

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, April 25th, 2022

1:30 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 March 21st, 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 April 7th, 2022 meeting

[Attachment B](#)

6. MCFLS Finance and Personnel Committee

7. MCFLS Legislative and System Services

- a. Recommendation to approve revisions to the MCFLS Bylaws
Action
- b. Recommendation to approve a MCFLS System Privacy Policy
Action
- c. Meeting minutes from April 8th, 2022

[Attachment C](#)

[Attachment D](#)

[Attachment E](#)

Administrative reports requiring action

8. Financial Report – March 2022

Action

[Attachment F](#)

Administrative Informational Items

9. Summary of Lessons Learned from the Pandemic

[Attachment G](#)

10. Revisions to Director 2022 Goals

[Attachment H](#)

11. Director's Report

[Attachment I](#)

Next meeting date: Scheduled for Monday, May 16th at 3:30 pm via Zoom online meeting software.

Milwaukee County Federated Library System
Board of Trustees
Regular Monthly Meeting held Monday, March 21, 2022
Zoom Meeting

ROLL CALL

Present: Paul Ziehler, 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: Amy Krahn, LDAC Chair and St. Francis 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 3:35 p.m.

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

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the February 28, 2022 meeting which are shown as Attachment A of the agenda packet. Being no corrections noted, Trustee Johnson moved and Trustee Snyder seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

MCFLS STANDING COMMITTEE REPORTS

Library Directors Advisory Council.

Report of the March 3, 2022 meeting. President Ziehler referred to the summary of the March 3, 2022 LDAC meeting which is 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 Treasurer Kovac seconded a motion to accept the report and place it on file. Unanimously approved.

MCFLS Finance and Personnel Committee.

Meeting minutes from March 10, 2022. Chair Kovac referred to the minutes of the March 10, 2022 Finance & Personnel Committee meeting which are shown as Attachment D of the agenda packet. Director Hesel reviewed the report and responded to questions from the Board for informational purposes.

2021 and 2022 Director Goals for Evaluation. Director Hesel reviewed Attachment C of the agenda packet which explained progress made on his 2021 goals and the proposed activities to be completed in 2022. Trustee Johnson requested adding review of the MCFLS bylaws to the list. Treasurer Kovac moved and Trustee Johnson seconded a motion to approve the 2022 goals with the addition of hiring a new Business Manager and Reviewing the Bylaws. Trustee Suelzer questioned whether there were too many goals to address and Director Hesel responded that he was comfortable with them all being achievable. Unanimously approved with additions as noted.

MCFLS Legislative and System Services.

Meeting minutes from March 10, 2022. Chair Johnson referred to the minutes of the March 10, 2022 Legislative & System Services committee meeting which are shown as Attachment F of the agenda packet. Chair Johnson suggested that all MCFLS Board members receive a copy of the current bylaws and they any suggestions for change be brought to the attention of the Legislative & System Services Committee for review; Director Hesel noted he would do that as well as share an editable document so all can make edits for consideration.

Recommendation to approve the 2021 System Annual Report. Chair Johnson reported that the Legislative & System Services Committee reviewed the 2021 Annual Report which is shown as Attachment E of the agenda packet and recommends approval of the Board. Trustee Johnson moved and Trustee Snyder seconded a motion to approve the 2021 System Annual Report as presented. Director Hesel reviewed the document, highlighting collaborations with other Systems which the State is encouraging. Unanimously approved.

President Ziehler thanked the Chairs of these two committees, as well as MCFLS staff, for the work involved so the Board has more in-depth knowledge and discussions on important topics at the committee level.

ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report – February 2022. President Ziehler referred to the February 2022 financial report which is shown as Attachment G of the agenda packet. Director Hesel noted that line 6 is up due to cost of electronic resources was added and that line 69 is up since an incorrect number was used—both will be changed in the mid-year budget revision. Business Manager Kaniasty noted that the traditional reciprocal borrowing checks were sent out as required by contract. Trustee Suelzer moved and Trustee Johnson seconded a motion to approve the February 2022 financial report as presented. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS.

Director's Report. President Ziehler referred to the Director's report and Director Hesel reviewed his report which is shown in a new format as Attachment H of the agenda packet as a suggestion arrived at from the Legislative & Systems Services Committee discussion. President Ziehler commented that he likes the new format which is more focused and less random in nature.

EXECUTIVE SESSION – SYSTEM DIRECTOR EVALUATION

Motion to Move into Executive Session. Treasurer Kovac moved and Trustee Johnson seconded a motion to move into Closed session. The motion passed on a unanimous affirmative vote.

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."

Motion to Move Out of Executive Session. Trustee Johnson moved and Trustee Suelzer seconded a motion to move out of Closed Session at 5:03 p.m. Unanimously approved.

President Ziehler reported that the Board is happy with Director Heser's work and he is doing a good job overall. In an effort to keep library directors actively involved, that virtual meetings continue to be offered for LDAC and Board meetings and that directors be encouraged to Board meetings too. As appreciation for his continued good work, Treasurer Kovac moved and Trustee Johnson seconded a motion to grant Director Heser a two percent raise retroactive to 1/1/22. Unanimously approved.

NEXT MEETING. Scheduled for Monday, April 18, 2022 beginning at 3:30 p.m. via Zoom online meeting software. Treasurer Kovac commented that Business Manager Kaniasty will be truly missed when she retires—she has done a great deal to educate and assist a good number of MCFLS Directors over the years and much MCFLS business has been done by her. Discussion ensued regarding the next meeting date being right after the holiday and a few Board Members will be travelling, the scheduled date/time may be problematic for a few of the board members and Director Heser suggested that he poll the group to see if another date/time would work better.

ADJOURNMENT. With no further business to be addressed by the Board, Trustee Suelzer moved and Trustee Johnson seconded a motion to adjourn the meeting at 5:12 p.m. Unanimously approved.



**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
RE: Summary of LDAC Meeting, April 7, 2022
Location: Zoom Teleconference

PRESENTATION

Sara Gold from WiLS gave a short presentation about the WiLS Cooperative Purchasing program and other services. In addition to providing discounts for select vendors to members, WiLS can manage a library's digital subscriptions for them and offers a Bill Pay Service. With Bill Pay Service, WiLS will receive and pay the invoices for a variety of library vendors and bill the member library on a quarterly basis. Ten of our member libraries are WiLS members, with MCFLS picking up the membership fee.

