIVE REPORTS REQUIRING ACTION OR DISCUSSION

Review of System Bylaws Pertaining to Legislative and System Services. Chair Johnson referred to the current version of the System Bylaws which are shown as Attachment A of the agenda packet which look good considering they have not been reviewed for 17 years. A scheduled review should be done at some point to update them some. Director Hesel suggested that he update the Bylaws and that it be shared with the Committee for further comment/review before the next meeting so then a final draft can be shared with the Whole Board for discussion and adoption at a future meeting.

Trustee Snyder suggested that there be a standing agenda item on the MCFLS Board meeting agenda for Committee Reports so any recent committee meetings can be discussed and that the minutes of those meetings be posted there too.

2021 MCFLS System Annual Report. Director Hesel reviewed the 2021 System Annual Report in detail which is shown as Attachment B of the agenda packet and reported that the report is due to DPI by March 31 this year which is a change from the traditional March 1 deadline in the past but due to DPI turnover this past year it was helpful to DPI to space it apart from the March 1 member library annual report submission deadline; there is no statutory requirement that Systems submit their annual reports by March 1 like there is for member library annual reports. The timeline for the System annual report submission date is tied to the release of the final 25% of the annual State Aid payment and DPI has already declared that the revised deadline for this year will not negatively impact that practice which traditionally occurs in April/May. For informational purposes, the first 75% of State Aid is released in November of the year prior when the Annual System Plan is submitted and accepted by DPI. Trustee Snyder moved and Chair Johnson seconded a motion to recommend MCFLS Board approval of the MCFLS 2021 System Annual Report as presented and to forward it to DPI as required. Unanimously approved.

MCFLS Board Meeting Minutes and Open Meetings Law. Director Heser referred to Attachment C of the agenda packet and stated that he has included this discussion today in lieu of the fact that Business Manager Judy Kaniasty plans to retire in September and preparations are being made to begin updating the job description and he wonders whether a replacement in that position will continue to be asked to take detailed meeting minutes or to perhaps change to minor records of actions taken instead since meetings are recorded and kept in the Cloud. Discussion ensued it was the consensus of the committee to keep the detailed minutes as part of the job description when replacing the Business Manager.

It was noted that the Director's Report could be more informative if it contained summaries of issues instead of being a list of topics addressed during the month.

Bylaws Review in 2022. As discussed earlier, the bylaws will be reviewed shortly.

ADMINISTRATIVE INFORMATIONAL ITEMS

Advocacy Discussion. Director Heser reported on that the annual Legislative Day event in Madison and noted that it is a good opportunity for the library community to talk to area legislators regarding library activities but this year, far fewer local library representatives attended and it may be because of the pandemic, but he wonders whether discussion should take place on how to increase participation, especially of those not on library payrolls that have a personal vested interest in increased library funding, such as trustees and patron. One idea for increasing interest and awareness for legislative day and other opportunities is to begin an advocacy newsletter and he will introduce the idea to the LDAC at a future meeting to see if they would welcome the idea of reaching out to local contacts about this topic.

NEXT MEETING. Tentatively scheduled for April 8, 2022 via Zoom to review the MCFLS System Bylaws.

ADJOURNMENT. With no further business to be addressed, Trustee Snyder moved and Chair Johnson seconded a motion to adjourn the meeting at 4:02 p.m. Unanimously approved.