DISCUSSION

COVID update, member libraries: Susan Draeger-Anderson (North Shore) asked if libraries were planning to do in-person summer reading programming. Most libraries reported that they are back to 100% in-person programming, some with participation limits and some providing them outdoors.

Local attraction passes and restrictions: This topic mostly concerned the Zoo passes that some libraries have purchased and are circulating to patrons. It was recently pointed out that these pass holders are not allowed to publicize or promote these passes to the general public. There is some question as to whether or not this applies to listing them in the library catalog. The passes circulate well, just via word of mouth promotion, but there are concerns that we won't reach those populations that could most benefit. Steve will reach out to the zoo to clarify the restrictions, especially regarding the catalog, and possibly start a discussion about a special category of passes for libraries.

Print periodicals: The publisher Meredith is ceasing publication of the print version of several of their print magazines. If there is a digital version, it is not available through Libby as a different vendor (Flipster) has exclusive rights to Meredith titles. There was discussion about the shrinking size of print periodical collections and the changing nature of these publications as they convert to digital platforms. It was suggested that MCFLS reconsider the policy of not allowing periodicals to be circulated between libraries via the delivery system. This would offset

the impact of smaller periodicals collections at each individual library. Steve will contact Action Delivery to get feedback and the directors will discuss it with their staff members. This item will be on a future agenda.

DPI Update: Steve provided updates and information on the following items:

- SEWI CE Grant update – funds are available for continuing education expenses, including attendance at conferences and related expenses, webinars, staff training, etc.
- Wisconsin Statewide Electronic Resource Database Inventory and Needs Assessment project – Directors will be receiving an email requesting information regarding individually purchased electronic resources.
- Wisconsin Society of Human Resource Managers Volunteers and LAWDS – Steve provided information regarding this collaboration to offer job search assistance in public libraries. There is training available for library staff. Library directors will be contacted regarding services they are interested in offering.
- Residential internet access survey – DPI has a survey to help gauge need and interest in providing assistance to connect patrons to internet access at home (mobile hotspots, providing info on discounted internet services).
- Director Certification – Steve reminded Directors that Judy is the system staff person designated to help with the certification process. DPI is working on a digital portal that should soon allow directors to complete this process online, including submitting activity reports.

TECHNOLOGY

Clear the Holdshelf and missing materials procedures: Emily Vieyra brought this item from Circulation Services. After discussion of Clear the Holdshelf procedures and missing items from open holds shelves, LDAC approved adding language to the procedures directing the holding library to communicate with the owning library within 3 weeks of identifying a missing item. The owning library will determine whether or not the holding library must reimburse for the item. They are also encouraging more communication between libraries regarding the Too Long in Transit List.

RESIDENCE field follow up and proposal to correct the link maintenance table: There was discussion about the proposal and counting laptops as circulation. LDAC approved the proposal. Steve will begin this May 1st.

INFORMATIONAL

MCFLS Privacy Policy: Steve shared a draft of the MCFLS Privacy Policy, which has been updated. This policy focuses on data (the collection, use, and sharing of data) and will be linked to every Patron Point email that goes out to patrons. It will also be on the MCFLS website and individual libraries may choose to put a link to it on their own websites.

ARPA Grants, Materials Lockers: Steve reported that one library (South Milwaukee) needed to drop out of the materials lockers grant project. He encouraged interested libraries to apply to fill this spot, assuming they met certain basic requirements. He reminded libraries that there are costs for the library following the initial year. The annual maintenance fee is \$816.

Marketing Update: Deb Marett provided an update on marketing efforts and promotions.

- Level Up Learning
 - The bus shelter and interior bus ad campaign has finished.
 - MCFLS is currently running on air mentions and e-newsletter ads with WPR. This promotion runs March-May.
 - Posters were sent to all libraries and print bookmarks are in the works. These materials will be included in the new Outreach Kits.
 - Social media ads are ongoing.
 - To date, class enrollments are at 1,084, which represents an increase over the same time period last year (861 enrollments).
- Brainfuse
 - 10 member libraries offer this resource.
 - Deb sent out links to marketing resources and encouraged libraries to promote this heavily during final exams and post-graduation job searching.
 - MCFLS is promoting on social media.
- Advocacy E-Newsletter – MCFLS plans to create and send out an e-newsletter several times a year to local and state politicians. It will feature library news, including press mentions, awards, grants, special programming. This is intended to increase contact with decision makers and keep libraries and their value visible year-round, not just at Library Legislative Day.

MEMBER LIBRARY UPDATES

Whitefish Bay – Director Nyama Reed, current WLA president, was a guest on AARP’s weekly livestream show.

Shorewood – As Director Rachel Collins will be leaving Shorewood in June, the Board is forming a search committee. The position should be posted by April 18th.

Brown Deer – Marcus Theaters is sponsoring their summer reading program, and will assist in promoting their program inside their theaters. Also, Brown Deer Library is a beneficiary in a trust and will be receiving a substantial amount of money. Details to follow.

Greenfield – Director Sheila O’Brien reported that Boswell Books is once again doing in-person author events and they have a YA author scheduled to visit their library in May.

Hales Corners – They are hosting a Star Wars Day event on May 7th, which is also Free Comic Book Day.

Oak Creek – Oak Creek is launching a new Sikh book collection, comprised of approximately 300 titles. They worked closely with the Sikh Temple to create the collection and are having an unveiling ceremony on Saturday, April 9th.

MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM
BOARD OF TRUSTEES

MCFLS BYLAWS

Article I - **IDENTIFICATION**

Section 1 - Name

The name of this organization shall be the Milwaukee County Federated Library System (MCFLS), hereinafter called the System, located in Milwaukee County, Wisconsin, existing by virtue of the provisions of Chapter 43 of the Wisconsin Statutes and exercising the powers and authority and assuming the responsibilities delegated to it under said statute. All meetings of both the regular Board of Trustees and the committees shall be held in accordance with Section 19.81 of the Wisconsin Statutes (Open Meetings Law).

Section 2 - Purpose

The mission of the Milwaukee County Federated Library System is to provide collaborative leadership, advocacy, and support for high-quality resources and services to empower the capabilities and capacities of member libraries to deliver responsive and innovative library services to all residents of Milwaukee County.

Section 3 - System Membership

Any legally established public library may become a member of the System upon official request by the institution's Board of Trustees, within the constraints prescribed by appropriate sections of the Wisconsin Statutes, provided the institution agrees to abide by the policies and requirements of the System Board of Trustees.

Article II - **BOARD OF TRUSTEES**

Section 1 - Powers of the System Board

The System Board, hereinafter called the Board, shall have the power to enter into contracts, lease or purchase or receive personal property and equipment, invest any inactive funds or endowments, accept gifts and bequests, retain personnel, and establish policies governing their employment and remuneration, establish policies and plans for the effective delivery and implementation of library services, and any and all other powers granted under the Wisconsin Statutes.

Section 2 - Number and Qualifications

The System shall be governed by a board of trustees consisting of seven members duly appointed by the Milwaukee County Executive. One Board member shall be a member of the board of trustees of the System Resource Library at the time of his/her appointment. Two members shall be members of the boards of trustees of other System member libraries at the time of their appointments. One member shall be a member of the Milwaukee County Board of Supervisors. The balance of the System Board shall be members at large, and all shall be residents of Milwaukee County.

Section 3 - Term of Office

All members shall serve a term of three consecutive years and are eligible for reappointment. Each shall serve until a replacement is named. Each term shall begin on January 1.

Section 4 - System Board Appointments

It shall be the duty of the System Director to notify the County Executive when a vacancy on the Board occurs. It is the responsibility of the County Executive to then appoint a new Board member, pending approval by the County Board. Member libraries shall be notified when said vacancies occur.

Section 5 - Remuneration

All Trustees shall serve without pay, but they may be reimbursed for any and all reasonable expenses incurred in the interest of the System, including membership dues in library associations, travel, conference attendance and necessary publications, when so authorized by majority approval of the Board.

Article III - OFFICERS

Section 1 - Nominating Committee

A nominating committee shall be appointed by the President at the October meeting of the Board. The Committee shall present a slate of officers at the November meeting. Additional nominations may be made from the floor.

Section 2 - Election of Officers

The officers shall be a President, Vice President and Treasurer elected at the November meeting of the Board. Vacancies in office shall be filled by vote at the next regular meeting of the Board after the vacancy occurs.

Each officer shall serve a term of one year beginning with the January meeting. The President shall serve no more than two consecutive years unless approved by a majority vote from the Board for continuance. All other Executive Committee positions shall have a four-year term limit. The System Director shall act as Secretary of the Board and serves at the pleasure of the Board.

Section 3 – Vacancies on Executive Committee

Vacancies on the Executive Committee shall be filled by action of the President, subject to approval by the board at its next regularly scheduled meeting.

Section 4 - Duties of Officers

A. President. The President shall preside at all Board meetings, call special meetings, develop all Board meeting agendas with the assistance of the System Director, sign all contracts and other legal documents of the System, serve as an ex officio member of all standing and special committees of the Board, and possess all powers necessary and proper under the Wisconsin Statutes to fulfill the responsibilities of the System. He/she shall appoint chairpersons and members to all standing and special committees of the Board.

B. Vice President. In the absence or temporary disablement of the President, the Vice President shall assume all the powers and authority of the President.

C. Secretary. The System Director shall be the Secretary and will be responsible for preparation of all minutes, arrangements and announcement of all Board and Board committee meetings, sign all contracts and legal documents of the Board. He/she shall possess no vote.

D. Treasurer. The Treasurer shall be the disbursing officer of the Board, authorize the cosigning of all checks drawn from all accounts, review and sign all vouchers for disbursement from System funds and perform any duties as generally are identified with the office. The Treasurer shall serve as chair of the Finance and Personnel Committee.

Article IV - MEETINGS OF THE BOARD OF TRUSTEES

Section 1 - Regular Meetings

The regular meetings shall be held each month, the date and hour to be set for the following calendar year at the November meeting. Meetings may be rescheduled by majority assent of the Board.

Section 2 - Special Meetings

The President or a majority of the Board may schedule a special meeting at any time, provided due notice is given to all members of the Board.

Section 3 - Budget Hearing

The Board shall conduct an annual public hearing prior to the adoption of its budget for the purpose of gaining public comment.

Section 4 - Quorum

A quorum shall consist of a majority of the appointed Trustees, and each shall have one vote. A quorum must be present for business to be transacted

Section 5 - Parliamentary Authority

Roberts Rules of Order Newly Revised in its latest edition shall govern the parliamentary procedure of the meetings, unless the procedure is specifically contradicted by any section(s) of these bylaws, or unless such procedure is suspended by a vote of the majority of Board members present at such meeting.

Section 6 - Attendance at Meetings

Board members may attend any meeting of the Board or a committee. Board members who are unable to participate in person at a meeting may attend such meetings by telephone or video conference. The System Director shall select the conferencing equipment to be used. The equipment selected shall be such that Board members are able to hear all participants at the meeting and be able to verbally communicate with all those present at the meeting.

Section 7 – Unexcused Absences

The President shall notify the office of the Milwaukee County Executive if any Board member accumulates three consecutive unexcused absences.

Article V - COMMITTEES

Section 1 - Executive Committee

The Executive Committee shall consist of President, Vice President and Treasurer and have the authority to act for the Board in emergency situations between regular meetings. Their actions will be reported at the next regular meeting.

Section 2 - Standing Committees

The following are standing committees of the Board. Members will be appointed by the Board President. The Board Treasurer shall be appointed to the Finance and Personnel Committee and be appointed that committee's chair.

A. Finance and Personnel Committee. 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:

1. Prepare and recommend to the Board the final draft of the System budget.
2. Monitor System expenditures, including the annual audit of accounts.
3. Direct the negotiation and recommend to the Board all System contracts, including the MCFLS Member Agreement.
4. Coordinate the annual evaluation of the System Director.
5. Review and recommend to the Board the adoption of System personnel policies.

B. Legislative and System Services Committee. The Legislative and System Services Committee shall be composed of at least three members of the Board and the System Director. The committee chair will be appointed by the Board President. The functions of the Committee will be as follows:

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

C. Library Directors Advisory Council (LDAC). The Library Directors Advisory Council shall be composed of the System Director, the directors of each of the member libraries or their designees, and one additional representative of the System resource library. The chair of LDAC will be chosen by the Council and make regular reports to the Board on activities taking place at the LDAC meetings. LDAC will meet monthly to discuss technical issues and review plans, policies and financial recommendations, projects and proposals that may be under consideration by the Board and advance recommendations to the Board on such matters.