MCFLS
Financial Report
For the Two Months Ending February 28, 2022

		<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	\$ 3,301,094	\$ 2,475,824	(75.00)	\$ 825,270	(25.00)
5	Milwaukee County Allocation	\$ 66,650	\$ 33,325	(50.00)	\$ 33,325	(50.00)
6	West Milwaukee Contract -Other	\$ 38,180	\$ 41,009	(107.41)	\$ (2,829)	7.41
7	Interest on Invested Funds	\$ 7,500	\$ -	0.00	\$ 7,500	(100.00)
8	Member Forms/Supplies Rev (58)	\$ 18,100	\$ 2,531	(13.98)	\$ 15,569	(86.02)
9	Member Postage Revenue (57)	\$ 20,900	\$ 2,763	(13.22)	\$ 18,137	(86.78)
10	Member OCLC Revenue (69)	\$ 127,336	\$ 79,458	(62.40)	\$ 47,878	(37.60)
11	Member Telecomm. Revenue (67)	\$ 16,800	\$ 13,200	(78.57)	\$ 3,600	(21.43)
12	Member III Softwre Maint-Basic (65)	\$ 185,717	\$ 97,210	(52.34)	\$ 88,507	(47.66)
13	Member III Softwre Maint-Other (65)	\$ 49,938	\$ 25,651	(51.37)	\$ 24,287	(48.63)
14	Member Tech. Assist.-Time Rev.	\$ 20,000	\$ 5,523	(27.62)	\$ 14,477	(72.39)
15	Member Special Projects Rev (73)	\$ 70,000	\$ 12,836	(18.34)	\$ 57,164	(81.66)
16	Member Catalog Contract Rev (79)	\$ 151,176	\$ 96,813	(64.04)	\$ 54,363	(35.96)
17	Member Database Rev (54)	\$ 34,035	\$ 11,003	(32.33)	\$ 23,032	(67.67)
18	Member EcomTransaction Fees (42)	\$ 6,800	\$ 1,285	(18.90)	\$ 5,515	(81.10)
19	Carryover Revenue	\$ 15,000	\$ -	0.00	\$ 15,000	(100.00)
20	Staff Benefits/Co-Pay Revenue	\$ 58,875	\$ 6,784	(11.52)	\$ 52,091	(88.48)
21	LSTA Technology Grant Revenue (83)	\$ 36,014	\$ -	0.00	\$ 36,014	(100.00)
22	Member Digital Content Rev (89)	\$ 243,299	\$ 75,503	(31.03)	\$ 167,796	(68.97)
23	Member PC Mngmt License Rev (90)	\$ 2,545	\$ 501	(19.69)	\$ 2,044	(80.31)
24	Member Replacement Fines Rev	\$ 7,000	\$ 2,224	(31.77)	\$ 4,776	(68.23)
25	Member Overdrive Advantage Rev	\$ 15,000	\$ 7,067	(47.11)	\$ 7,933	(52.89)
26	<u>Total General Revenues</u>	\$ 4,491,959	\$ 2,990,510	(66.57)	\$ 1,501,449	(33.43)
27						
28	<u>Special Revenues</u>					
29	Milw Co Advantage Rev (96)	\$ 50,000	\$ -	0.00	\$ 50,000	(100.00)
30	W. Milw Borrowing Rev (97)	\$ 46,378	\$ 46,378	(100.00)	\$ -	0.00
31	Ecommerce Revenue (101)	\$ 175,000	\$ 28,541	(16.31)	\$ 146,459	(83.69)
32	<u>Total Special Revenues</u>	\$ 271,378	\$ 74,919	(27.61)	\$ 196,459	(72.39)
33						
34	<u>Total Revenues</u>	\$ 4,763,337	\$ 3,065,429	(64.35)	\$ 1,697,908	(35.65)
35						
36		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
37						
38	<u>General Expenditures</u>					
39	Fringe Benefits Expense	\$ 273,215	\$ 39,210	14.35	\$ 234,005	85.65
40	Salaries Expense	\$ 431,956	\$ 60,930	14.11	\$ 371,026	85.89
41	Telephone Renewal Expense	\$ 750	\$ 114	15.20	\$ 636	84.80
42	Member Ecom Transaction Exp (18)	\$ 6,800	\$ 1,684	24.76	\$ 5,116	75.24
43	TNS Calls/Notices Expense (20)	\$ 1,450	\$ 228	15.72	\$ 1,222	84.28
44	Conference/Training Expense	\$ 5,000	\$ 311	6.22	\$ 4,689	93.78
45	Memberships Expense	\$ 6,500	\$ 3,310	50.92	\$ 3,190	49.08
46	Continuing Education Expense	\$ 9,000	\$ -	0.00	\$ 9,000	100.00
47	Office Supplies Expense	\$ 1,500	\$ 242	16.13	\$ 1,258	83.87
48	Copy Machine Maint. Expense	\$ 2,500	\$ 148	5.92	\$ 2,352	94.08
49	MCFLS Printing Expense	\$ 500	\$ 33	6.60	\$ 467	93.40
50	MCFLS Printing for Mem Expense	\$ 5,000	\$ -	0.00	\$ 5,000	100.00
51	MCFLS WI Pub Lib Consortium Ex	\$ 6,586	\$ -	0.00	\$ 6,586	100.00
52	MCFLS Buying Pool	\$ 145,000	\$ -	0.00	\$ 145,000	100.00
53	MCFLS Database Expense	\$ 97,453	\$ 28,000	28.73	\$ 69,453	71.27
54	Member Database Expense (17)	\$ 34,035	\$ 14,965	43.97	\$ 19,070	56.03
55	MCFLS Catalog Enhancement Expe	\$ 141,829	\$ 68,753	48.48	\$ 73,076	51.52
56	MCFLS Postage Expense	\$ 600	\$ 58	9.67	\$ 542	90.33
57	Member Postage Expense (9)	\$ 18,100	\$ 2,500	13.81	\$ 15,600	86.19
58	Member Forms/Supplies Exp (8)	\$ 20,900	\$ 8,063	38.58	\$ 12,837	61.42
59	Telephone Expense	\$ 7,000	\$ 613	8.76	\$ 6,387	91.24
60	Meetings Expense	\$ 1,000	\$ -	0.00	\$ 1,000	100.00
61	Insurance Expense	\$ 12,400	\$ 6,917	55.78	\$ 5,483	44.22