Section 3 - Special or Ad Hoc Committees

Ad hoc committees created for the study of special problems will be appointed by the President with approval of the Board. They will serve until the final report of their work is accepted by the full Board. The appointees to ad hoc committees may include trustees from member libraries, directors and/or staff of member libraries and System staff, in addition to Board members.

Section 4 - Committee Meetings

A quorum must be present for business to be transacted. Discussion may begin prior to a quorum present. However, all votes will be taken with a quorum present.

Section 5 - Reporting

All committees shall be scheduled to report at each regular meeting of the Board.

Section 6 - Powers

No committee, apart from the Executive Committee, will have other than advisory powers, unless it is granted specific authority by action of the Board.

Article VI - FINANCE & AUDIT

Section 1 - Fiscal Control

The Board shall have all powers over its budget and finances as may be allowed by Wisconsin Statutes and may delegate authority for the administration of its funds as it deems appropriate and beneficial to facilitate the mission of the System and its plans of service.

Section 2 - Annual Audit

Every three years, the Board shall select an independent auditor for a term of three years to review the previous year's expenditures, receive said audit and take such action as it deems appropriate based upon the recommendations of the auditor.

Article VII - DUTIES OF TRUSTEES

Section 1 - Policymaking

Trustees shall determine the policies of the system and develop the highest possible degree of operating efficiency in the System.

Section 2 - Hiring and annual appraisal of the System Director.

The Board of Trustees shall select and appoint a competent System Director who shall be responsible for the selection, hiring, and supervision of all other staff. An evaluation of the System Director shall be overseen by the Finance and Personnel committee each year.

Section 3 - Budget

Trustees shall advise in the preparation of the budget, approve it, and monitor it to make sure that adequate funds are provided to finance the approved budget. The Board shall have the authority to revise the budget, if necessary, to reflect current fiscal conditions.

Section 4 - Legislation

Trustees shall study and support legislation that will bring about the greatest good to the greatest number of library users.

Section 5 - Public Relations

Trustees shall cooperate with other public officials and boards and maintain vital public relations.

Article VIII - SYSTEM DIRECTOR

Section 1 - Qualifications

The Board shall appoint a System Director possessing the qualifications required by the Wisconsin Statutes and regulations promulgated by the Division for Libraries and Technology (DLT).

Section 2 - Responsibilities

The responsibilities of the System Director shall be to serve as Secretary to the Board, assist the President in the development of meeting agendas, and develop the budget and strategic plans of service for consideration by the Board. With the review and comment of the Board, The System Director shall be responsible to recruit, hire, develop and/or discharge personnel; pay all bills; and perform any and all duties which may be delegated by the Board to implement the mission of the System or advance the goals of the Board.

Article IX – RELATION TO LOCAL BOARDS

Section 1 – Federated System

The System is established upon approval of the system plan by the Boards of Supervisors of Milwaukee County. It is organized by written agreements for system services between the governing body of the county and those municipalities that provide library services to their residents.

Section 2 – Local Control

Member library boards retain exclusive control of the financial and policy activities of their own libraries. The Board shall require statistical and financial reports as the Division for Libraries and Technology or the Board may reasonably require. It may also set such requirements, as it deems necessary for the expenditure of system funds.

Article X - GENERAL

Section 1 - Board Approval of Action

An affirmative vote of the majority of all members of the Board present at the time shall be necessary to approve any action before the Board. The President may vote upon and may move or second any proposal before the Board.

Section 2 – Suspension of Rules

Any rule or resolution of the Board, whether contained in these bylaws or otherwise, may be suspended temporarily in connection with business at hand, but such suspension, to be valid, may be taken only at a meeting at which two-thirds of the members of the Board shall be present and two-thirds of those present shall so approve.

Section 3 - Bylaws Amendment

The Board may amend these Bylaws by majority vote at any meeting of the full Board upon advance notice to members and to the presidents of boards of the member libraries.

Section 4 - Indemnification

If any claim or action not covered by insurance or state statute is instituted against any member of the System Board of Trustees arising out of an act or omission by any Trustee acting in good faith for a purpose considered to be in the best interest of the System, or if any claim or action not covered by insurance or state statute is instituted against an officer or employee of the System allegedly arising out of an act or omission occurring within the scope of his/her duties as such an officer or employee, the System shall, at the request of the Trustee, officer or employee:

- A. Appear and defend against the claim or action.
- B. Pay or indemnify the Trustee, officer or employee for a judgment and court costs, based on such claim or action; and
- C. Pay or indemnify the Trustee, officer or employee for a compromise or settlement of such claim or action, providing the settlement is approved by the Board of Trustees.

The decision as to whether the System shall retain its own attorney or reimburse the Trustee, officer or employee expenses for their own legal counsel shall rest with the Board of Trustees and shall be determined by the nature of the claim or action.

For the purpose of this article, the terms "Trustee," "officer," or "employee" shall include former Trustees, officers, and employees of the System. This article shall not apply if the Board of Trustees finds that the claim or action is based on malicious, willful, or criminal conduct. In such case, indemnification will be determined after an investigation of the facts.

Approved by the MCFLS Board of Trustees on December 19, 1994.

Revised by the MCFLS Board of Trustees on December 18, 1995.

Revised by the MCFLS Board of Trustees of February 15, 1997.

Revised by the MCFLS Board of Trustees on November 28, 2005.

MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM



Effective Date:

This privacy policy ("Privacy Policy") describes how Milwaukee County Federated Library System ("System," "we," "our" or "us") uses the information that we process in connection with your use of use of this website and any other website we operate that links to this Privacy Policy (collectively, our "Sites"), and all other products or services available through our Sites (collectively, our "Service").

Please read this Privacy Policy carefully to better understand how we collect, use, and disclose information about you as you use our Service. Any changes to this Privacy Policy will appear on this page, so we encourage you to review it periodically. Many of our member libraries also have their own privacy policies, and we recommend visiting their websites to obtain more information specific to their environments.

INFORMATION WE COLLECT.

The types of information we may collect includes, but is not limited to the following:

- Name;
- Email address;
- Address;
- Phone number

1. INFORMATION COLLECTED DIRECTLY FROM YOU.

We collect information that you provide to us directly when you:

- Contact us to ask a question or otherwise communicate with us;
- Create an account through one of our Services;
- Participate in a promotion or survey;
- Request customer service including correspondence through our sites, and any correspondence sent to us;
- Post a review or comment on one of our sites, or post other user-generated content on one of our sites or Services;
- Apply for a job; or
- Sign up to receive announcements, newsletters, or other promotional materials.

2. INFORMATION COLLECTED AUTOMATICALLY.

Certain information on our Service is collected automatically by means of various software tools. We have a legitimate interest in using such information to assist in systems administration, information security and abuse prevention, to track user trends, and to analyze the effectiveness of our Service.

(a) Log Files.

Log files refer to the information that is automatically sent by your web browser or device (or otherwise automatically collected) each time you view or interact with our online Service. The information inside the log files may include IP addresses, type of browser, internet service provider, date/time stamp, referring/exit pages, clicked pages and any other information your browser may send to us.

(b) Device and Online Usage.

We may collect information about your computer, browser, mobile or other device that you use to access our Service. We may use cookies, pixels, log files and other techniques to collect such information, including IP address, time zone, device identifiers and other unique identifiers, browser type, browser language, operating system name and version, device name and model, version, referring and exit pages, dates and times of Service access, links clicked, features uses, crash reports and session identification information.

(c) Location Information.

When you use our Service on your mobile phone or device, we may collect information on your physical location through satellite, cell phone tower, Wi-Fi signal, beacons, Bluetooth, and near field communication protocols. For example, when you opt-in to allow us to collect this information, it may allow us to recognize the location of your mobile device and direct you to the nearest location.

(d) Cookies.

We use cookies to make interactions with our Service easy and meaningful. When you visit our Service, our servers may send a cookie to your computer. We may use cookies that are session-based or persistent. Session cookies exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer. We use cookies that enable you to navigate our Service and use its features, such as accessing secure areas of our Service. Because required cookies are essential to operate our Service, there is no option to opt out of these cookies. We use cookies to provide features and services such as:

- Remembering your preferences and allowing you to enter your information less frequently;
- Measuring the effectiveness of our sites, services, and content;
- Providing other services and features that are only available through the use of cookies;

The Options/Settings section of most internet browsers will tell you how to manage cookies and other technologies that may be transferred to your device, including how to disable such technologies. You can disable our cookies or all cookies through your browser settings, but please note that disabling cookies may impact some of our Service features and prevent the Service from operating properly.

We may use or engage a third party that uses Local Stored Objects (LSOs), sometimes referred to as "Flash Cookies," and other technologies to collect and store information about your use of our Service. A flash cookie is a small data file placed on your device using Adobe Flash technology. Flash cookies are different from the cookies described above because cookie management tools provided in your browser will not remove them. To limit the websites that can store information in flash cookies on your device, you must visit the Adobe website:

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html

(e) Do Not Track Signals.

We do not currently respond or take any action with respect to web browser "do not track" signals or other mechanisms that provide consumers the ability to exercise choice regarding the collection of information about an individual consumer's online activities over time and across third-party websites or online services.

(f) Analytics Services.

We may use certain third-party analytics services to improve the functionality, features, or delivery of our Service. We may also use these analytics services to record mouse clicks, mouse movements, scrolling activity, as well as any text that you type into our Service. For example, we use Google Analytics on our Service to track user trends and usage. For more information on Google Analytics' processing of your information as it relates to our Service, please see <http://www.google.com/policies/privacy/partners/>. By using a [browser plugin](#) provided by Google, you can opt out of Google Analytics.

(g) Web Beacons and Similar Tracking Technologies.

When you visit our Service, we may collect your IP address for certain purposes such as, for example, to monitor the regions from which you navigate our Service. We may also use web beacons alone or in conjunction with cookies to compile information about your usage of our Service and interaction with emails from us. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you viewed a particular site tied to the web beacon. We may use web beacons to operate and improve our Service.

(h) Information We Collect From Other Sources.

We may collect information about you that is publicly available. For example, we may collect information you submit to a blog, chat room, or social network. We may also collect information from other companies, organizations, or third-party partners.

3. HOW WE USE YOUR INFORMATION.

If you submit or we collect Information through our Service, then such Information may be used to:

- Provide, analyze, administer, improve, and personalize the Service;
- Provide you with the Service and any information;
- Contact you in connection with the Service, notifications, events, programs, or offerings;
- Send you updates and promotional materials;
- Protect our rights or our property and to ensure the technical functionality and security of the Service; and
- Comply with applicable law, assist law enforcement, and respond to regulatory or other legal inquiries.

4. HOW WE SHARE OR DISCLOSE YOUR INFORMATION.

(a) Our Third-Party Service Providers.

We transfer information to our third-party service providers to perform tasks on our behalf and to assist us in providing our Service. For example, we may share your information with service providers who assist us in performing core functions (such as hosting, data storage, and security) related to our operation of the Service and/or by making certain interactive tools available to you as a user. We also use third parties for technical and customer support, application development, tracking and reporting functions, quality assurance, and other services. In the performance of our Service, we may share information from or about you with these third parties so that we can deliver the highest quality user experience.

(b) Aggregated or Deidentified Information.

To better serve our users and to improve our Service, we may conduct research on user demographics, interests and behavior or engage in other activities based on identifiable personal information and/or information that we

aggregate or de-identify. Aggregated or de-identified information is not considered personal information and does not identify a user personally. We may share this aggregated or de-identified information with our affiliates, agents, and/or other third parties.

(c) With Your Consent.

At your direction or request, or when you otherwise consent, we may share your information.

(d) Other Disclosures.

We may disclose information about you if we have a good faith belief that disclosure of such information is helpful or reasonably necessary to: (i) comply with any applicable law, regulation, legal process, or governmental request; (ii) detect, prevent, or otherwise address fraud or security issues; or (iii) protect against harm to the rights, property or safety of us, our users, or the public.

5. RETENTION.

We reserve the right to retain any information as long as it is needed to: (i) fulfill the purposes for which we collected the information, and (ii) comply with applicable law.