MCFLS
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For the Two Months Ending February 28, 2022

62	Legal Expense	\$ 500	\$ -	0.00	\$ 500	100.00
63	Audit Expense	\$ 12,500	\$ 1,184	9.47	\$ 11,316	90.53
64	Payroll Service Expense	\$ 5,400	\$ 851	15.76	\$ 4,549	84.24
65	III Software Support Exp (12/13)	\$ 235,655	\$ 113,703	48.25	\$ 121,952	51.75
66	III TNS Subscr Exp	\$ 12,224	\$ 6,112	50.00	\$ 6,112	50.00
67	Member Telecomm. Expense (11)	\$ 16,800	\$ -	0.00	\$ 16,800	100.00
68	MCFLS Telecomm. Maint. Expense	\$ 30,000	\$ 17,759	59.20	\$ 12,241	40.80
69	OCLC Expense (10)	\$ 135,047	\$ 137,388	101.73	\$ (2,341)	(1.73)
70	MCFLS Computer Room Equipment	\$ 10,000	\$ -	0.00	\$ 10,000	100.00
71	MCFLS Software Expense	\$ 7,000	\$ 486	6.94	\$ 6,514	93.06
72	MCFLS Equipment Expense	\$ 15,000	\$ 190	1.27	\$ 14,810	98.73
73	Member Special Projects Exp (15)	\$ 70,000	\$ 19,293	27.56	\$ 50,707	72.44
74	Sorting and Delivery Expense	\$ 291,700	\$ 21,529	7.38	\$ 270,171	92.62
75	MPL Resource Contract Expense	\$ 206,318	\$ -	0.00	\$ 206,318	100.00
76	MPL Rent Lease Contract Exp.	\$ 129,815	\$ -	0.00	\$ 129,815	100.00
77	ILS Expense	\$ 36,450	\$ -	0.00	\$ 36,450	100.00
78	MCFLS Catalog Cont Exp to MPL	\$ 297,098	\$ -	0.00	\$ 297,098	100.00
79	Member Catalog Contract Exp (16)	\$ 151,176	\$ -	0.00	\$ 151,176	100.00
80	MCFLS Collection Dev Tool Exp	\$ 26,972	\$ -	0.00	\$ 26,972	100.00
81	Internet Expense	\$ 21,635	\$ 2,737	12.65	\$ 18,898	87.35
82	Contingency Expense	\$ 32,895	\$ 337	1.02	\$ 32,558	98.98
83	LSTA Technology Grant Exp (21)	\$ 36,014	\$ 28,948	80.38	\$ 7,066	19.62
84	Member Digital Content Exp (22)	\$ 243,299	\$ -	0.00	\$ 243,299	100.00
85	Marketing Expense	\$ 45,000	\$ 1,389	3.09	\$ 43,611	96.91
86	Cooperative Purchasing Sub Exp	\$ 2,500	\$ -	0.00	\$ 2,500	100.00
87	Member PC Mngmt License Ex (23)	\$ 1,875	\$ -	0.00	\$ 1,875	100.00
88	Member MKE Mixer Exp	\$ 1,400	\$ -	0.00	\$ 1,400	100.00
89	Member Replacement Fines Exp (24)	\$ 7,000	\$ 3,811	54.44	\$ 3,189	45.56
90	Member OverDrive Advan Exp (25)	\$ 15,000	\$ -	0.00	\$ 15,000	100.00
91	Youth Services Exp	\$ 10,000	\$ -	0.00	\$ 10,000	100.00
92	Inclusive Services Exp	\$ 10,000	\$ -	0.00	\$ 10,000	100.00
93	Total General Expenditures	\$ 3,345,347	\$ 591,796	17.69	\$ 2,753,551	82.31
94						
95	Special Expenditures					
96	Milw Co Advantage Exp (29)	\$ 50,000	\$ -	0.00	\$ 50,000	100.00
97	W. Milw Borrowing Exp (30)	\$ 46,378	\$ 46,378	100.00	\$ -	0.00
98	RB - MCFLS Payment Expense	\$ 1,056,468	\$ 1,056,467	100.00	\$ 1	0.00
99	RB - MCFLS Reserve	\$ 48,144	\$ -	0.00	\$ 48,144	100.00
100	ILS Migration Reserve	\$ 42,000	\$ -	0.00	\$ 42,000	100.00
101	Ecommerce Expense (31)	\$ 175,000	\$ 28,541	16.31	\$ 146,459	83.69
102	Total Special Expenditures	\$ 1,417,990	\$ 1,131,386	79.79	\$ 286,604	20.21
103						
104	Total Expenditures	\$ 4,763,337	\$ 1,723,182	36.18	\$ 3,040,155	63.82
105						
106	Revenue/Expenditures +/-		\$ 1,342,247			