6. DATA SECURITY.

We take the protection of your information seriously and take reasonable and appropriate physical, administrative, and technical measures to protect the information collected through our Site. While we implement commercially reasonable security measures to protect your privacy, please keep in mind that the Internet is not a 100% secure medium for communication, and we cannot guarantee that the information collected about you will always remain private when using our Site and/or Services. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

7. CHILDREN'S PRIVACY.

The Children's Online Privacy Protection Act (COPPA) regulates online collection of information from children under the age of 13. Children under the age of 13 are generally not allowed to use our Services without a parent's or guardian's permission, especially when personal information may be automatically collected. We may partner with third-party services to provide educational content for children. Parents and guardians should review those services' privacy policies before permitting their children to use them. We may also produce and use photography showing library events for promotional purposes that may show groups of participants, including children. Individuals will never be singled out without parental or guardian permission.

8. LINKS TO OTHER SITES.

Our Site may include links to other third-party websites as a convenience to you. If you click on one of those links you will be taken to websites we do not control, and this Privacy Policy does not apply to those third-party websites. The inclusion of any link does not imply our endorsement of any other company, its site(s), or its product(s) and/or service(s). We are not responsible for the privacy practices or content of any other site.

9. LOCATION-BASED SERVICES.

Where you have opted in to sharing your location information, we may use various technologies to collect your information as described in this Privacy Policy to provide you with location-based services and content, including

for marketing purposes. You can opt-out from further allowing us to access your location data, by adjusting the permissions in your mobile device.

10. SOCIAL MEDIA AND PLUG-INS.

Our online services may use social media plug-ins (e.g., the Facebook "Like" button, "Share to Twitter" button) to enable you to easily interact with certain social media websites (e.g., Facebook, Twitter, Instagram) and share information with others. When you visit our online services, the operators of the available social media plugins can place a cookie on your device enabling such operators to recognize individuals who have previously visited our online services. If you are logged into these social media websites while visiting our online services, the social media plugins allow the relevant social media websites to receive information that you have visited our online services or other information. The social media plugins also allow the applicable social media websites to share information about your activities on our online services with other users of the social media website. For example, Facebook Social Plugins allow Facebook to show your "Likes" and comments on our online services to your Facebook friends. Facebook Social Plugins also allow you to see your friends' Facebook activity on our online services. We do not control any of the content from the social media plugins. We may also interact with you on social media platforms. If you contact us on one of our social media platforms, request services, or otherwise communicate directly with us on social media, we may contact you to interact with you. For more information about social media advertising and social media plugins from other social media websites, please refer to those websites' privacy and data sharing statements.

INTERNATIONAL TRANSFER OF INFORMATION COLLECTED

Information we collect from you will be stored and processed in the United States. If you provide us information, it will be transferred to, processed, and accessed in the United States. This Privacy Policy shall apply even if we transfer personal data from non-United States countries to other countries.

YOU CONSENT TO ANY AND ALL INFORMATION YOU PROVIDE AND SUBMIT VIA THE SITE BEING SENT TO THE UNITED STATES OF AMERICA.

11. CHANGES TO THIS PRIVACY POLICY.

As our organization changes over time, this Privacy Policy may change as well. We reserve the right to amend the Privacy Policy at any time, for any reason, without notice to you, other than the posting of the amended Privacy Policy on our Service. We will provide you notice of material changes by indicating that the Privacy Policy has been updated on our homepage and will indicate the date we made the update above. Your continued use of any of the Services after the changes have been made will constitute your acceptance of the changes. Please therefore make sure you read any such notice carefully. If you do not wish to continue using the Services under the new version of the policy, please cease using the Services.

12. CONTACTING US.

If you have any questions about this Privacy Policy, please contact us:

- By email: helpdesk@mcfls.org
- By visiting our website: <https://www.mcfls.org>
- By phone number: 414-286-3210

- By mail: 709 N 8th Street, Milwaukee, WI 53233

DRAFT

Milwaukee County Federated Library System
Legislative and System Services Committee
Minutes of the Meeting held Friday, April 8, 2022
Zoom Meeting Software

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

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

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 3:38 p.m.

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

Approval of Minutes for the MCFLS Legislative and System Services Meeting on March 10, 2022. Chair Johnson referred to the minutes of the March 10 2002 meeting which are shown as Attachment A of the agenda packet. Trustee Snyder moved and Chair Johnson seconded a motion to approve the minutes as presented. Unanimously approved.

LEGISLATIVE AND SYSTEM SERVICES – ADMINISTRATIVE REPORTS REQUIRING ACTION OR DISCUSSION

Draft of MCFLS System Privacy Policy. Director Hesel reviewed a draft MCFLS System Privacy Policy which is shown as Attachment B of the agenda packet. Director Hesel reviewed the Privacy Policy document which was acquired from our lawyer at Michael Best & Friedrich and customized a bit to fit our needs. Director Hesel noted the LDAC recently discussed and that he would welcome any further feedback until the 17th and then he will include the Privacy Policy on the April 25th Board agenda for formal action. Director Hesel added that this policy will be useful when dealing with vendors too as they are guardians of our patron data. Trustee Snyder moved and Trustee Deluhery seconded a motion to recommend MCFLS Board approval of the System Privacy Policy. Unanimously approved.

The idea of consent agendas was mentioned and it was suggested that the MCFLS Board discuss that topic at a regular meeting.

MCFLS System Bylaws. Director Hesel referred to the link on the agenda of the System Bylaws which was helpful for the Committee to comment and see discussion and suggested changes. Director Hesel reviewed the suggested changes and he pointed out that all terms do not begin on January 1 – some start at other times if there is a mid-term vacancy and it was questioned whether that should be addressed. It was suggested to add a point about unexcused absences and whether that might be addressed. Trustee Snyder moved and Trustee Deluhery seconded a motion to recommend MCFLS Board.

NEXT MEETING. Tentatively scheduled for Friday, September 30, 2022.

ADJOURNMENT. With no further business to be addressed, Trustee Snyder moved and Trustee Deluhery seconded a motion to adjourn the meeting at 4:10 p.m. Unanimously approved.

MCFLS
Financial Report
For the Three Months Ending March 31, 2022

		<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	\$ 3,301,094	\$ 2,475,824	(75.00)	\$ 825,270	(25.00)
5	Milwaukee County Allocation	\$ 66,650	\$ 66,650	(100.00)	\$ -	0.00
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	\$ 3,454	(19.08)	\$ 14,646	(80.92)
9	Member Postage Revenue (57)	\$ 20,900	\$ 2,944	(14.09)	\$ 17,956	(85.91)
10	Member OCLC Revenue (69)	\$ 127,336	\$ 102,613	(80.58)	\$ 24,723	(19.42)
11	Member Telecomm. Revenue (67)	\$ 16,800	\$ 16,800	(100.00)	\$ -	0.00
12	Member III Softwre Maint-Basic	\$ 185,717	\$ 122,574	(66.00)	\$ 63,143	(34.00)
13	Member III Softwre Maint-Other	\$ 49,938	\$ 29,643	(59.36)	\$ 20,295	(40.64)
14	Member Tech. Assist.-Time Rev.	\$ 20,000	\$ 6,115	(30.58)	\$ 13,885	(69.43)
15	Member Special Projects Rev (7	\$ 70,000	\$ 19,570	(27.96)	\$ 50,430	(72.04)
16	Member Catalog Contract Rev (7	\$ 151,176	\$ 124,715	(82.50)	\$ 26,461	(17.50)
17	Member Database Rev (54)	\$ 34,035	\$ 14,970	(43.98)	\$ 19,065	(56.02)
18	Member EcomTransaction Fees (4	\$ 6,800	\$ 1,595	(23.46)	\$ 5,205	(76.54)
19	Carryover Revenue	\$ 15,000	\$ -	0.00	\$ 15,000	(100.00)
20	Staff Benefits/Co-Pay Revenue	\$ 58,875	\$ 11,852	(20.13)	\$ 47,023	(79.87)
21	LSTA Technology Grant Revenue	\$ 36,014	\$ -	0.00	\$ 36,014	(100.00)
22	Member Digital Content Rev (90	\$ 243,299	\$ 91,053	(37.42)	\$ 152,246	(62.58)
23	Member PC Mngmt License Rev	\$ 2,545	\$ 572	(22.48)	\$ 1,973	(77.52)
24	Member Replacement Fines Rev	\$ 7,000	\$ 3,811	(54.44)	\$ 3,189	(45.56)
25	Member Overdrive Advantage Rev	\$ 15,000	\$ 8,526	(56.84)	\$ 6,474	(43.16)
26	Total General Revenues	\$ 4,491,959	\$ 3,144,290	(70.00)	\$ 1,347,669	(30.00)
27						
28	Special Revenues					
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	Total Special Revenues	\$ 271,378	\$ 74,919	(27.61)	\$ 196,459	(72.39)
33						
34	Total Revenues	\$ 4,763,337	\$ 3,219,209	(67.58)	\$ 1,544,128	(32.42)
35						
36		<u>Annual Budget</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
37						
38	General Expenditures					
39	Fringe Benefits Expense	\$ 273,215	\$ 56,949	20.84	\$ 216,266	79.16
40	Salaries Expense	\$ 431,956	\$ 106,866	24.74	\$ 325,090	75.26
41	Telephone Renewal Expense	\$ 750	\$ 113	15.07	\$ 637	84.93
42	Member Ecom Transaction Exp (1	\$ 6,800	\$ 1,812	26.65	\$ 4,988	73.35
43	TNS Calls/Notices Expense (20)	\$ 1,450	\$ 227	15.66	\$ 1,223	84.34
44	Conference/Training Expense	\$ 5,000	\$ 248	4.96	\$ 4,752	95.04
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	\$ 543	36.20	\$ 957	63.80
48	Copy Machine Maint. Expense	\$ 2,500	\$ 200	8.00	\$ 2,300	92.00
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	\$ 6,586	100.00	\$ -	0.00
52	MCFLS Buying Pool	\$ 145,000	\$ 147,215	101.53	\$ (2,215)	(1.53)
53	MCFLS Database Expense	\$ 97,453	\$ 96,883	99.42	\$ 570	0.58
54	Member Database Expense (17)	\$ 34,035	\$ 14,965	43.97	\$ 19,070	56.03
55	MCFLS Catalog Enhancement Expe	\$ 141,829	\$ 67,293	47.45	\$ 74,536	52.55
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	\$ 6,618	31.67	\$ 14,282	68.33
59	Telephone Expense	\$ 7,000	\$ 1,155	16.50	\$ 5,845	83.50
60	Meetings Expense	\$ 1,000	\$ 70	7.00	\$ 930	93.00
61	Insurance Expense	\$ 12,400	\$ 6,917	55.78	\$ 5,483	44.22

MCFLS
Financial Report
For the Three Months Ending March 31, 2022

62	Legal Expense	\$ 500	\$ -	0.00	\$ 500	100.00
63	Audit Expense	\$ 12,500	\$ 2,984	23.87	\$ 9,516	76.13
64	Payroll Service Expense	\$ 5,400	\$ 1,336	24.74	\$ 4,064	75.26
65	III Software Support Exp (12/1	\$ 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	\$ 20,349	67.83	\$ 9,651	32.17
69	OCLC Expense (10)	\$ 135,047	\$ 137,388	101.73	\$ (2,341)	(1.73)
70	MCFLS Computer Room Equipment	\$ 10,000	\$ 145	1.45	\$ 9,855	98.55
71	MCFLS Software Expense	\$ 7,000	\$ 540	7.71	\$ 6,460	92.29
72	MCFLS Equipment Expense	\$ 15,000	\$ 2,102	14.01	\$ 12,898	85.99
73	Member Special Projects Exp (1	\$ 70,000	\$ 19,293	27.56	\$ 50,707	72.44
74	Sorting and Delivery Expense	\$ 291,700	\$ 44,255	15.17	\$ 247,445	84.83
75	MPL Resource Contract Expense	\$ 206,318	\$ 51,579	25.00	\$ 154,739	75.00
76	MPL Rent Lease Contract Exp.	\$ 129,815	\$ 23,847	18.37	\$ 105,968	81.63
77	ILS Expense	\$ 36,450	\$ 9,113	25.00	\$ 27,337	75.00
78	MCFLS Catalog Cont Exp to MPL	\$ 297,098	\$ 74,275	25.00	\$ 222,823	75.00
79	Member Catalog Contract Exp.	\$ 151,176	\$ 37,794	25.00	\$ 113,382	75.00
80	MCFLS Collection Dev Tool Exp	\$ 26,972	\$ -	0.00	\$ 26,972	100.00
81	Internet Expense	\$ 21,635	\$ 4,030	18.63	\$ 17,605	81.37
82	Contingency Expense	\$ 32,895	\$ 646	1.96	\$ 32,249	98.04
83	LSTA Technology Grant Exp (21)	\$ 36,014	\$ 59,265	164.56	\$ (23,251)	(64.56)
84	Member Digital Content Exp (22	\$ 243,299	\$ 11,084	4.56	\$ 232,215	95.44
85	Marketing Expense	\$ 45,000	\$ 1,891	4.20	\$ 43,109	95.80
86	Cooperative Purchasing Sub Exp	\$ 2,500	\$ -	0.00	\$ 2,500	100.00
87	Member PC Mngmt License Ex	\$ 1,875	\$ -	0.00	\$ 1,875	100.00
88	Member MKE Mixer Exp (26)	\$ 1,400	\$ -	0.00	\$ 1,400	100.00
89	Member Replacement Fines Exp (\$ 7,000	\$ 3,811	54.44	\$ 3,189	45.56
90	Member OverDrive Advantage Exp	\$ 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	\$ 1,146,103	34.26	\$ 2,199,244	65.74
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	\$ 2,277,489	47.81	\$ 2,485,848	52.19
105						
106	Revenue/Expenditures +/-		\$ 941,720			