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March 21st, 2022

March 2022 Director's Report

Summary of activities

ARPA Grant Activities

- On March 14th, MCFLS and Bridges' member library and system staff visited the Glencoe Public Library to view external materials pickup lockers that are part of our collaborative ARPA grant. The directors attending were pleased to see the lockers in person and get many implementation and workflow questions answered. We had a follow up meeting on March 17th to go over next steps.
- The ARPA grant applications are due to the DPI on March 25th. As fiscal agent, MCFLS is responsible for submitting the grant and making arrangements for purchasing and implementation with our member libraries.

Cybersecurity Activities

- On March 7th, Eric Henry and I met with our network security consultant Jeff Kunz to discuss the findings from our first network security scan and what areas we need to address. Jeff indicated that while our network security looks to be acceptable, there are several areas of concern that we can address fairly quickly. Eric has already remediated one of these areas and is working on the other.
- On March 21st, I arranged a meeting of our Cybersecurity training team consisting of our four library system partners to talk about revising training and evaluate how our testing and training program is doing. We may tie testing performance to the frequency of training.
- System staff are currently testing multi-factor authentication (MFA) with our Outlook 365 email service. This will eventually be rolled out to all member libraries that use our service for email.
- Eric and I are meeting regularly on Wednesday mornings to go over our network needs and issues.

Marketing activities

- Our staff has met for several weeks to get training on the Patron Point software, which allows us to do targeted email communications with patrons. Internally we meet every two weeks to discuss our timeline and priorities for rollout of the software.
- The first area of priority will be rolling out patron library card renewal notices which are currently being done manually. After that has been successful, we'll focus on the online registration process.

Upcoming Activities

1. Our multi-type InfoPass Steering Committee made up of public and academic libraries will meet on March 24th to determine next steps for rolling out InfoPass to member libraries.
2. Our ILS Review team will visit the Winnefox Library System to meet with staff regarding their Sirsi-Dynix Symphony ILS and also meet virtually with Lakeshores staff to discuss technical services and administration of their Symphony ILS.