**709 North Eighth Street
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FAX: 414-286-3209**

April 25th, 2022

To: MCFLS Board of Trustees

From: Steve Hesel, MCFLS Director

Re: Lessons Learned During the Pandemic

Dear Trustees,

I was asked to share my thoughts on what lessons I believe our system and libraries have learned throughout the pandemic. I have summarized those thoughts below. Many of them have occurred to me over the course of the pandemic and others more recently.

How did you get through the last two plus years?

I tried to ask myself this question a lot during the pandemic when things were changing rapidly: eventually this pandemic will be over and "normalcy" will return. When we look back, did we keep our composure, focus our efforts on the important things, and serve our libraries and communities the best we could?

The system and member libraries had to pivot quickly and make decisions that we have never had to make before. Examples include handling holds across system, expanding access to electronic resources, how to handle delivery and multiple closures all happening in rapid succession. I feel we all did the very best we could under adverse conditions and a lot of uncertainty. I would wager most of the directors do not regret any decisions that we have made since we made them in the spirit of reaching consensus and with the best interests of our communities in mind.

Other thoughts:

- Our member libraries are incredibly versatile, innovative and flexible. There is no doubt our libraries stepped up to meet the needs of their communities during the pandemic and offered new services such as curbside pickup. We all worked together to expand access to resources when it was clear libraries would be forced to close. Although we all arrived at different levels of comfort with the pandemic, we continued to work together and share ideas. I am incredibly grateful to work with such dedicated directors and staff.
- Communication both locally and statewide has improved dramatically. In the early months of the pandemic directors and I met weekly to discuss possible changes to services and make sure we were all on the same page. I believe that practice helped directors make their own decisions and make recommendations to their boards. The DPI continues to hold weekly meetings with system directors and I feel our communication with them has never been better. I feel more connected to the state and their activities in a way that has never occurred before.
- Our day-to-day work life has changed forever. The pandemic forced us to work outside the office and I soon found that our system staff can and will work from anywhere. Not every job or role at MCFLS can be performed remotely, but overall they have proven to me that we can be productive and responsive in this new environment. We now have regular check-ins and communicate constantly. I feel like our team is stronger than we have ever been.
- COVID fatigue is real and mental health is going to be an ongoing issue long after the pandemic. This mental and physical fatigue is something I have been observing and we have discussed at both the state and local level. Our directors and staff are fatigued and turnover has unfortunately become one of the post-pandemic challenges that libraries face. It will take time for all of us to recover, particularly those working directly with the public.



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January 24th, 2022

To: MCFLS Board of Trustees

From: Steve Hesel, 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 the Network Administrator, PC Support Specialist and Business Manager roles. When completed, assist in the recruitment and hiring of a new part-time PC Support Specialist and full-time Business Manager 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. Assist the MCFLS Legislative and System Services committee in reviewing and submitting possible changes to the MCFLS Bylaws to the Board for approval.
6. Provide a smooth transition to an improved version of the CountyCat Mobile app before our current contract expires on July 30th, 2022.
7. 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.
8. 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.



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April 25th, 2022

March/April 2022 Director's Report

Summary of activities

Grant Activities

- The ARPA grant projects have been taking up a great deal of time, but the prospects are exciting. I submitted two grant application budgets for the materials lockers and technology infrastructure. The latter will supply all member libraries with \$2,400 to use on connectivity enhancements. Another ARPA award that MCFLS is a part of will pay for Brainfuse for participating members throughout 2022.
- I have had preliminary discussions with Julie Cayo at Employ Milwaukee about lending support for their Digital Literacy Labs grant proposal. MPL has already participated in pilots for this grant and we could possibly expand participation to the suburban libraries if the express interest. The grant provides for off-site technology training in small classroom environments.

State and Local Resource Sharing Activities

- Our PLSR delivery group is collecting data in the month of April to help with information gathering on the statewide delivery project. All systems are collecting information on tubs delivered and received from each location.
- Our InfoPass steering committee met in late March to go over the workflows for the newly revamped InfoPass process. We are tentatively looking at July or August for a go-live date.

ILS Review Activities

- Our ILS Review team met with staff from the Winnefox Library System as well as Oshkosh and Neenah Public Libraries to ask them questions regarding their use of the Sirsi-Dynix Workflows and Symphony ILS.
- Our team also had a productive online meeting with Kenosha Public Library staff and Jim Novy from Lakeshores Library System to discuss acquisitions and technical services capabilities of the Sirsi-Dynix system.
- Jen and I were also able to have a conversation with incoming North Shore director Rhonda Gould who has some extensive experience with Sirsi-Dynix and migration to their ILS system.

Upcoming Activities

1. Jen and the ILS Review team will be wrapping up their work and presenting a recommendation to LDAC on what ILS software MCFLS should use moving forward.
2. I will be working with members on the InfoPass project to get implementation in place mid-year.
3. Guiding libraries through implementation of the ARPA materials lockers project.